

Quality Improvement: the basics

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Agenda

- Provide an overview of Quality Improvement (QI)
 - What?
 - Why?

What are the overarching questions public health agencies must answer?

Are we actually improving the health of the public in the most efficient way possible?

And if not, how can we do it better?

What is Quality Improvement?

QI is an integrative process that links knowledge, structures, processes and outcomes to enhance quality throughout an organization

National Committee for Quality Assurance

What is Quality Improvement?

Working to do the right things right!

What is QI? It's about Process

- It is a *process* in itself – a way of doing things

- Is used to improve *existing* processes
 - Changing the way you do things to impact longer term outcomes

The race for quality
has no finish line.
~Unknown

What is QI? It's about Learning!

PLAN-DO-STUDY-ACT: Cycle of Continuous Improvement and Learning
Increased Frequency and Number of Cycles Results in Continuous Improvement and Greater Learning

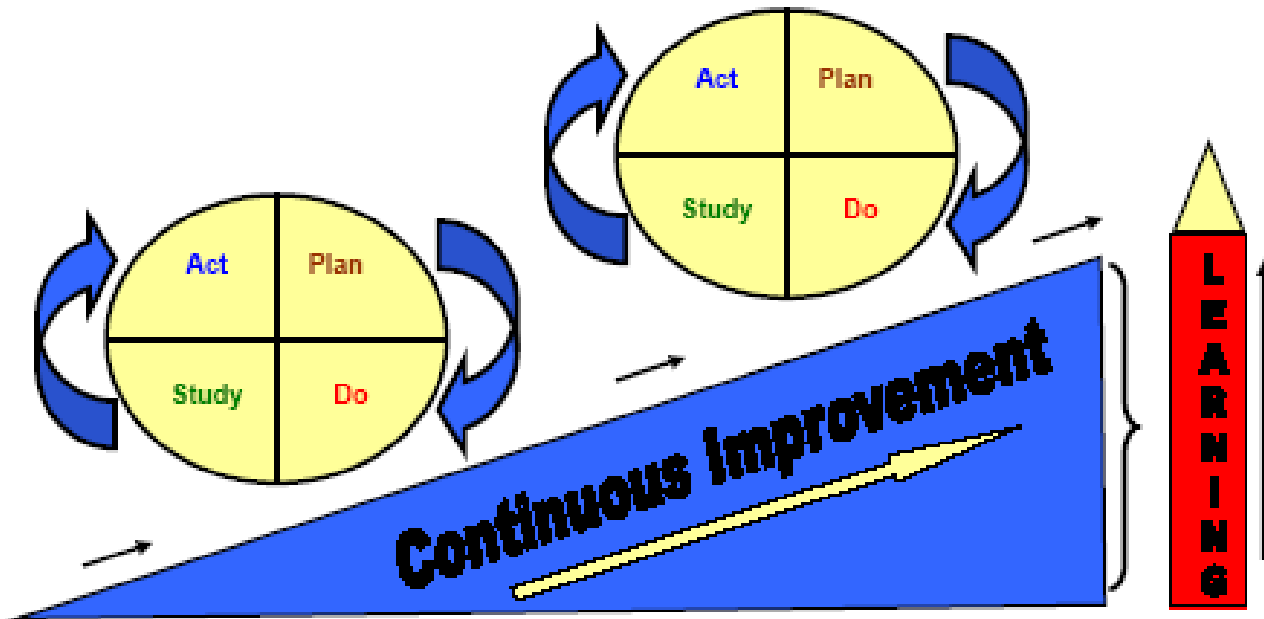


Figure 1

What is QI? It's about Data

- Using data to identify opportunities for improvement and to make decisions
- Data can help identify the “root” cause of your problem

Quality Improvement vs Quality Assurance

Quality Assurance

- ▶ Reactive
- ▶ Works on problems after they occur
- ▶ Led by management
- ▶ Periodic look-back
- ▶ Responds to a mandate or crisis or fixed schedule
- ▶ Meets a standard (Pass/Fail)

Quality Improvement

- ▶ **Proactive**
- ▶ Works on processes
- ▶ Seeks to improve (culture shift)
- ▶ **Led by staff**
- ▶ Continuous
- ▶ Proactively selects a process to improve
- ▶ To exceed expectations

Change vs. Improvement

It is essential to learn the difference between doing something in a *different* way, and doing it in a *better* way

"Of all changes I've observed, about 5% were improvements, the rest, at best, were illusions of progress."

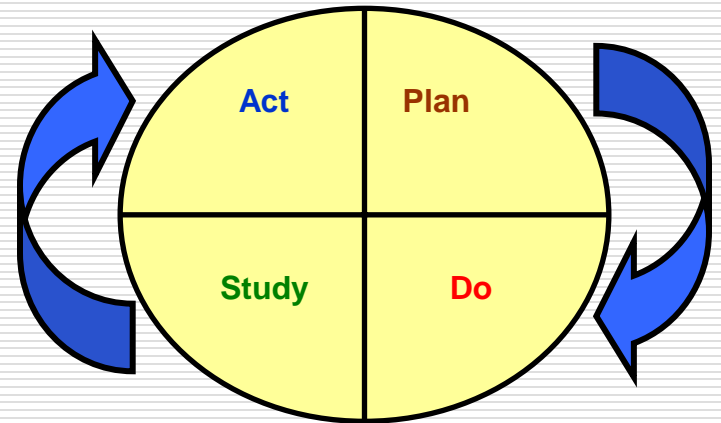
~ W. Edwards Deming

How do we do it? The Quality Improvement Model

“Quality is not an act, it is a habit”
~Aristotle

Quality Improvement Process: Plan-Do-Study-Act

- Plan** Plan changes aimed at improvement, matched to root causes
- Do** Carry out changes; try first on small scale
- Study** See if you get the desired results
- Act** Make changes based on what you learned; spread success



Model for Improvement: Three Key Questions in PDSA

1. What are we trying to accomplish?
2. How will we know that a change is an improvement?
3. What changes can we make that will result in improvement?

Why QI Now?

- ❑ Fewer Resources + More Work + Constant Change = Stress
- ❑ Everything we do has a cost and everything we don't do but should also has a cost. ~Jim Butler
- ❑ Helps workers deal more effectively with change
- ❑ Helps make change more effective
- ❑ Possible future accreditation

State Health Plan

Public Health Capacity and Quality Objectives

- *By 2020, all Wisconsin health departments will implement established quality improvement processes in daily practice*
- *By 2020, all Wisconsin health departments will be accredited using an established standard*



Questions???

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