

Quality Improvement Initiatives

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1. Introduction

- **Quality improvement (QI):** a systematic approach to making healthcare safer, more effective, and patient-centred.
- It uses data to drive continuous, measurable change.

2. Core Principles

- Focus on patients and outcomes rather than blaming individuals.
- Use evidence and measurement to guide decisions.
- Engage frontline staff who understand the processes.

3. Common Methods

- **PDSA cycle:** Plan, Do, Study, Act, an iterative test of small changes.
- Lean reduces waste; Six Sigma reduces variation and defects.
- Root cause analysis investigates the underlying causes of incidents.

4. Measuring Quality

- Structure, process, and outcome measures (Donabedian model) assess care.
- Key indicators include infection rates, readmissions, and patient satisfaction.
- Benchmarking compares performance against standards or peers.

5. Implementation

- Form a team, set clear aims, and pilot changes on a small scale.
- Sustain improvements through training, audit, and feedback.
- A strong safety culture encourages reporting and learning.