

Quality Improvement (QI) Documentation

Topic Area:

Identified Opportunity for Improvement: *A brief description of the area you wish to improve.*

I-QI Goal: *A specific goal for improvement-narrative (goal should be specific, measurable, achievable, realistic, and timed)*

Date I-QI Process began: *Enter the date you began the QI process*

Date I-QI Process completed: *Enter the date the QI process was completed. If the process is ongoing, please state is as such.*

Date of I-QI Re-measurement (frequency): *Enter the frequency and date of re-measurement*

Measurement: **Numerator:** *Enter the number of measurement items completed successfully relative to the goal*

Dominator: *Enter the total number of measurement items relative to the goal*

Goal: *Enter the goal you expect to achieve (goal should be specific, measurable, achievable, realistic, and timed)*

Team Leader: *Person responsible for coordinating the project*

Team Members: *People assisting with the project*

I-QI Outcome: *Measurement results*

Element	Date	Discussion
<p style="text-align: center;">F</p> <p>Find a process or problem area to improve</p>		<ul style="list-style-type: none"> ▪ Define the process ▪ Identify the customers ▪ Decide who will benefit from improvement ▪ Understand how the process fits within the organizational system and priorities
<p style="text-align: center;">O</p> <p>Organize an objective team that knows the process/problem</p>		<ul style="list-style-type: none"> ▪ People knowledgeable about and involved in the selected process ▪ Manageable team size ▪ Membership representative of various levels of the organization ▪ Develop method to document team progress
<p style="text-align: center;">C</p> <p>Clarify current knowledge about the process/problem</p>		<ul style="list-style-type: none"> ▪ Gather and review current knowledge of the process ▪ Analyze the process to distinguish between expected and actual performance
<p style="text-align: center;">U</p> <p>Understand sources of variation</p>		<ul style="list-style-type: none"> ▪ Plan and implement data collection ▪ Measure the process, using performance indicators ▪ Ascertain specific, measurable, and controllable variations ▪ Learn the causes of variation
<p style="text-align: center;">S</p> <p>Select an improvement or intervention</p>		<ul style="list-style-type: none"> ▪ Identify the potential action to improve the process ▪ Support the decision with documented evidence

Element	Date	Discussion
I Identify and define the problem		<ul style="list-style-type: none"> ▪ Determine which problem to address ▪ Assess current performance to understand the problem
M Measure the impact on customers		<ul style="list-style-type: none"> ▪ Use available data and other information to state the extent of the problem ▪ Address both internal and external customers
P Prioritize possible causes		<ul style="list-style-type: none"> ▪ Identify all possible causes ▪ Place causes in priority order
R Research and analyze root causes		<ul style="list-style-type: none"> ▪ Work to understand the actual cause of the problem ▪ Perform in-depth assessment to get to the basic cause(es)
O Outline alternative solutions		<ul style="list-style-type: none"> ▪ Assemble all realistic solutions ▪ Develop an action plan for implementation
V Validate that solutions will work		<ul style="list-style-type: none"> ▪ Implement the action on an appropriate scale ▪ Establish a monitoring system to determine the practicality and effectiveness of the solution
E Execute solutions and standardize		<ul style="list-style-type: none"> ▪ Fully implement the solutions until new procedures are normal practice ▪ Continue monitoring to assure that problem is resolved

Element	Date	Discussion
P Plan for the intervention		<ul style="list-style-type: none"> ▪ <u>Plan</u> the necessary action steps
		<ul style="list-style-type: none"> ▪ <u>Do</u> all that is necessary to implement the action plan and collect data to evaluate effectiveness ▪ <u>Discuss</u> how your team will share this information with the

<p>D</p> <p>Do-start the intervention. Does anything need to be changed?</p>		<p>rest of the NW staff.</p>
<p>C</p> <p>Check-did the process/problem change or resolve?</p>		<ul style="list-style-type: none"> ▪ <u>Check</u> the results for the desired outcome ▪ MEASUREMENT
<p>A</p> <p>Act-change the overall process to accommodate your plan. Does something else need to change based on the changes you made for this project?</p>		<ul style="list-style-type: none"> ▪ <u>Act</u> to fully implement the improvement-or rework the PDCA Cycle as necessary to make further changes-and to hold the gains made.