Improvement Methods Overview

Prior to Action Planning

- Use Assessment of Organizational Readiness for Change related to the Inpatient Quality Indicators and Patient Safety Indicators (Section A tools or AHRQ Survey on Patient Safety Culture).
- Review current performance on each of the metrics (Section B tools).
- Determine priorities for performance improvement (Section C tool).

Preparation/Action Planning

- Designate staff who will work as a project team throughout the performance improvement initiative.
- Have the team review the output from the tools in sections A, B, and C.

Step 1: Diagnose the Problem

- Describe Improvement Initiative – Project Charter (Tool D.2).
- Review and Select Best Practices (Tools D.3, D.4)
- Conduct a Gap Analysis (Tool D.5)
- Select Best Practices on Gap Analysis

Step 2: Plan and Implement Best Practices

- Develop Implementation Plan (Tool D.6)

Step 3: Measure Results and Analyze

- Implementation Measurement (Tool D.7):
  - Collect data on key process measures related to each best practice
  - Review data to determine effectiveness

Step 4: Evaluate Effectiveness of Actions Taken

- Results satisfactory:
  - Continue implementation, data measurement, and analysis
  - Integrate and standardize best practices throughout facility
- Results not satisfactory:
  - Identify issues blocking success
  - Report results to facility leadership

Step 5: Evaluate, Standardize, and Communicate

- Project Evaluation (Tool D.8)
  - Focus on lessons learned
  - Future planning
  - Standardization of best practices