

**AHRQ QI
TOOLKIT**



**How To Improve Hospital
Quality and Safety**



AHRQ Quality Indicators™ Toolkit for Hospitals

A free set of tools designed to support hospitals in assessing and improving the quality and safety of care they provide.

<http://www.ahrq.gov/qual/qitoolkit>

The Agency for Healthcare Research and Quality (AHRQ) Quality Indicators (QIs) are measures of hospital quality and safety drawn from readily available hospital inpatient administrative data. They include:

- Inpatient Quality Indicators (IQIs), which are measures of volume, mortality for specific procedures and conditions, and utilization. (www.qualityindicators.ahrq.gov/Modules/iqi_overview.aspx).
- Patient Safety Indicators (PSIs), which capture adverse events that patients experience as a result of exposure to the health care system (www.qualityindicators.ahrq.gov/Modules/psi_overview.aspx).

Hospitals across the country are using the IQIs and PSIs to identify potential concerns about quality and safety and track their performance over time.

The **QI Toolkit** supports hospitals that want to improve performance on the IQIs and PSIs by guiding them through the process, from the first stage of self-assessment to the final stage of ongoing monitoring. The tools are practical, easy to use, and designed to meet a variety of needs, including those of senior leaders, quality staff, and multistakeholder improvement teams.

Sections of the Hospital QI Toolkit

- **Determining Readiness To Change.** Tools to help board members and staff better understand the AHRQ QIs and for senior and quality leaders to assess the readiness of their organization to implement improvements.
- **Applying QIs to the Hospital Data.** Tools to help quality leaders and analysts calculate their AHRQ QI rates and identify documentation and coding issues that can affect those rates.
- **Identifying Priorities for Quality Improvement.** Tools to help senior leaders and quality staff determine where to focus improvement efforts.
- **Implementing Improvements.** Tools to support the team in applying quality improvement methods to implement changes in practices. One tool provides instructions for applying best practices for the PSIs.
- **Monitoring Progress for Sustainable Improvement.** Tools to support quality staff in tracking trends in performance on the measures.
- **Analyzing Return on Investment.** Tools to help senior leaders estimate the return on investment from improvement efforts around the AHRQ QIs.
- **Using Other Resources.** A case study plus tools to help quality staff identify other resources to support quality improvement.



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What You Need To Know About the Toolkit

- **The design and content reflect a careful development and evaluation process.** A national panel of experts on quality, safety, and improvement methods guided the project and reviewed the tools. In addition, the tools were tested in six hospitals.
- **The toolkit helps you choose the tools that are most appropriate and helpful to you.** The “Introduction and Roadmap” makes it easy for hospitals to identify the tools that meet their specific needs at a given point in time.
- **The toolkit has applications beyond the AHRQ QIs.** Many of the tools address the quality improvement process more generally, so hospitals can use them to tackle a range of quality goals.

Explore the Toolkit

Download the Hospital QI Toolkit from the AHRQ QI Web site: www.ahrq.gov/qual/qitoolkit. Start with the “Introduction and Roadmap” for an overview of all the available tools.

Questions? Contact the QI Support Team:

E-mail: support@qualityindicators.ahrq.gov

Voice mailbox (toll free): 888-512-6090

Mailing List

Learn about free resources to help users of the Hospital QI Toolkit, including Webinars and podcasts, by registering for the AHRQ QI e-mail list. Instructions for registering are available at www.qualityindicators.ahrq.gov/FAQs_Support/default.aspx.

