

Table of Contents

Dedications

Forewords

Introduction

About the Authors

Chapter 1: Identifying Gaps in Quality and Working in Teams to Close Those Gaps

Diagnosing an Individual

Diagnosing a System

Finding the Quality Gap

Evidence-Based Improvement

Describing Improvement Methods

Interprofessional Teams for Improvement

The Model for Improvement

Summary

Study Questions

Chapter 2: The Forgotten Aim

Overview: Health Equity and Health Inequity

Why Health Equity Matters to Quality Improvement Practitioners

The Foundation for Equity-Focused Quality Improvement

Equity-Related Concepts and Theories; Key Definitions

Summary

Study Questions

Chapter 3: Finding Scientific Evidence for Clinical Improvement

The Importance of Evidence-Based Practice

Formulating the Right Questions

Evaluating the Strength of Evidence

Choosing the Right Resources Based on the Question

Working with a Reference Librarian

Summary

Study Questions

Chapter 3: Identifying a Focus for Improvement

Step 1: Identifying an Improvement Area

Step 2: Narrowing the Focus of the Improvement Work

Step 3: Creating a Global Aim Statement

Summary

Study Questions

Chapter 4: Process Literacy, Culture, Context, and Systems in Health Care

Process Analysis

Process Analysis Methods

Culture, Context, and Systems

Culture, Context, and Systems Analysis Methods

Summary

Study Questions

Chapter 5: Measurement Part 1: Data Analysis for Decision Making in Health Care

Importance of Data for the Improvement of Health Care

Building Measurement Knowledge

Identifying a Balanced Set of Measures for Improvement

Summary

Study Questions

Chapter 6: Measurement Part 2: Using Run Charts and Statistical Process Control Charts to Gain Insight into Systems

Quality Improvement Measurement: Evaluating Systems over Time

Common- and Special-Cause Variation

Run Charts and Statistical Process Control Charts: The Basics

Interpreting Statistical Process Control Charts

Summary

Study Questions

Chapter 7: Understanding and Making Changes in a System

The Complexity of Systems Changes

Managing Changes in a System

Summary

Study Questions

Chapter 8: Spreading Improvements

Spread: Overview and Definition

Step 1: Setting a Foundation for Spread

Step 2: Developing an Initial Plan for Spread

Step 3: Carrying Out and Refining the Spread Plan

Summary

Chapter 9: Publishing and Presenting Quality Improvement

Dissemination of Improvement Work

Differentiating Between Improvement and Research

Summary

Appendix: Tools to Help Your Improvement Work

Improvement Project Worksheet

The Seven-Step Meeting Process

Team Roles

Team Charter
Readiness for Change
Stakeholder Assessment
Complex Adaptive System
Time Line
Communication Plan
Flowchart
Cause-and-Effect Diagram
Driver Diagram
Tips for Developing a Survey and Collecting Real-Time Data
Change Concepts Worksheet
Plan-Do-Study-Act (PDSA) Worksheet
Team Evaluation
Creating a Storyboard
Reviewing the Literature: The CRAAP Test

[Index](#)

Draft