

Falls: Major Premises of Quality Improvement

Focus on Organization's Mission

The organization's mission statement defining the basic purpose and reason for being. Clearly defined are the short-term and long-term efforts.

Continuous Improvement

Grounded in the premise that every plan, effort, and process can always be made better.

Customer Orientation

- Define quality—meeting and exceeding customer expectations; doing the right thing at the right time
- Identification of the organization's customers

Internal—Customers within the organization who depend on our performance in order to perform well themselves (peers, pharmacist, housekeeper)

External—Customers outside of the organization who depend on our performance to meet their needs (residents, families, payor groups, MD not employed by the hospital)

Leadership Commitment

Quality improvement efforts cannot succeed without management commitment and involvement.

Empowerment

Allowing staff to use the personal, professional, or situational power that they already have. The key to empowerment is through infrastructures that promote increased participation.

Collaboration Through Crossing Boundaries

Use of collaborative teams to analyze and improve functions and processes, is the hallmark of quality improvement. Teams are represented by diverse disciplines, functions, and viewpoints. To analyze a process, seek the root causes of the problem, create a corrective action plan, implement the changes, and evaluate.

Focus on Processes

Processes are a series or set of actions carried out to achieve a certain result. Mapping processes may reveal areas that need to be improved.

Focus on Data and Statistical Thinking

- Data is essential to identify and describe process variations
- Data must be accurate and put in proper context in order to be useful. One method used to identify quality issues F-O-C-U-S PDSA.