

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

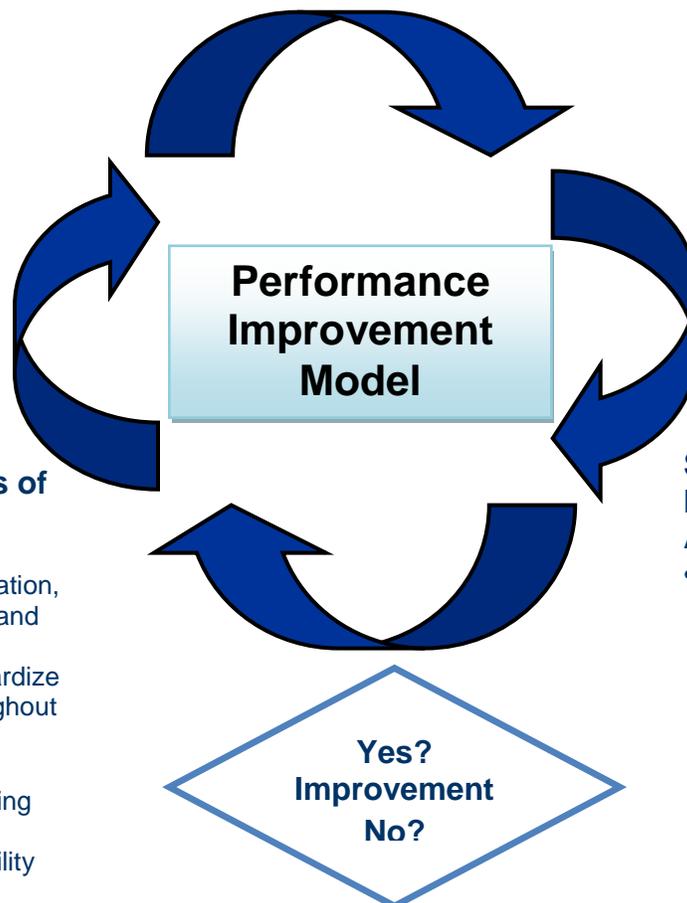
- Describe Improvement Initiative – Project Charter (Tool D.2).
- Review and Select Best Practices (Tools D.3, D.4)
- Conduct a Gap Analysis (Tool D.5)
- Select Best Practices on Gap Analysis

Step 5 **Evaluate,** **Standardize, and** **Communicate**

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

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 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

Source: Langley GJ, Nolan KM, Nolan TW, et al. The improvement guide: a practice approach to enhancing organizational performance. San Francisco: Jossey-Bass; 1996.