

## **6- Quality improvement :**

### **Definition of Quality Improvement (QI):**

☐ ☐ **Quality Improvement (QI)** involves continuously monitoring, analyzing, and improving of systems and procedures throughout the agency.

☐ ☐ **Goals of Quality Improvement (QI):** ☐ ☐

☐ ☐ Enhance performance by: ☐ ☐ ☐ ☐

### **Setting aims.**

Examining process of care. Testing changes in this process.  
implementing those changes, which improve results.

### **Quality improvement process (QI):**

The steps involved in quality improvement are identify the problem, root cause identification and analysis, research utilization, Optimal solution based on root causes, action planning, implementation, and follow-up.

#### **1- Identify the problem.**

#### **2- Identify the root causes & analysis.**

#### **3- Research utilization**

Use of research about the processes and management of staff development education is the basis for quality-improvement strategies.

Research utilization provides a scientific basis for decision making and ensures a solid foundation for change.

#### **4- Optimal solution based on root causes.**

**5- Action planning:** Encourages participation in the planning and implementation of change.

☐ Action planning uses the same concepts of lesson planning to design a framework for change within the department. No major change should occur without a written action plan

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structure that encourages participation in the planning and implementation of change.

□ Action planning uses the same concepts of lesson planning to design a framework for change within the department. No major change should occur without a written action plan.

### **6- Implementation:**

Participation of staff development educators and nursing service staff in the decisions and planning.

### **7- Follow-up:**

Follow up the effectiveness of the implementation and verify that the desired results are met.

### **Examples:**

- Decision-makers cannot hope to develop and implement new strategies for quality **without properly engaging health-service providers**, communities, and service users.
- Health-service providers need to operate within an appropriate policy environment for quality, and with **a proper understanding of the needs and expectations of those they serve**, in order to deliver the best results.
- Communities and service users **need to influence both quality policy and the way in which health services are provided to them**, if they are to improve their own health outcomes.