

Healthcare Quality & Quality Improvement

Healthcare Quality: The provision of health services to individuals and their community to optimize health outcomes using current research and professional knowledge

Quality Improvement: A systematic approach that seeks to standardize processes and structure in healthcare to reduce variation, achieve predictable results, and improve patient outcomes



Effective

Care is based on evidence that results in improved outcomes for everyone



Safe

Care is delivered in a way that is safe, accessible, appropriate, and sensitive to individual's needs



Equitable

Services embed an inclusive culture where everyone is valued and respected



People-Centered

Care is respectful and responsive to the needs and values of the patient

Importance of healthcare quality

- Promote a culture of safety
- Promote a culture of excellence in providing care to achieve optimal health outcomes
- Enhance patient, family, and provider experience
- Improve healthcare expenditures

Approaching quality improvement

- Place a priority on encouraging communication, engagement, and participation for everyone
- Improve outcomes and lower costs through continuous redesigning of work processes and systems
- Develop and deliver new or improved health policies, systems, products, and technologies to promote better patient outcomes

Resources

- Informational Podcasts
- Journal Articles on Healthcare Quality & Quality Improvement
- CME Learning Modules

