



Quality Improvement Resources

Agencies that Support Quality

[Accreditation Association for Ambulatory Health Care](#)
[Agency for Healthcare Research](#)
[American Society for Quality](#)
[Bureau of Primary Health Care, Health Center Quality Improvement](#)
[California Quality Collaborative](#)
[Center for Care Innovations](#)
[Institute for Healthcare Improvement](#)
[QUALIS Health](#)
[National Committee for Quality Assurance](#)
[The Joint Commission](#)

Topic Specific Toolkits & Resources

Toolkits

NACHC - [The Quality Management Plan: A Practical, Patient-Centered Template](#) (
CPCA – [Sample of Compliance Toolkit](#)
NCQA - [HEDIS & Performance Measurement](#)
HRSA – [Developing & Implementing a QI Plan](#)

Resources

Benchmarking – Benchmarking evaluates or checks something by comparison with a standard
[Truven Health Analytics](#)
[Benchmarks Plus](#)
[Agency for Healthcare Research and Quality: Module 7. Measuring and Benchmarking Clinical Performance](#)
[Healthcare Benchmarking in Hospitals: More Than a Scorecard](#)
[Healthcare Financial Management Association: Benchmarking Tools for Reducing Costs of Care](#)
[Benchmarking: A Method for Continuous Quality Improvement in Health](#)
[Benchmarks and Threshold Used for Accreditation Scoring](#)

Cause and Effect Diagram (*aka Fishbone or Ishikawa*) - The fishbone diagram identifies many possible causes for an effect or problem. It can be used to structure a brainstorming session. It immediately sorts ideas into useful categories.

[ASQ](#)
[Center for Medicare & Medicaid Services](#)
[MoreSteam.com- The Engine Room of Continuous Improvement](#)
[Fishbone/Cause and Effect Diagram](#)

[Building Your Cause and Effect Diagram](#)
[Fishbone Diagram-Analysis Tool](#)

Continuous Quality Improvement (CQI) – CQI is a process of creating an environment in which management and workers strive to create constantly improving quality.

[National Learning Consortium](#)

[FRIENDS-National Resource Center for Community-Based Child Abuse Prevention](#)

[The Science of Continuous Quality Improvement-Tools for Continuous Quality Improvement](#)

[ASQ- Continuous Improvement](#)

[Introduction to Continuous Quality Improvement Techniques for Healthcare Process Improvement](#)

[American College of Surgeons-Continuous Quality Improvement](#)

Failure Modes and Effects Analysis (FMEA) - A systematic, proactive method for evaluating a process to identify where and how it might fail and to assess the relative impact of different failures, in order to identify the parts of the process that are most in need of change.

[ASQ](#)

[IHI FMEA](#)

[Quality-One International](#)

[FMEA Info Centre](#)

[Gemba Academy-10 Steps to Creating FMEA](#)

[Workflow Diagnostics-Failure Mode and Effects Analysis Training for Healthcare](#)

[The Basics of Healthcare Failure Mode and Effect Analysis-Videoconference Course Presented by VA National Center for Patient Safety](#)

Flow Charts – A diagram or the sequence of movements or actions of people or things involved in a complex system or activity

[IHI-Flowchart Tools](#)

[KLA Healthcare-Visual Flow Chart](#)

[ACA Coverage Flowchart](#)

Force Field Analysis – A method for listing, discussing, and evaluating the various forces for and against a proposed change.

[NHS Institute for Innovation and Improvement](#)

[Driving/Restraining Forces & Equilibrium](#)

[ASQ-Quality in Healthcare](#)

[AHRQ Force Field Analysis](#)

[Force Field Analysis Examples and Templates](#)

Lean Six Sigma – Six Sigma is a method that provides organizations tools to improve the capability of their business processes. Six Sigma quality is a term generally used to indicate a process that is well controlled.

[Going Lean in Health Care](#)

[Robust Process Improvement-Joint Commission Center for Transforming Healthcare](#)

[Lean Healthcare Exchange](#)

[Lean Healthcare West](#)

[CA Healthcare Foundation-Getting Lean: A Journey Toward Better Health](#)

[CareThe Use of Six Sigma in Healthcare](#)

[Six Sigma Quality Resources for Healthcare](#)

Model for Improvement – A framework to guide improvement work.

[Improvement-Institute for Healthcare Improvement](#)

[Web-Based Training](#)

[Plan-Do-Study-Act: IHI Model for Improvement](#)

[Quality Improvement Resources](#)

[Health Care Quality Improvement: There's an App for That](#)

Plan-Do-Study-Act (PDSA) - A method for conducting short, rapid tests of change.

[PDSA Summary](#)

[Testing for Improvement- HRSA](#)

[PDSA Cycle Template](#)

[PDSA Worksheet & Examples](#)

Root Cause Analysis – A method of problem solving used for identifying the root causes of faults or problems.

[Root Cause Analysis Summary-World Health Organization](#)

[Framework for Conducting a Root Cause Analysis and Action Plan](#)

[Six Sigma, Determine the Root Cause: 5 Whys](#)

[Techniques for Root Cause Analysis: Source: Proc \(Bayl Univ Med Cent\). 2001 April; 14\(2\): 154–157.](#)

[VA National Center for Patient Safety-Root Cause Analysis](#)

Uniform Data System - A yearly report of performance provided by health centers to the federal government.

[HRSA Health Center Data and Reporting](#)