Measures

- **Outcome Measure:**
  - This is the specific result that is generally included in the Aim
- **Process Measure:**
  - This is designed to evaluate how the process is functioning
- **Balancing Measure:**
  - This is designed to catch unintended consequences

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### How to Guide a Quality Improvement (QI) Project

**AAAII 2024 Program Directors Assembly Meeting**

**Contact Us**

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**Analysis, Publishing, and Sharing**

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<td>Notes to authors</td>
<td>The SQUIRE guidelines provide a framework for writing new knowledge about how to improve healthcare. The SQUIRE guidelines are intended for readers that describe specific actions to improve the quality, safety, and value of healthcare, and meet methods to establish that observed outcomes were due to the intervention. A range of approaches exists for improving healthcare. SQUIRE may be valuable for reporting any of these. Authors should consider every SQUIRE item, but it may be inappropriate or unnecessary to include every SQUIRE element in a particular manuscript. The SQUIRE glossary: <a href="http://qualitytools/bmj.com/content/308/7483/326/full">http://qualitytools/bmj.com/content/308/7483/326/full</a></td>
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**What is QI?**
- Quality is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge – National Academy of Medicine
- A continuous and ongoing effort to achieve measurable improvements... which achieve equity and improve the health of the community - CDC
- Quality improvement is the framework used to systematically improve care

**Purpose**
- Quality improvement seeks to standardize processes and structure
- Reduce variation
- Achieve predictable results:
  - Improve outcomes
  - Patients
  - Healthcare Systems
  - Organizations

**Benefits**
- Improved safety
- Improved product quality
- Increased efficiency and productivity
- Decreased cost
- Reduced waste
- Employee satisfaction and teamwork
- Patient/Customer satisfaction
- Wait/service time

**Barriers**
- Lack of time
- Lack of funding
- Lack of staff training and resources
- Lack of support from management
- Lack of buy-in from clinicians
- Lack of leadership
- Lack of data systems and analytics infrastructure
- Poor communication
- Resistance to change

**Aim**
- Is the goal an increase or decrease?
- What is the specific population?
- What is the baseline rate and what is the desired rate?
- What is the timeline for achieving the desired rate?

**Design**
Create a Process Map and Identify the Key Drivers and Interventions:
- Start with the problem or global goal
- Are there national benchmarks or professional guidelines?
- What is currently known about the problem including relevant prior studies
- Why is your quality problem relevant?
  - Common in multiple healthcare settings?
  - Financial incentives (i.e. reimbursement, legislative monitoring)
  - External impact should be evident, and not just applicable to your healthcare setting
- What can you measure? Have objective measures set before project is started
  - It is critical to select measurable results
  - Do you have existing reports that can be used to establish a baseline?
  - Knowing what data you have can help guide selection of an appropriate target population