Resources for Teaching Quality Improvement

**Classic Articles**

*This is Donabedian’s classic article describing the structure, process, outcome framework that we still use for quality measures.*

*A classic study – the investigators obtained medical records for over 6,000 outpatients across the U.S. Record reviews identified whether patients had received recommended care. The study’s conclusion was that Americans received ~1/2 of recommended care. The findings held true regardless of whether measures were separated out as for acute, chronic, or preventative care.*

*This article is a concrete example of published outcomes in critical care quality. Authors describe their implementation of a bundled approach to improving the process of care and discuss dissemination across multiple hospitals in Michigan. This is useful as an example of published outcomes in the literature.*

*This article and the several that follow (as part of this series) introduce key concepts in quality improvement and measurement. They cover topics such as the role of physicians, the value of measurement, and tests of change in medicine.*

*This piece is a nice introduction to the value of measurement and its impact on provider behavior and improvement. Using the example of cystic fibrosis and patient anecdotes at low and high performing centers the author skillfully lays out the inherent value in measurement and then reacting to the numbers. This article and all other health care quality articles by Gawande can be found at the website listed below. They serve as useful introductions or “hooks” for novice learners.*
Websites:
National Quality forum (NQF) http://www.qualityforum.org


Institute for Healthcare Improvement http://www.ihi.org

Atul Gawande New Yorker Articles on Quality http://atulgawande.com/publication/new-yorker/

Books


This basic textbook is an accessible introduction to QI principles and methods. Authors review theory and then provide examples of how to identify a question, design a project plan and use PDSA cycles to achieve outcome change. It is written in readable language and is useful at all levels of learners – undergraduate medical to faculty. Although most of the examples are non-medical, the information is very transferrable. It is considered by some to be the best text book to learn how to systematically improve a process.


A step by step guide on how to use the A3 problem solving method, which is a Lean/Toyota Production System method and tool, to approach quality problems in health care.