



QUALITY IMPROVEMENT

“Quality of care 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.” (IOM, 1990)

Quality Improvement (QI) Requires:

- Effective leadership
- Development of an appropriate organizational culture
- Desire to change and improve
- Beliefs and attitudes conducive to QI
- Adherence to the CQI concept
- Teamwork

Continuous Quality Improvement (CQI):

CQI focuses on making an entire system's outcomes better by constantly adjusting and improving the system itself. In other words, once processes and problems have been identified, improved, and evaluated, the cycle begins again.

Basic Components of a CQI Program:

- Quality indicators based on internal and external expectations
- Processes – clinical, managerial, or systems-oriented to achieve outcomes
- Data collection calendar
- Trending tool – typically with 3 to 6 months of data
- CQI model
- QI meeting agenda

- Meeting minutes that document analysis, discussions, actions and results
- Action plans focused on addressing the specific causes of problems or issues

What is a Quality Improvement Plan (QIP)?

A QIP provides a roadmap of all aspects of clinical care and services provided by a dialysis facility. It should be reviewed and revised to remain responsive to the changing requirements of the dynamic dialysis environment, identifying opportunities to improve quality and safety.

Why Use a QIP?

A QIP should be adopted by each dialysis facility to improve the quality of care and service provided by the ESRD facility, as a tool for documentation, and to support a provider's mission.

CQI Practice:

If CQI and Quality Assessment and Performance Improvement principles are being consistently and correctly practiced, both internal and external customers (patients, doctors, staff, surveyors, payers, etc.) are more satisfied with the services and care provided. The ability to comply with federal and state regulation and to meet renal community standards are increased as well as the likelihood of lawsuits lessened. And, most importantly, patient outcomes improve over time and are sustained.

From a practical perspective, less time is spent on dealing with problems and crises. Patient care is less fragmented while, at the same time, caregivers experience greater job satisfaction as they see their efforts improve care.