



CONTINUOUS QUALITY IMPROVEMENT

An Introduction

CQI: WHAT IS IT?

- Continuous Quality Improvement, or CQI for short, is a process that is driven by the philosophy that *anything* can be improved upon.
- CQI rejects the idea that the "status quo" is good enough, and strives to constantly make things better.



CQI: WHERE DID IT COME FROM?

- CQI, as we know it, was developed and shaped by two men: Walter Shewhart in the 1930s, and W. Edwards Deming in the 1940s.
- Shewart and Deming both had backgrounds as statisticians. As a result, CQI places a large emphasis on collecting data to track improvement.



CQI: WHY DOES IT WORK?

- Ideally, EVERYONE who is involved in a process should also be involved in the continuous quality improvement of that process.
- Ultimately, CQI always has the consumer in mind.



CQI: HOW IS IT RELEVANT TO PUBLIC HEALTH?

- Public Health's purpose is to improve the quality of life of our clients, through the programs we offer.
- In order to improve the programs we offer, it makes sense to use a model that is already geared towards the consumer/client.

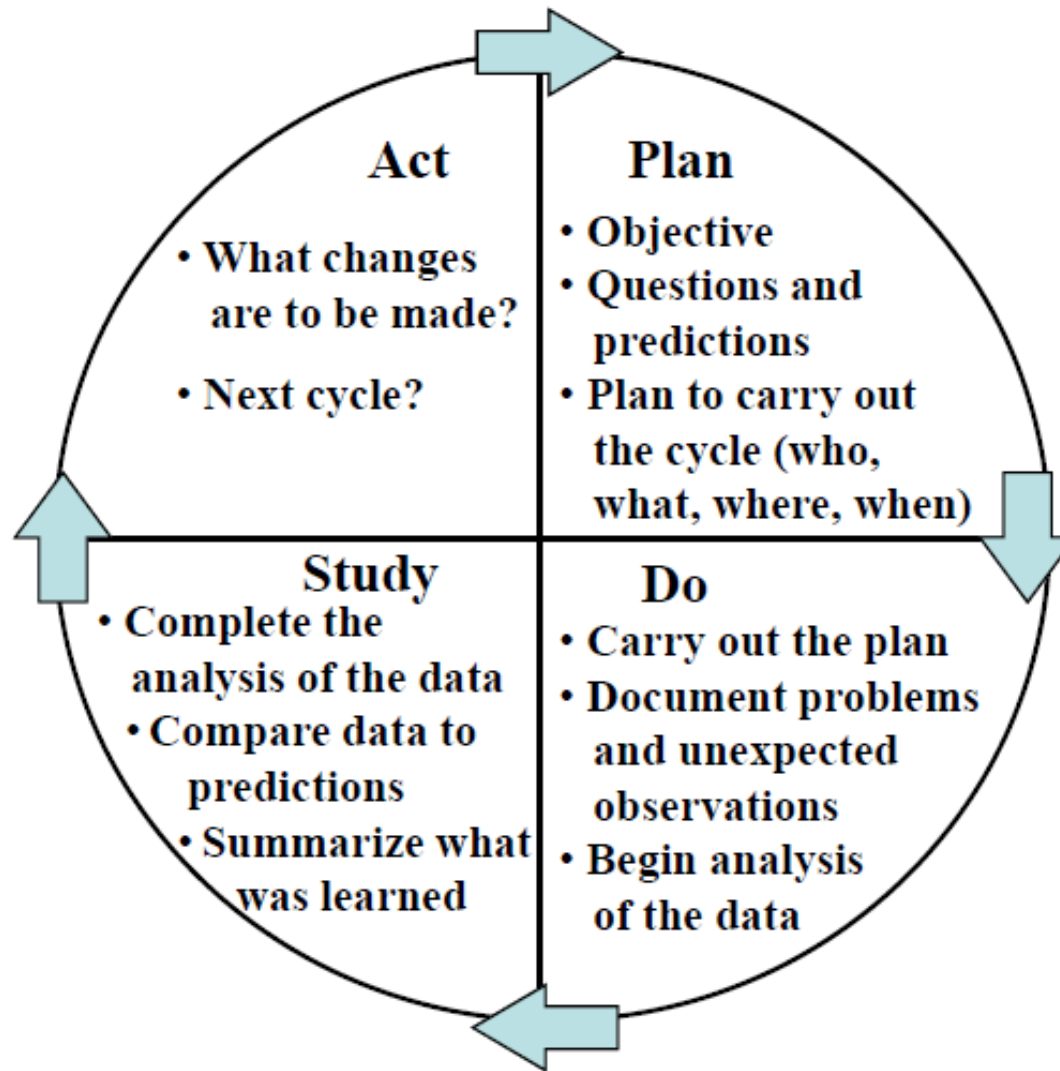


THE TOOLS OF CQI: PDSA CYCLES

- Plan, Do, Study, Act (PDSA) Cycles:
 - Plan: Gather your team, set a goal, make a prediction, outline who will do what and by when
 - Do: carry out your plan, document the results
 - Study: review the results of the 'Do' phase; what worked? what didn't work? was your prediction accurate? did any of the results surprise you?
 - Act: decide whether or not your initial plan is the best possible option at this point in time; if not, create a new plan to test and begin the cycle again.



PLAN, DO, STUDY, ACT (PDSA) CYCLES



PLAN, DO, STUDY, ACT (PDSA) CYCLES

Repeated Use of the Cycle

