



# Quality Improvement Tips

Advancing the quality agenda in your organization

As health care professionals, we have two jobs: to provide and improve care. Shifting towards a quality improvement culture is a journey that is shaped through behaviour changes over time.

Quality Improvement leaders recommend seven attributes and behaviours to support the quality improvement process:



1

## Vision

Develop a common vision for success.



2

## Dedication

Find opportunities to reinforce team member's commitment to quality improvement on an ongoing basis in order to build team cohesion and unity.



3

## Flexibility

Embrace change and continual learning.



4

## Understanding

Pause to explore and understand resistance. Ensure all team members feel heard.



5

## Confidence

Root decisions in data and lived experience and use your learnings to guide decision making. Don't be afraid to pivot if the data indicates that the project needs to move in a different direction.



6

## Innovation

Encourage innovation and embrace new ideas.



7

## Participation

Ensure end users are engaged and participate in the quality improvement process.

