



Quality Improvement Tips

Leadership: Building a Quality Driven Culture

Embarking on a Quality Improvement (QI) initiative requires the commitment of leaders and staff across an organization. Consider these tips when planning your quality improvement initiative.

- 1** Engage your board of directors in QI. Have them agree on priority areas, approve the short and long-term goals, and regularly monitor progress by asking key strategic questions.
- 2** Align your QI initiative with your organization's strategic plan.
- 3** Be sure staff understand the importance of QI by making it part of everyday conversation and decision-making.
- 4** Look for a QI project leader with the following skills:
 - A clear vision and ability to see the big picture
 - Perceptive and empathetic
 - A confident decision maker
 - Honest and transparent
 - Accountable for successes and failures
 - Empowering
 - Inclusive
 - Not afraid of change
 - Respectful
 - Embody a natural curiosity
 - Active listener
 - Results-oriented, using information to create positive change
 - Passionate about meeting the needs of clients and families
- 5** Create a common vision and understanding of the "why". Use both data and the client experience to demonstrate the need.
- 6** Identify QI champions within your organization who support the project and assist with implementation.
- 7** Define the quality issue you are trying to improve:
 - Focus on problems that the QI project team can control. Large, systematic- and organizational-wide challenges may be difficult to solve at the project level.
 - Be open to problem statements evolving. Throughout the diagnostic process your problem statement may become more specific or it may not a problem at all!
 - Plan resource properly. Consider what training and support is needed.
 - Have controls and accountabilities in place.
 - Trust the QI process. Define the problem, diagnose the issue and develop solutions. to root causes for the highest rate of success
- 8** Engage clients, families and staff in your quality improvement project.
- 9** Communicate progress at all levels and between teams on a regular basis. Be open and transparent.
- 10** Share and celebrate successes.

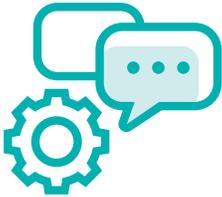




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When it comes to quality improvement, the board of directors' role is to agree on areas of quality improvement priorities, approve the articulation of the quality priorities, approve the short and long-term goals and regularly monitor progress.



Board directors should ask these strategic questions:

- How is the quality of our service/care?
- How do I know?
- How long do clients wait for services?
- What could clients and staff tell you are the first things to improve?
- What do client experience surveys/complaint data tell us about the client's experience with our service?
- How are clients involved in improving quality in our service?



Consider the following:

- What baseline do you expect for selecting the measures chosen? Is there data to help set performance targets?
- What are the priority areas for your organization?
- What can you learn from peers from other sectors?
- Have you considered key partnerships and collaborations to improve client care?
- Have targets been set that demonstrate your organization's commitment to improvement?
- Are planned improvement initiatives designed to improve the care and services received by the client?
- Has your quality plan been developed with input from clients and families or client advisors?

