

An illustration of a diverse group of people in a meeting. The scene is composed of several stylized human figures in various colors (brown, green, blue, orange, black) and shapes, some with glasses or hair accessories. They are arranged in a way that suggests a group discussion or a meeting. The background is a solid light brown color. A white banner with blue text is overlaid on the middle of the illustration.

# Quality Improvement 101

**1**

# Quality Improvement Principles





## Quality Improvement

*/ˈkwɒlɪti/    /ɪmˈpruːvm(ə)nt/*

1. The applied science of using systems change to improve outcomes.
2. A continuous and ongoing effort to achieve measurable improvements to a system.

# Quality Improvement

*/ˈkwɒlɪti/    /ɪmˈpruːvm(ə)nt/*

## Tenets of QI

- Every system is perfectly designed to get the results it gets.
- Everyone has the expertise they need to improve their work.
- An Improver's primary job is to be curious about the systems underpinning their work.

## To achieve QI, a community/team must:

1. Coordinate around a shared aim.
2. Assemble a nimble, integrated team.
3. Capture, track, and use real-time, by-name data.
4. Identify areas for improvement and establish a testable menu of strategies.
5. Make data-driven changes, and evaluate the impact of those changes to ensure sustained success.
6. Share knowledge to accelerate progress.
7. Be tight on aims, measurement, and outcomes, but loose on how teams get there.

## Quality Improvement

*/ˈkwɒlɪti/    /ɪmˈpruːvm(ə)nt/*

# Model For Improvement

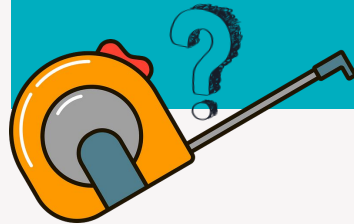
It is a simple, yet powerful tool for accelerating improvement by asking 3 questions:

What are we trying to accomplish?



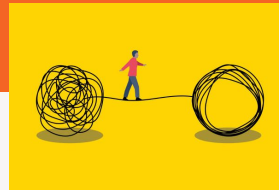
Aims & driver diagrams

How will we know a change is an improvement?

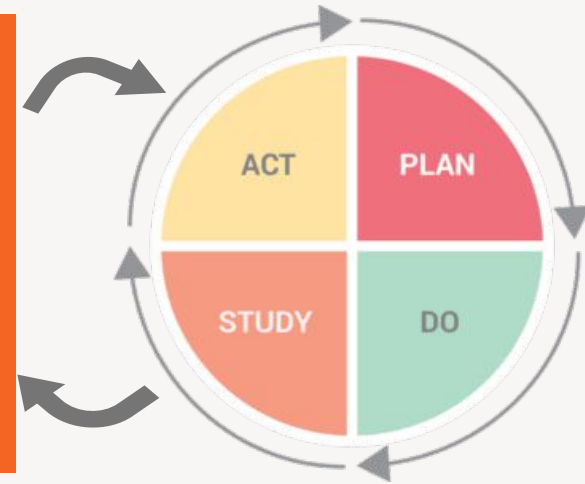


Measurements

What change can we make that will result in improvement?

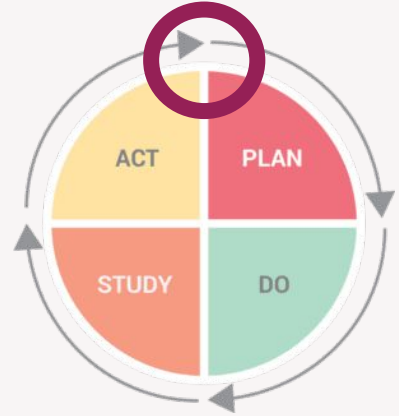


Small tests of change

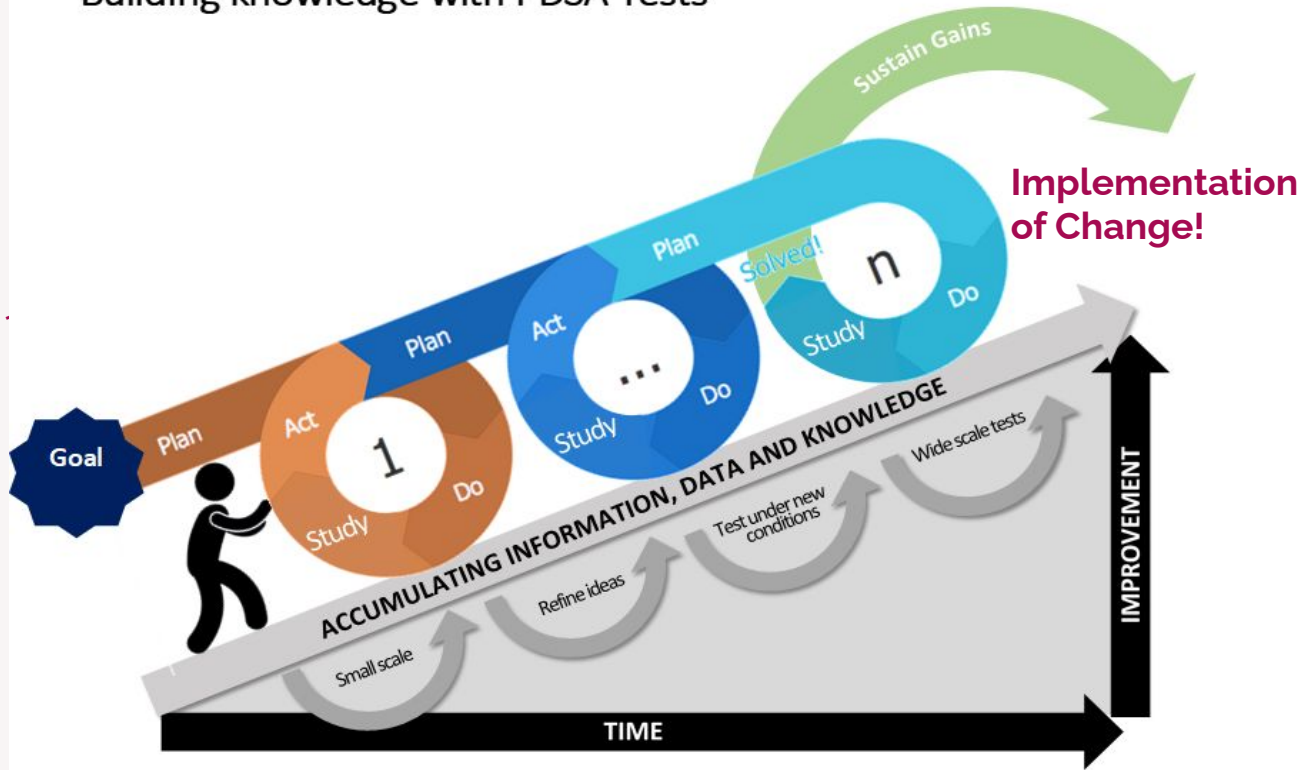


PDSA cycles  
*adapt, adopt, or abandon*

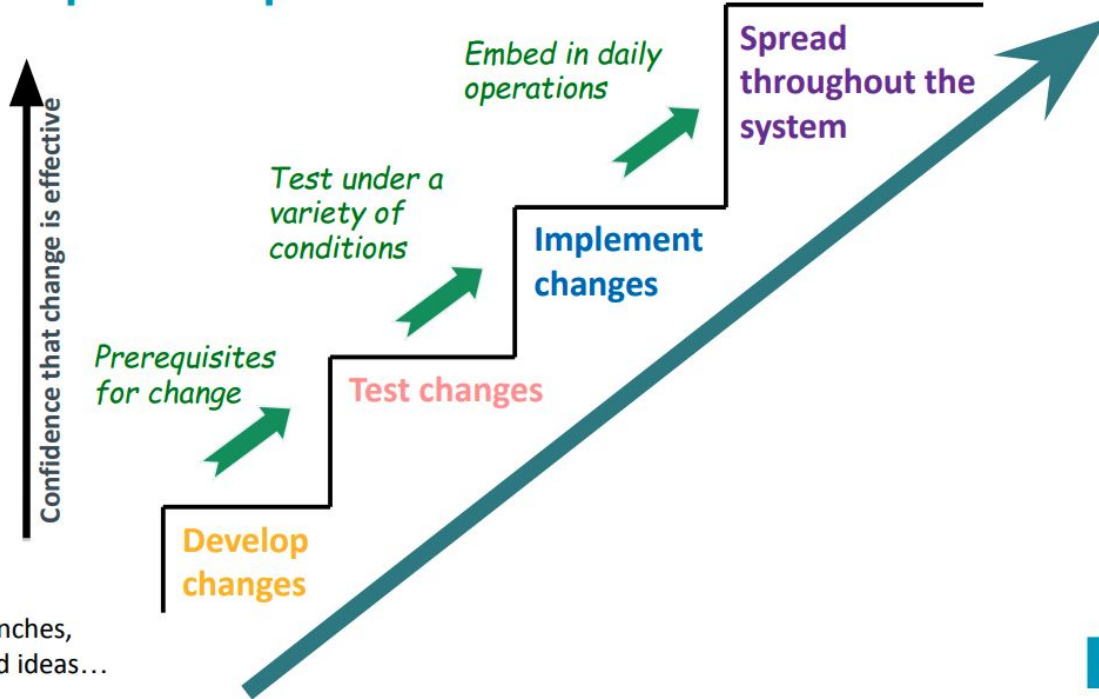
# Ramping your change ideas



Building knowledge with PDSA Tests



# Steps to Improvement



From hunches, theories and ideas...

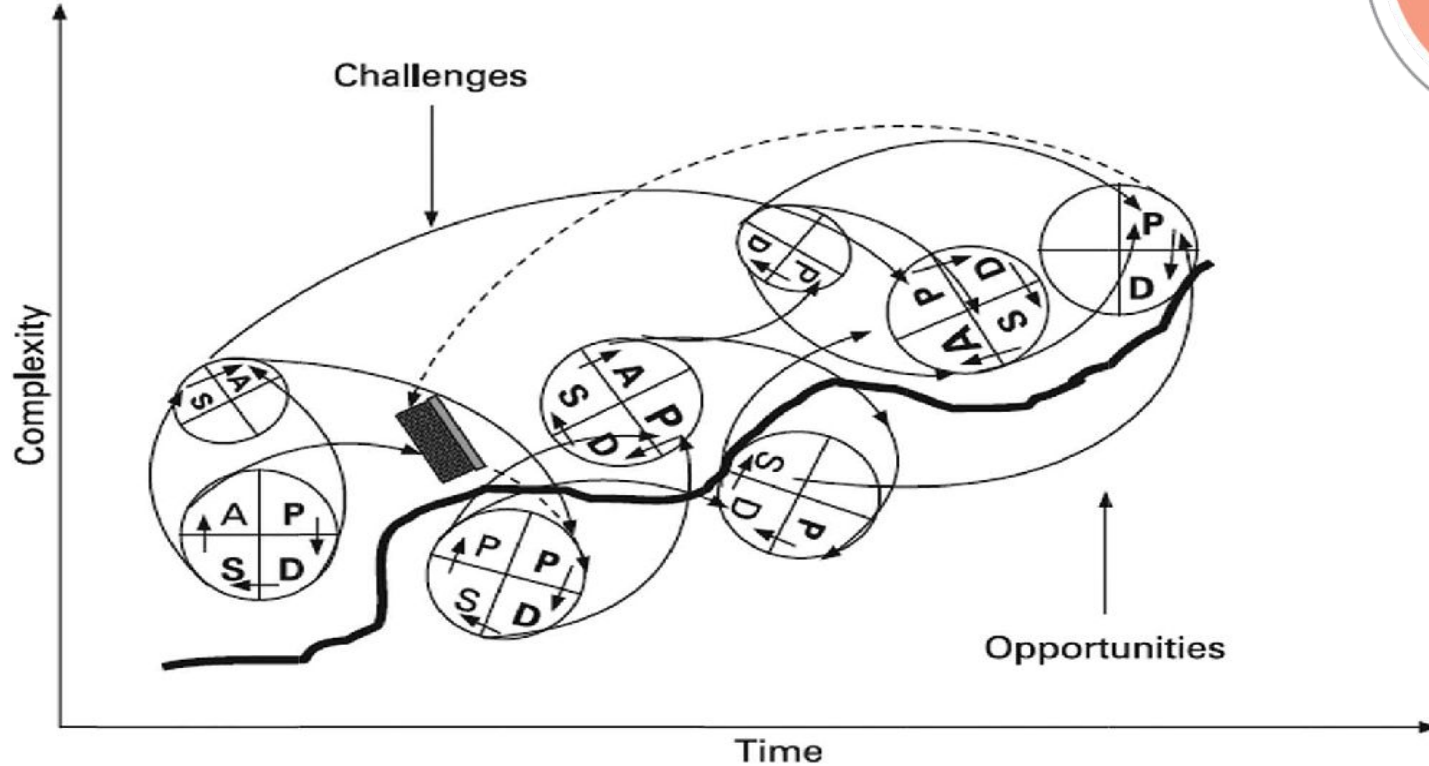
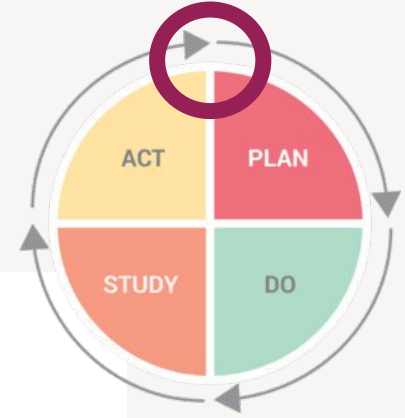


What is Quality Improvement?

IHI example

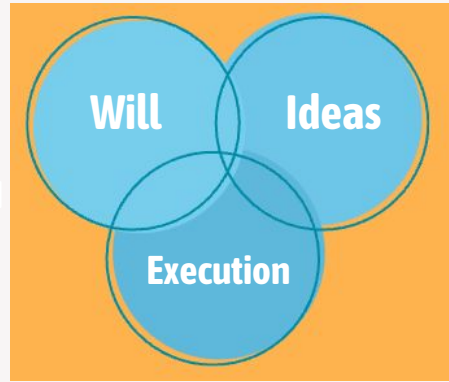


# What reality can look like



# Executing Improvement for Systems Change

What are Improvement Mindsets?



Subject matter experts have deep knowledge, experience, skills, and credibility.

They service as key contributors in improvement work.

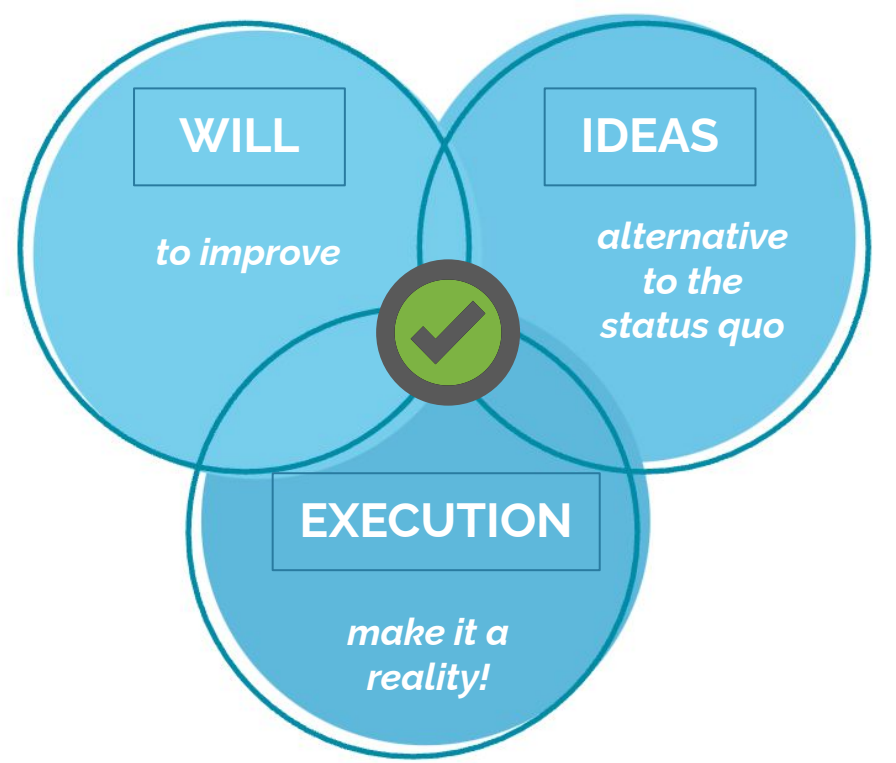
**It is all of you here  
today!**

## Subject Matter Expertise



Subject matter experts will need **three elements for strategic and quality improvement** as we pursue solving the complex problem of homelessness.

You need the right team engaged to ensure all three to move forward towards your aim.



Subject matter experts will need to employ **new, more flexible mindsets** as we pursue improvement and solving complex problems.





**Growth Mindset** We don't know how to solve the problem — yet!  
That doesn't mean we can't figure it out!



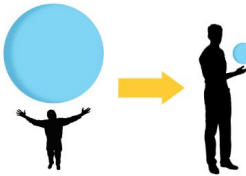
**Embrace Failing Forward** Test a theory, if/when there is failure — embrace it fully and quickly! Then re-iterate and improve based on what we learned.



**Bias Towards Action** Just start! Remember, We don't need busy ten-year plans to end homelessness — we need ten-day plans!



**Curious Thinking** Ask questions to draw out challenges, opportunities, and to get clear!



**Shrink the Change** The challenge can feel so large and urgent — but you need to stay focused on system thinking and making small changes that are in your control as a team! You can do it!



**Problem Solving** Process out loud with your team! Refocus around being solution driven at all times and organize your ideas.