

This is a collection of guides, toolkits and training resources to help build quality improvement (QI) knowledge and skills, as compiled by the *Office of Clinical Quality Management*.



Quality Improvement Guides and Toolkits	Description	Link
1. Embracing Quality in Public Health - <i>Michigan Office of Public Health Improvement</i>	“A valued resource for you and other state, local, and tribal public health practitioners who wish to begin or advance a rewarding journey to quality!”	Guidebook: https://www.miophi.org/embracing-quality-in-public-health/qi-guidebook/ Tools: https://www.miophi.org/resources/tools/
2. Introduction to Quality Improvement and the FOCUS-PDSA Model - <i>American College of Cardiology</i>	“This Tool Kit will help you develop and follow an action plan for a specific clinical or management problem that can benefit from a quality improvement strategy. You will be introduced to a change model referred to as FOCUS-PDSA, and some basic skills needed to use this model.”	FOCUS-PDSA Model: https://cvquality.acc.org/docs/default-source/qi-toolkit/01_introtogianandthefocus_pdsamodel_12-10-13new.pdf?sfvrsn=44478fbf_2 QI Toolkit: https://cvquality.acc.org/clinical-toolkits/qi-toolkit
3. Quality Assurance & Performance Improvement (QAPI) – <i>Centers for Medicaid and Medicare Services (CMS)</i>	Resources include a “QAPI At a Glance: A Step by Step Guide to Implementing Quality Assurance and Performance Improvement (QAPI) in Your Nursing Home”; the QAPI Five Elements, News Briefs, Guide for Developing a QAPI Plan, and worksheets for tools such as goal setting, the 5 Whys and the Fishbone Diagram.	Main Link: https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/NHQAPI Framework with links to the resources: https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/Downloads/ProcessToolFramework.pdf
4. Quality Improvement - <i>Health Resources and Services Administration, U.S. Department of Health and Human Services (HRSA)</i>	“A module that provides a foundation and an introduction to quality improvement (QI) concepts and key topics for developing or improving a QI program within an organization”	Quality Improvement handbook: https://www.hrsa.gov/sites/default/files/quality/toolbox/508pdfs/qualityimprovement.pdf
5. Quality Improvement in Public Health - <i>Public Health Foundation</i>	“Quality improvement tools, resources, and services to solve the emerging and pressing public health issues of today, and provide services and technical assistance to coach public health practitioners to learn and use quality improvement techniques in their ongoing work.”	Quality Improvement in Public Health: http://www.phf.org/focusareas/qualityimprovement/Pages/Quality_Improvement.aspx Quality Improvement Resources: http://www.phf.org/focusareas/qualityimprovement/Pages/Quality_Improvement_Resources.aspx Quality Improvement Tools: http://www.phf.org/programs/QItools/Pages/Quality_Improvement_Tools_to_Advance_Public_Health_Performance.aspx

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6. Quality Improvement Plan Toolkit - <i>Association of State and Territorial Health Officials (ASTHO)</i>	“Guidance and Resources to Assist State and Territorial Health Agencies in Developing a Quality Improvement Plan”	Quality Improvement Toolkit: https://www.astho.org/qiplantoolkit.pdf
7. Quality Improvement Roadmap - <i>National Association of City and County Health Officials (NACCHO)</i>	“A general guide to provide direction and identify a non-exhaustive list of tangible strategies and resources for building a culture of QI.”	Quality Improvement Roadmap: https://virtualcommunities.naccho.org/qi-roadmap/qi-home
8. Quality Improvement Resources - <i>Institute for Healthcare Improvement (IHI)</i>	IHI is recognized as a leader in improving health and healthcare. Resources include the QI Essentials Toolkit and IHI Open school which includes videos, activities, case studies, teaching resources, online courses/modules and more. Accessing these resources may require creating an account, which is free.	IHI Main Website: http://www.ihl.org Quality Improvement Essentials Toolkit (free): http://www.ihl.org/resources/Pages/Tools/Quality-Improvement-Essentials-Toolkit.aspx Whiteboard videos (free): http://www.ihl.org/education/IHIOpenSchool/resources/Pages/BobLloydWhiteboard.aspx
9. Quality Resources - ASQ – <i>American Society for Quality Resources are free</i>	“The World’s most comprehensive library of quality resources.”	Website: https://asq.org/quality-resources
Training Resources	Description	Links
10. Embracing Quality in Public Health - <i>Michigan Office of Public Health Improvement</i>	Materials include select quality improvement training documents, presentations, and webinars.	Training: https://www.miophi.org/resources/trainings/
11. Institute for Healthcare Improvement (IHI) Open School <ul style="list-style-type: none">A few modules are accessible for free, otherwise users must have a paid subscription or student/ resident access.	IHI offers many educational programs and courses in a variety of quality improvement topics and skill level.	IHI Open School*: http://www.ihl.org/education/ihlopenschool IHI Whiteboard videos (free): http://www.ihl.org/education/IHIOpenSchool/resources/Pages/BobLloydWhiteboard.aspx IHI Improvement Advisory Training program (cost): http://www.ihl.org/education/InPersonTraining/improvement-advisor/Pages/default.aspx

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<p>12. Public Health Foundation</p> <ul style="list-style-type: none"> • FREE 	<p>“With a contribution from the National Library of Medicine, the Public Health Foundation (PHF) developed a Quality Improvement (QI) Quick Guide for public health practitioners, which was launched in 2010. The QI Quick Guide consists of a Plan-Do-Check-Act (PDCA) Tutorial, a Quick Quiz, and tailored resources. The Quick Guide was revised and updated in 2017.”</p>	<p>Quick Guide: QI Quick Guide: http://www.phf.org/focusareas/qualityimprovement/QIQuickGuide/Pages/Welcome to the Guide to Quality Improvement.aspx</p>
<p>13. “Quality Improvement 101” and ‘102’– <i>National Institute for Children’s Health Quality (NICHQ)</i></p> <ul style="list-style-type: none"> • FREE / 1 hour • Accessible through TRAIN • Account and login required at TRAIN and NICHQ 	<p>Contents for ‘101’ include: Model for Improvement, Goals/Aim Statements, How Will We Know a Change Is An Improvement, What Change Can We Make That Will Result in Improvement, the Plan-Do-Study-Act (PDSA) Cycle, Implementation, Spread and Scale Up Contents for ‘1021’ a deeper dive into the Plan-Do-Study-Act (PDSA) Cycle.</p>	<p>101: Link in TRAIN: https://www.train.org/virginia/course/1067632/ Link at NICHQ: https://static.nichq.org/quality-improvement-101/</p> <p>102: Link in TRAIN: https://www.train.org/virginia/course/1073517/ Link in NICHQ: https://www.nichq.org/resource/quality-improvement-102</p>
<p>14. TRAIN - <i>a national learning network that provides quality training opportunities for public health professionals</i></p> <ul style="list-style-type: none"> • Requires a TRAIN account • Free 	<p>There are more than 70 trainings on TRAIN associated with the ‘quality improvement’ search term. Sources include the Public Health Foundation, state and local health agencies and colleges and universities.</p>	<p>Link: https://www.train.org/main/search?query=%22quality%20improvement%22</p>