



Virginia Department of
Behavioral Health &
Developmental Services

QUALITY IMPROVEMENT RESOURCES



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

QUALITY IMPROVEMENT GUIDES AND TOOLKITS

Source	Guide/Toolkit	Description	Link
Michigan Office of Public Health Improvement	Embracing Quality in Public Health	“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!”	<p>Guidebook: https://www.miophi.org/embracing-quality-in-public-health/qi-guidebook/</p> <p>Tools: https://www.miophi.org/resources/tools/</p>
American College of Cardiology	Introduction to Quality Improvement and the FOCUS-PDSA Model	“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.”	<p>FOCUS-PDSA Model: https://cvquality.acc.org/docs/default-source/qi-toolkit/01_introtoqiandthefocus_pdsamodel_12-10-13new.pdf</p> <p>QI Toolkit: https://cvquality.acc.org/clinical-toolkits/qi-toolkit</p>
Centers for Medicaid and Medicare Services (CMS)	Quality Assurance & Performance Improvement (QAPI)	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.	<p>Main Link: https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/NHQAPI</p> <p>Framework with links to the resources: https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/Downloads/ProcessToolFramework.pdf</p>

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Public Health Foundation	Quality Improvement in Public Health	“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.”	<p>Quality Improvement in Public Health: http://www.phf.org/focusareas/qualityimprovement/Pages/Quality_Improvement.aspx</p> <p>Quality Improvement Resources: http://www.phf.org/focusareas/qualityimprovement/Pages/Quality_Improvement_Resources.aspx</p> <p>Quality Improvement Tools: http://www.phf.org/programs/QItools/Pages/Quality_Improvement_Tools_to_Advance_Public_Health_Performance.aspx</p>
Association of State and Territorial Health Officials (ASTHO)	Quality Improvement Plan Toolkit	“Guidance and Resources to Assist State and Territorial Health Agencies in Developing a Quality Improvement Plan”	https://www.astho.org/qiplantoolkit.pdf

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National Association of City and County Health Officials (NACCHO)	Quality Improvement Roadmap	“A general guide to provide direction and identify a non-exhaustive list of tangible strategies and resources for building a culture of QI.”	https://virtualcommunities.naccho.org/qi-roadmap/qi-home
Institute for Healthcare Improvement (IHI)	Quality Improvement Resources	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
ASQ – American Society for Quality Resources are free	Quality Resources	“The World’s most comprehensive library of quality resources.”	https://asq.org/quality-resources

QUALITY IMPROVEMENT TRAINING RESOURCES

Source	Training Resource	Description	Link
Michigan Office of Public Health Improvement	Embracing Quality in Public Health	Materials include select quality improvement training documents, presentations, and webinars.	https://www.miophi.org/resources/trainings/
Institute for Healthcare Improvement (IHI)	Open School 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.	<p>IHI Open School: http://www.ihl.org/education/ihlopenschool</p> <p>IHI Whiteboard videos (free): http://www.ihl.org/education/IHIOpenSchool/resources/Pages/BobLloydWhiteboard.aspx</p> <p>IHI Improvement Advisory Training program (cost): http://www.ihl.org/education/InPersonTraining/improvement-advisor/Pages/default.aspx</p>

QUALITY IMPROVEMENT TRAINING RESOURCES

Source	Training Resource	Description	Link
Public Health Foundation	FREE Self-guided training modules	“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.”	Quick Guide: QI Quick Guide: http://www.phf.org/focusareas/qualityimprovement/QIQuickGuide/Pages/Welcome to the Guide to Quality Improvement.aspx
National Institute for Children’s Health Quality (NICHQ)	Quality Improvement 101 and 102 <ul style="list-style-type: none"> • FREE / 1 hour • Accessible through TRAIN • Account and login required at TRAIN and NICHQ 	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.	101: Link in TRAIN: https://www.train.org/virginia/course/1067632/ Link at NICHQ: https://static.nichq.org/quality-improvement-101/ 102: Link in TRAIN: https://www.train.org/virginia/course/1073517/ Link in NICHQ: https://www.nichq.org/resource/quality-improvement-102

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<p>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>
<p>*New* Virginia Department of Behavioral Health and Developmental Services (DBHDS)</p>	<ul style="list-style-type: none"> Quality Improvement Training Series 	<p>Short videos, 10-20 minutes each. Topics include root cause analysis, using a team-based approach to quality improvement, avoiding common pitfalls, the Model for Improvement and the PDSA cycle.</p>	<p> https://www.youtube.com/c/VirginiaDBHDS/playlists https://www.youtube.com/watch?v=ysYfIIetvr4&list=PLmFe443VQ9xUxxc85z--thJUFCjjKrTfL </p>