

## Quality Improvement Resources

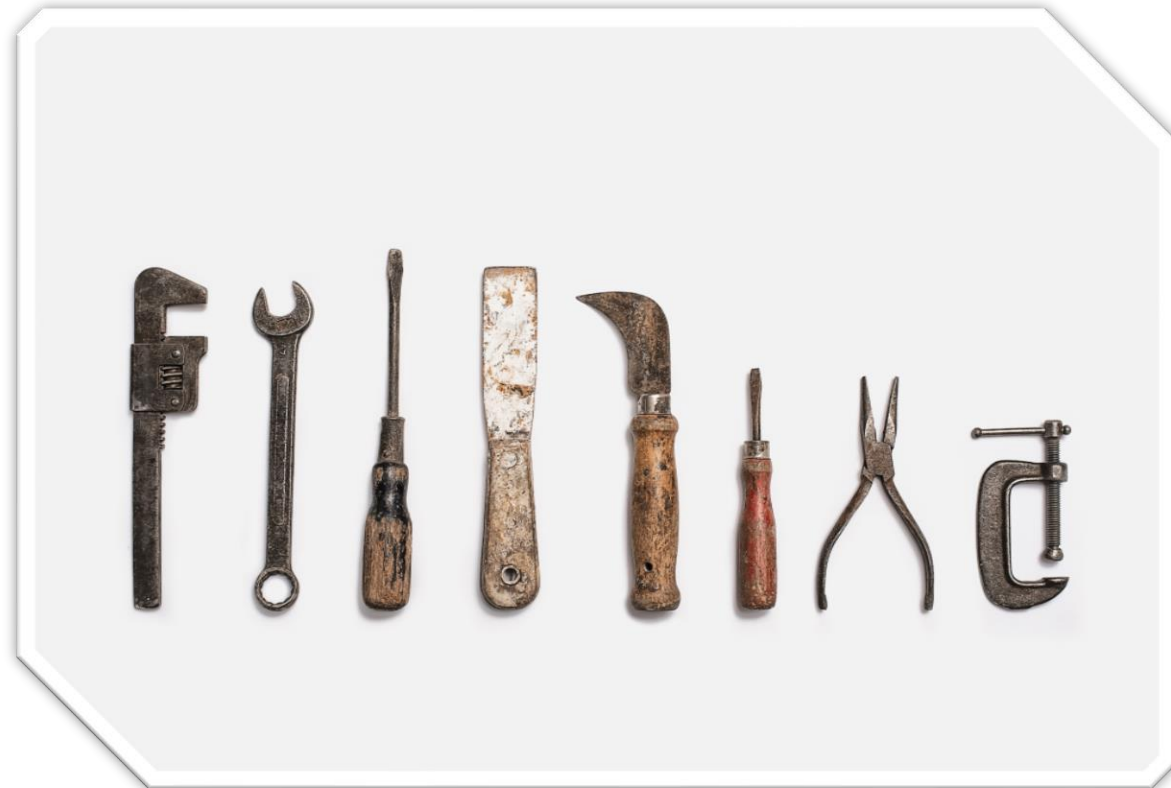
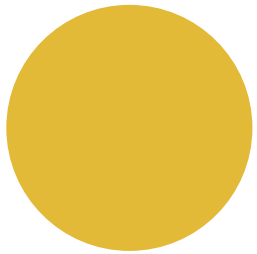
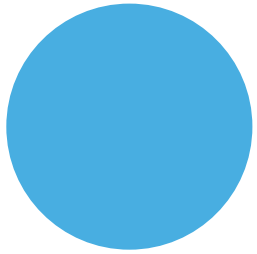
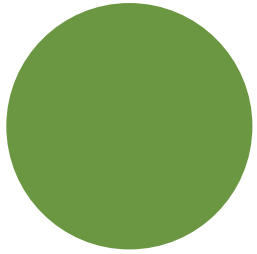


This is a collection of guides, toolkits and training resources to help build quality improvement (QI) knowledge and skills, as compiled by the DBHDS Office of Clinical Quality Management.





# Quality Improvement Guides and Toolkits





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





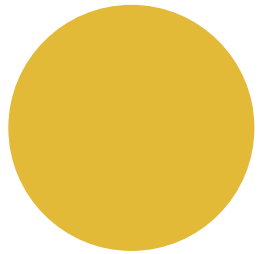
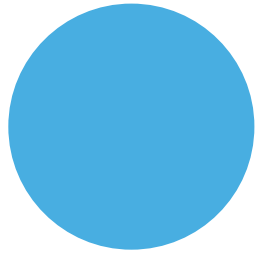
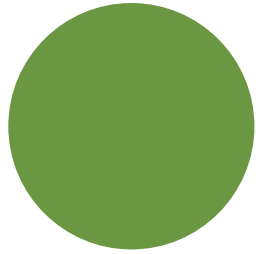
Guide/ Toolkit	Source	Description	Link
Quality Improvement in Public Health	Public Health Foundation	“Quality improvement tools, resources, and services to solve the emerging and pressing public health issues of today and provide services and technical assistance to coach public health practitioners to learn and use quality improvement techniques in their ongoing work.”	<p>Quality Improvement in Public Health:  <a href="http://www.phf.org/focusareas/qualityimprovement/Pages/Quality_Improvement.aspx">http://www.phf.org/focusareas/qualityimprovement/Pages/Quality_Improvement.aspx</a></p> <p>Quality Improvement Resources:  <a href="http://www.phf.org/focusareas/qualityimprovement/Pages/Quality_Improvement_Resources.aspx">http://www.phf.org/focusareas/qualityimprovement/Pages/Quality_Improvement_Resources.aspx</a></p> <p>Quality Improvement Tools:  <a href="http://www.phf.org/programs/QItools/Pages/Quality_Improvement_Tools_to_Advance_Public_Health_Performance.aspx">http://www.phf.org/programs/QItools/Pages/Quality_Improvement_Tools_to_Advance_Public_Health_Performance.aspx</a></p>
Quality Improvement Plan Toolkit	Association of State and Territorial Health Officials (ASTHO)	“Guidance and Resources to Assist State and Territorial Health Agencies in Developing a Quality Improvement Plan”	<a href="https://www.astho.org/qiplantoolkit.pdf">https://www.astho.org/qiplantoolkit.pdf</a>





Guide/ Toolkit	Source	Description	Link
Quality Improvement Roadmap	National Association of City and County Health Officials (NACCHO)	“A general guide to provide direction and identify a non-exhaustive list of tangible strategies and resources for building a culture of QI.”	<a href="https://virtualcommunities.naccho.org/qi-roadmap/qi-home">https://virtualcommunities.naccho.org/qi-roadmap/qi-home</a>
Quality Improvement Resources	Institute for Healthcare Improvement (IHI)	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.	<p>IHI Main Website: <a href="http://www.ihl.org">http://www.ihl.org</a></p> <p>Quality Improvement Essentials Toolkit (free): <a href="http://www.ihl.org/resources/Pages/Tools/Quality-Improvement-Essentials-Toolkit.aspx">http://www.ihl.org/resources/Pages/Tools/Quality-Improvement-Essentials-Toolkit.aspx</a></p> <p>Whiteboard videos (free): <a href="http://www.ihl.org/education/IHIOpenSchool/resources/Pages/BobLloydWhiteboard.aspx">http://www.ihl.org/education/IHIOpenSchool/resources/Pages/BobLloydWhiteboard.aspx</a></p>
Quality Resources	ASQ – American Society for Quality Resources are free	“The World’s most comprehensive library of quality resources.”	<a href="https://asq.org/quality-resources">https://asq.org/quality-resources</a>





# Quality Improvement Training Resources





Training Resource	Source	Description	Link
Embracing Quality in Public Health	Michigan Office of Public Health Improvement	Materials include select quality improvement training documents, presentations, and webinars.	<a href="https://www.miophi.org/resources/trainings/">https://www.miophi.org/resources/trainings/</a>
<p>Open School</p> <p>A few modules are accessible for free, otherwise users must have a paid subscription or student/ resident access.</p>	Institute for Healthcare Improvement (IHI)	IHI offers many educational programs and courses in a variety of quality improvement topics and skill level.	<p>IHI Open School: <a href="http://www.ihl.org/education/ihlopenschool">http://www.ihl.org/education/ihlopenschool</a></p> <p>IHI Whiteboard videos (free): <a href="http://www.ihl.org/education/IHIOpenSchool/resources/Pages/BobLloydWhiteboard.aspx">http://www.ihl.org/education/IHIOpenSchool/resources/Pages/BobLloydWhiteboard.aspx</a></p> <p>IHI Improvement Advisory Training program (cost): <a href="http://www.ihl.org/education/InPersonTraining/improvement-advisor/Pages/default.aspx">http://www.ihl.org/education/InPersonTraining/improvement-advisor/Pages/default.aspx</a></p>





Training Resource	Source	Description	Link
FREE Self-guided training modules	Public Health Foundation	<p>“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:  <a href="http://www.phf.org/focusareas/qualityimprovement/QIQuickGuide/Pages/Welcome%20to%20the%20Guide%20to%20Quality%20Improvement.aspx">http://www.phf.org/focusareas/qualityimprovement/QIQuickGuide/Pages/Welcome to the Guide to Quality Improvement.aspx</a></p>
Quality Improvement 101 and 102 <ul style="list-style-type: none"> <li>• FREE / 1 hour</li> <li>• Accessible through TRAIN</li> <li>• Account and login required at TRAIN and NICHQ</li> </ul>	National Institute for Children’s Health Quality (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</p> <p>Contents for ‘1021’ a deeper dive into the Plan-Do-Study-Act (PDSA) Cycle.</p>	<p>101:            Link in TRAIN: <a href="https://www.train.org/virginia/course/1067632/">https://www.train.org/virginia/course/1067632/</a>            Link at NICHQ: <a href="https://static.nichq.org/quality-improvement-101/">https://static.nichq.org/quality-improvement-101/</a></p> <p>102:            Link in TRAIN: <a href="https://www.train.org/virginia/course/1073517/">https://www.train.org/virginia/course/1073517/</a>            Link in NICHQ: <a href="https://www.nichq.org/resource/quality-improvement-102">https://www.nichq.org/resource/quality-improvement-102</a></p>

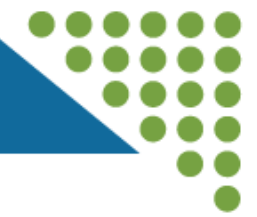




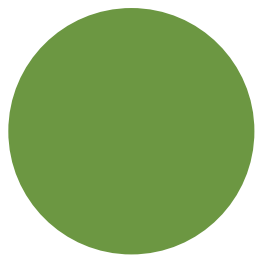


Training Resource	Source	Description	Link
TRAIN <ul style="list-style-type: none"> <li>Requires a TRAIN account</li> <li>Free</li> </ul>	<i>TRAIN - a national learning network that provides quality training opportunities for public health professionals</i>	There are more than 70 trainings on TRAIN associated with the 'quality improvement' search term. Sources include the Public Health Foundation, state and local health agencies and colleges and universities.	Link: <a href="https://www.train.org/main/search?query=%22quality%20improvement%22">https://www.train.org/main/search?query=%22quality%20improvement%22</a>
Quality Improvement Training Series	Virginia Department of Behavioral Health and Developmental Services (DBHDS)	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.	<a href="https://www.youtube.com/c/VirginiaDBHDS/playlists">https://www.youtube.com/c/VirginiaDBHDS/playlists</a>  <a href="https://www.youtube.com/watch?v=ysYf1lEtvr4&amp;list=PLmFe443VQ9xUxxc85z--thJUFCjjKrTfL">https://www.youtube.com/watch?v=ysYf1lEtvr4&amp;list=PLmFe443VQ9xUxxc85z--thJUFCjjKrTfL</a>





## Contact



- Mary Beth Cox, Quality Improvement Coordinator
- [Marybeth.cox@dbhds.virginia.gov](mailto:Marybeth.cox@dbhds.virginia.gov)

