

Key Takeaways:

- An effective approach to measuring the success of improvements starts with a problem statement which offers a clear and focused description of the issue that needs to be addressed.
- Outcome metrics detail the results that you are looking to achieve in your organization. Leadership or management should be held accountable for meeting outcomes-level goals.
- Process metrics detail the actions which you believe will lead to your outcomes. The frontline staff making the change should be held accountable for gathering process data and meeting process-level goals.
- Stratifying quality data by demographic information is an important tool for uncovering and responding to healthcare disparities.
- The execution of any quality improvement project is an iterative process. When addressing health disparities is part of a project's goal, this often requires revisiting stratified data to reassess what is happening within each group and whether/how it is impacting the quality of care.

Further Reading:

Quality Improvement	The Kirkpatrick Model for Measurement: https://www.kirkpatrickpartners.com/the-kirkpatrick-model/
	Writing a Problem Statement: http://www.hqontario.ca/portals/0/documents/qi/qi-problem-statement-instrument-sheet-en.pdf
	Fillable Plan Do Study Act (PDSA) Tool for Health Care Quality Improvement. Agency for Healthcare Research and Quality. https://www.ahrq.gov/evidencenow/tools/pdsa-form.html
	PDSA Cycle Template. Centers for Medicare and Medicaid Services Website. https://www.cms.gov/medicare/provider-enrollment-and-certification/qapi/downloads/pdsacycledebedits.pdf
	Plan-Do-Study-Act Worksheets. Institute for Healthcare Improvement Website. http://www.ihl.org/resources/Pages/Tools/PlanDoStudyActWorksheet.aspx
	Impact/Effort Matrix. American Society for Quality Website. https://asq.org/quality-resources/impact-effort-matrix
	How to Use the Impact Effort Matrix to Prioritize Projects. Six Sigma Daily Website. https://www.sixsigmadaily.com/how-to-use-the-impact-effort-matrix/
Health Equity	Using Data to Reduce Health Disparities and Improve Quality (AHE): https://www.solvingdisparities.org/sites/default/files/Using%20Data%20Strategy%20Overview%20Oct.%202021.pdf
	Using Data to Reduce Health Disparities and Increase Health Equity (AHE): https://www.aha.org/system/files/media/file/2021/03/Market_Insights_Disparities_Data.pdf
	Disparities in Health and Health Care: 5 Key Questions and Answers (KFF): https://www.kff.org/racial-equity-and-health-policy/issue-brief/disparities-in-health-and-health-care-5-key-question-and-answers/