Key Takeaways:
- **Establish a community-wide behavioral change to prevent increased disparities by leveraging culturally-informed data.**
- **Use culturally-driven ways of distributing information to educate and promote healthy behaviors.**
- **Establishing trust, and acquiring mass participation are necessary ingredients to long-term behavioral change.**
- **Art is a viable resource to distribute scientific information. Consider other non-traditional sources of distributing scientific information.**
- **Clearly defining the problem to be solved is a critical first step in any quality improvement project. This often entails choosing from among multiple problems that could be addressed.**
- **Process mapping is a technique for visually representing the steps involved in a workflow.**
- **Using the fishbone diagraming technique (also known as cause-and-effect diagramming, or Ishikawa diagramming) can help you develop a broad list of causes for your problem statement**
- **Root Cause Analysis (RCA) is a technique for identifying the root cause of potential points of failure or human error in a process. The most common tool used for an RCA is the "5 Whys" technique.**
- **The Hierarchy of Actions and Impact/Effort Matrix are tools that can help you identify solutions that are most likely to be implemented to eliminate or reduce the probability of an adverse event.**
- **An Aim Statement is a written, measurable, time sensitive statement of the expected results of a system redesign/quality improvement project**

Further Reading:	
Health Equity	Marvin Gaye Mercy Mercy Me with Lyrics (video): https://www.youtube.com/watch?v=ieCQY8jZgts
	Strange Fruit By Billie Holiday W/ Lyrics (video): https://youtu.be/z1hm5fxJEkY
Quality Improvement	Writing a Problem Statement: http://www.hqontario.ca/portals/0/documents/qi/qi-problem-statement-instruction-sheet-en.pdf
	IHI Quality Improvement Toolkit: Flowcharts Resources http://www.ihi.org/resources/Pages/Tools/Flowchart.aspx
	Institute for Healthcare Improvement: Cause-and-Effect (Fishbone) Diagram Resources
	Root Cause Analysis Tools. US Dept of Veterans Affairs, VHA National Center for Patient Safety.
	VA National Center for Patient Safety Action Hierarchy Tool. Betsy Lehman Center Website.
	Impact/Effort Matrix. American Society for Quality Website.
	The Essential Guide to Writing SMART Goals. Smartsheet Blog.