

Quality Improvement Resource List:

Diagrams, Tools, and Publications

Diagrams & Tools

Many diagrams, logic models, and tools can be used to assist quality improvement (QI) activities. This section provides an overview of some of the most used resources, although this list is not comprehensive of all resources available.

- AHRQ Health Care Innovations Exchange: Provides thousands of links to innovations and tools used to improve quality and reduce disparities.
 - <http://www.innovations.ahrq.gov/index.aspx>
- Risk Management and Quality Improvement: HRSA offers online risk management educational programs and resources to support a comprehensive approach to QI that includes risk management.
 - <http://bphc.hrsa.gov/ftca/riskmanagement/index.html>
- Quality Improvement Toolbox: This document summarizes a multitude of QI tools drawn from the *Public Health Memory Jogger II* (2007).
 - <http://nnphi.org/CMSuploads/Quality%20Improvement%20Toolbox%20-%20Chart-87399.pdf>
- SWOT Analysis: This tool identifies a project or organization's external and internal factors—including strengths, weaknesses, opportunities, and threats.
 - <http://www.health.state.mn.us/divs/cfh/ophp/consultation/qi/resources/toolbox/print/swot.pdf>
- Process/Work Flow Mapping: This tool helps map the entire patient journey or diagnostic pathway in order to identify inefficient areas for improvement.
 - http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/process_mapping_-_a_conventional_model.html
- Spread Planner: The Spread Planner provides guidance on how leaders can diffuse innovations and set the agenda. These techniques can be used to communicate new QI projects and obtain organization-wide staff buy-in for QI efforts.
 - <http://www.ihl.org/knowledge/Pages/Tools/SpreadPlanner.aspx>
- Gantt Chart: Graphical representation of the duration of tasks against the progression of time. It is a helpful tool for tracking the progress of a QI project.
 - <http://ganttchart.com/index.html>
- Model for Improvement Tool: Worksheet that can stimulate ideas during the early stages of the planning process and help formulate an AIM statement, all based upon the PDCA model for improvement.
 - http://nciph.sph.unc.edu/mlc/qi_model_improvement.pdf

- Force & Effect Diagram: Designed to identify barriers preventing agreement among team members, including issues or problems and how they are best addressed.
 - http://www.phf.org/resourcestools/Documents/Force_and_Effect_Diagram.pdf
- Affinity Diagram: Group decision-making technique to help organize a breadth of concepts and ideas into related groups.
 - Description of tool: <http://www.mc.vanderbilt.edu/root/vumc.php?site=qicourse&doc=11806>
 - Link to example: <http://www.mc.vanderbilt.edu/root/pdfs/qic/affinityvisio.pdf>
- CDC Program Evaluation Resources: This site contains a comprehensive listing of manuals, logic models, data methods and sources, and more to augment QI processes.
 - <http://www.cdc.gov/eval/resources/index.htm>
- Flow Chart Summary Matrix: This tool expands upon a basic flow chart by allowing individuals to consider how the variables at each process step could affect costs, time, or people.
 - http://www.phf.org/resourcestools/Documents/Flow_Chart_Summary_Matrix.pdf
- Improvement Project Planning Form: This planning tool provides a streamlined form for QI teams to organize all the foundational details of a project into a succinct format.
 - <http://www.ihl.org/knowledge/Pages/Tools/ProjectPlanningForm.aspx>
- Fishbone Diagram: Diagram to explore the potential root causes of a problem and thus generate solutions.
 - http://www.phf.org/resourcestools/Online/Public_Health_Fishbone.pdf
- The Five Whys: Method for identifying the root cause of a problem through asking “why” at least five times for each cause of a problem (effect).
 - http://www.doh.state.fl.us/hpi/pdf/5_Whys.pdf

General QI Resources

This section provides an overview of selected publications that address various facets of the QI process.

- Agency for Healthcare Research and Quality. (2010). *System-Wide Quality Improvement Infrastructure Facilitates Adoption of Best Practices and Leads to Better Outcomes*. AHRQ Health Care Innovations Exchange. Retrieved from <http://www.innovations.ahrq.gov/content.aspx?id=2550>
- American Public Health Association. *Health Department Initiatives: Moving Toward Quality Improvement*. Retrieved from <http://www.apha.org/NR/rdonlyres/7F878B8B-A9B3-4702-9F20-A80F6C72AF7E/0/MovingTowardQualityImprovement.pdf>
- American Public Health Association. *Quality Improvement in Public Health: It Works!* Retrieved from http://www.apha.org/NR/rdonlyres/6CC21952-4A55-4E3F-BB51-1BA060BF60FE/0/QI_in_PH_It_Works.pdf
- Community Preventive Services Task Force. *The Guide to Community Preventive Sources: What Works to Promote Health*. Retrieved from <http://www.thecommunityguide.org/index.html>

- Duffy, G., & Riley, W. (2010). Improvement is a Mobius Strip, Not a Circle: The Continuum of Quality. Retrieved from <http://www.asq-qm.org/index.php?module=resourcesmodule&action=view&id=431>
- Health Resources and Services Administration, U.S. Department of Health and Human Services. *HRSA Quality Toolkit*. Retrieved from <http://www.hrsa.gov/quality/toolbox/>
- Langley, G.L., Nolan, K.M., Nolan, T.W., Norman, C.L., & Provost, L.P. (2009). *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* (2nd edition). San Francisco: Jossey-Bass Publishers.
- Michigan Public Health Institute. *Embracing Quality in Public Health: A Practitioner's Quality Improvement Guidebook*. Retrieved from <http://www.mphiaccredandqi.org/Guidebook.aspx>
- National Association of County & City Health Officials. *NACCHO Quality Improvement Toolkit*. Retrieved from http://www.naccho.org/toolbox/program.cfm?id=25&display_name=Quality%20Improvement%20Toolkit
- National Committee for Quality Assurance (NCQA), Eli Lilly and Company. *Multicultural Health Care: A Quality Improvement Guide*. Retrieved from http://www.ncqa.org/Portals/0/HEDISQM/CLAS/CLAS_toolkit.pdf
- National Network of Public Health Institutes. (2010). *Public Health Performance Improvement Toolkit*. Retrieved from <http://nnphi.org/tools/public-health-performance-improvement-toolkit-2>
- Public Health Foundation. (2010). *QI Quick Guide*. Retrieved from <http://www.phf.org/quickguide/Content1Panel.aspx>
- The Commonwealth Fund. (2002). *Diverse Communities, Common Concerns: Assessing Health Care Quality for Minority Americans*. Retrieved from http://www.commonwealthfund.org/~media/Files/Publications/Fund%20Report/2002/Mar/Diverse%20Communities%20%20Common%20Concerns%20%20Assessing%20Health%20Care%20Quality%20for%20Minority%20Americans/collins_diversecommun_523%20pdf.pdf

National HCH Council Publication

The National Health Care for the Homeless (HCH) Council recently completed a case study on HCH grantees that achieved exceptional quality of care outcomes. Information on this publication is listed below.

- National Health Care for the Homeless Council. (2012). *HCH Quality Leaders: A Case Study (Key Practices Supporting Quality of Care and Improvement Processes)*. [Author: Sarah Knopf, Research Assistant]. Available at: <http://www.nhchc.org/wp-content/uploads/2012/11/HCH-Quality-Leaders-Key-Practices-Supporting-Quality-of-Care-and-Improvement-Processes.pdf>



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For more research and resources on QI and the promising practices of HCH Quality Leaders, contact Sarah Knopf-Amelung at sknopf@nhchc.org.

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