

F = Find a process to improve

- Organize a team that knows the process
- **C** = Clarify current knowledge of the process
- U = Understand the causes of process variation
- **S** = Select the process improvement
- **P** = Plan data collection and improvements
- $\mathbf{D} = \text{Do}$; Implement the action plan
- **S** = Study data; analyze if process improvement worked
- A = Act to hold gains or re-evaluate action plans

ROPH Performance Improvement Model and Evidence Based Practice Guidelines

STRUCTURE

PROCESS

OUTCOME

Parts of a care system or elements that facilitate care or the environment of care:

- + Resources
- + Equipment
- + Numbers of Staff
- + Qualifications/credentials of staff
- + Work space or allocation
- + Required medical record content
- + Policies

The procedures, methods, means, or sequence of steps for providing or delivering care and producing outcomes.

CLINICAL PROCESSES:

What practitioners do for patients and what patients do in response, such as:

- + Assessments
- + Treatment Planning
- + Medication Administration
- + Education
- + Discharge Planning

CARE DELIVERY PROCESSES:

The support activities utilized by practitioners and all suppliers of care and care products to get the product to the patient:

- + Services, such as: registration, room cleaning, transport, lab
- + Systems, such as: medication dispensation, equipment delivery

ADMINISTRATIVE AND MANAGEMENT PROCESSES:

 Activities performed in the governance and management systems of the organization The results of care, adverse or beneficial, as well as gradients between; the product of one or more processes

- + Clinical: Results of treatments and procedures, complications, adverse events, mortality
- + Functional: ADLs, patient progress toward meeting goals
- + Perceived: Patient/family satisfaction, patient level of understanding, peer acceptability

Relationships Among QI, EBP, and Research



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	RESEARCH	EVIDENCE BASED PRACTICE (EBP)	QUALITY IMPROVEMENT
DEFINITION	+ Applies a methodology to generate new knowledge or validate existing knowledge based on a theory	+ Translates best clinical evi- dence from research to make patient care decisions	+ Systematic, data-driven, eval- uation of processes of care and clinical outcomes based on EBP and research
PROCESS	+ Process of systematic, scientific inquiry, rigorous methodology to answer a research question and test a hypothesis	 Practice guidelines may include clinical expertise and knowledge gained through experience 	+ Literature review of EBP and Research to guide and support process improvement strategies
STRUCTURE	+ Process begins with a question and systematic review of literature, including critical appraisal, to identify knowledge gaps	 Process begins with a question that may be founded from a problem or knowledge gap 	+ Systematic method for improving processes and out- comes within an organization based on philosophy of con- tinuous quality improvement
OUTCOME	+ Measurable variables to describe, explain, predict, develop meaning, discovery, or understanding about a phenomenon	+ Systematic review of literature, including critical appraisal, to find the best available evidence and whether the evidence sup- ports practice change	+ Rapid Cycle Process: Plan, Do, Study, Act
EXAMPLES	 Providing adequate nutrition and supplements to hospitalized older adults is a clinical factor that reduces the likelihood of developing a pressure ulcer 	+ Assess risk for pressure ulcer development using the Braden Scale	+ Reduce the number of patients who develop pressure ulcers while in the hospital