Ten Building Blocks for a Quality Management Program

1. Define oversight responsibility – who is accountable
2. Create an evaluation program – evaluate scope of care to identify weaknesses in the organization that have an impact on clinical outcomes (e.g. infection prevention)
3. Develop an infrastructure for translating information into improvements – evaluation without improvement is useless
4. Establish performance improvement committee to implement improvements – prioritize and develop methods for implementing new processes
5. Define communication lines – the feedback loop needs to be closed

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6. Involve the Medical Board – do improvements meet the standard of care set for the organization?

7. Involve Top Leadership in quality process – the “C” suite must support improvements to ensure success

8. Develop measurements to monitor improvements – measurements should lead to transparency within the organization

9. Expect accountability of top leadership to the organization – quarterly Town Hall meetings to present the results of improvements to staff

10. Compare outcomes against national benchmarks – comparisons ensure accountability to the public for best practices

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