

Critical Elements for Improvement

Reflections from the Field

Need	Have?
Engaged, supportive leadership	
QI strategy (organized!)	
QI team (Practice Improvement Team – PIT)	
Protected time	
Resources/Tools	
Proficiency in needed skills – MFI, PDSA, reports, run charts, driver diagrams, data display	
Standardized, mapped processes → structured data	
Scorecard of measures and measure specifications	
Report capability & reporting structure	
Data transparency – shared with entire clinic	
Culture of quality and language of improvement	
What else?	