

Improving Rural Hospital Quality through Collaboration

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Rural Health Office and Health Services Advisory Group Arizona Rural Hospital Flexibility Program Quality Improvement Workshops/Seminars

- Three Quality Improvement Programs
 - Two-Day Pneumonia Quality Improvement Workshop in June 2003
 - Congestive Heart Failure Quality Improvement Videoconferencing Seminar in July 2004
 - Medication Reconciliation in Rural Hospital Quality Improvement Videoconferencing Seminar May 2005

Rural Health Office and Health Services Advisory Group Arizona Rural Hospital Flexibility Program Quality Improvement Workshops/Seminars

- **Model for Improvement**
 - Effective in making small changes that will impact quality outcomes
 - Plan, Do, Study, Act (PDSA)

- **Assessment of Quality Improvement in Rural Hospitals**
 - Yearly Assessment of Quality Improvement Changes
 - Follow-up on Sustainability

MODEL for IMPROVEMENT

AIM

- Reach agreement on the aim

What are we trying to accomplish?

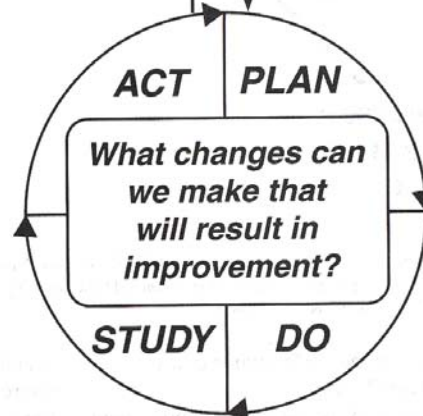
CURRENT KNOWLEDGE

- Establish measures of quality
- Provide background

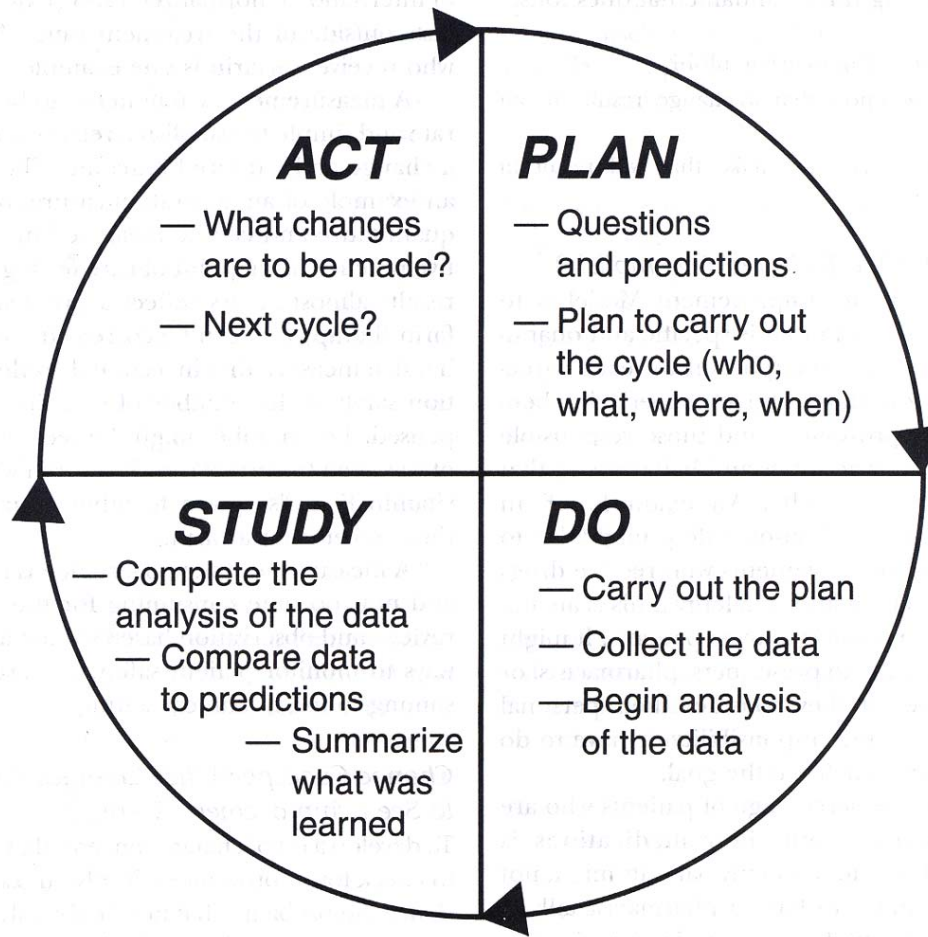
How will we know that a change is an improvement?

CYCLE for Learning and Improvement

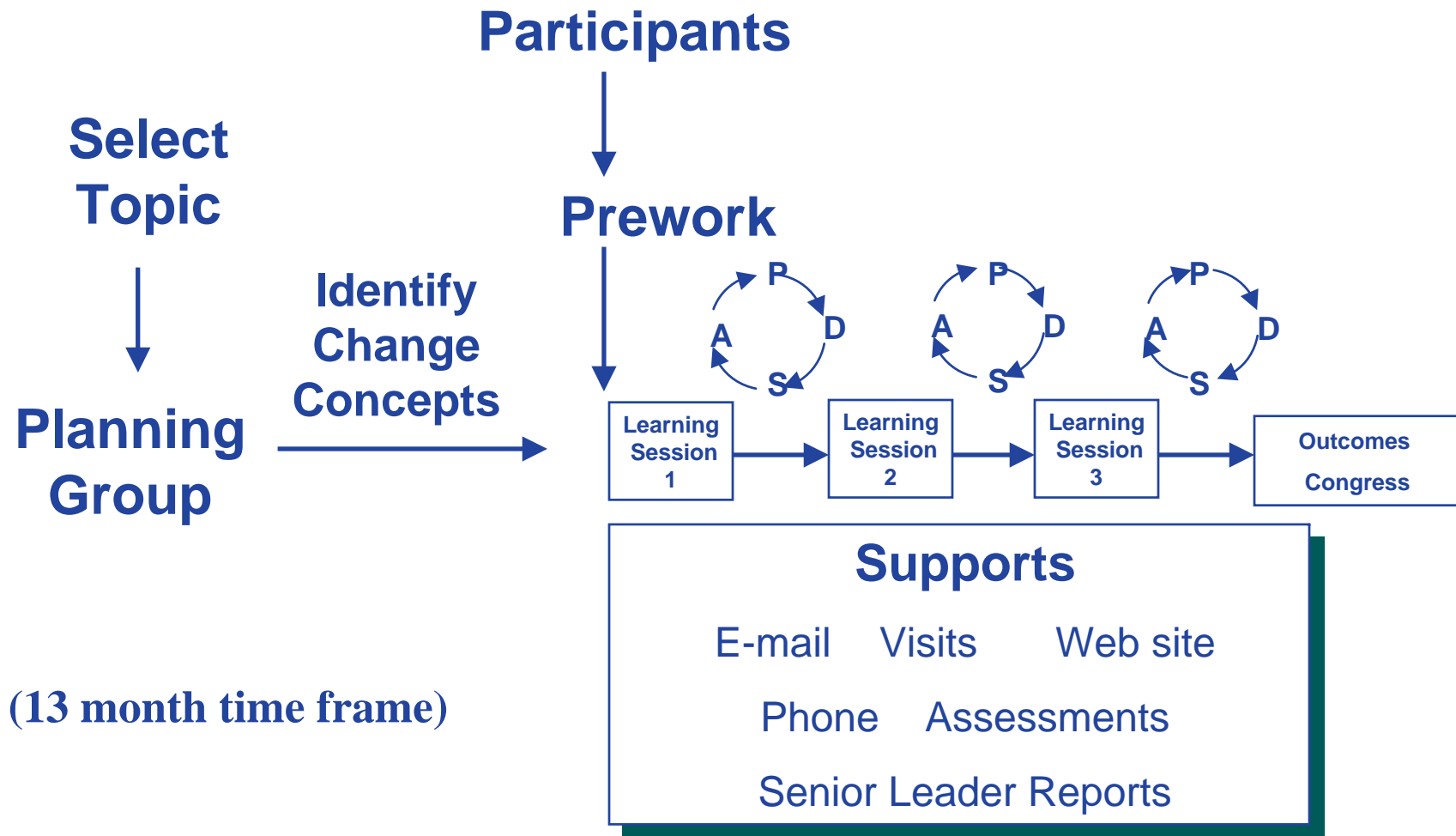
- Increase knowledge to develop a change
- Develop and test a change (small scale)
- Implement a change



Model for Improvement (Source: Langley GL, Nolan KM, Nolan TW, et al. The Improvement Guide – A Practical Approach to Enhancing Organizational Performance, Hoboken, NJ: John Wiley & Sons, Inc. 1996)



Improvement Model



Originally adapted for the Arizona State Diabetes Collaborative from materials developed by the Institute for Healthcare Improvement.