



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**



Ten Building Blocks for a Quality Management Program

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**