

# Risk Management: Quality and Performance Improvement Summary

by Capella Healthcare



## WHAT'S COVERED

In this lesson, you will learn about the progress of quality and performance improvement for primary care and the challenges that lay ahead. Specifically, this lesson will cover:

1. Progress and Challenges Ahead
2. Resources

## 1. Progress and Challenges Ahead

Reforming our healthcare system is vital to addressing escalating costs and delivering safe, reliable, and effective care. The Institute of Medicine outlined six aims to achieve a quality healthcare system. Quality historically has been viewed through publicly reported data, but, this is not the only measure of quality. It is imperative that we begin to measure and improve what matters most to patients. They want the right care at the right time, in the right place, every time. It is their right and our job to make this happen one process at a time.

Great organizations design systems using human factors engineering to take advantage of people's strengths and support their inherent weaknesses, thereby increasing the likelihood of reliable performance. To realize high levels of reliability system-wide, organizations must employ best evidence and minimize clinical variation—with the goal of defect-free operation over time. This is how we can achieve zero harm and become a high reliability organization.

## 2. Resources

For further information about Quality and Performance Management, visit the following websites:

Website	Description
<a href="#">NCBI: Ohio Safety Action Teams</a>	An example of Process Improvement from inception to sustainment
<a href="#">IHI: Shining a Light: Safer Health Care Through Transparency</a>	Includes information about Visual Management Boards, Sustaining Improvement, and Lean

<a href="#">AHRQ: Six Domains of Health Care Quality</a>	See not only the six domains, but other quality standards and information
<a href="#">National Quality Forum: Affordable Care</a>	Also lists all of the quality metrics and who endorses them
<a href="#">8 Critical Change Management Models to Evolve and Survive</a>	Shows eight different change management models and their pros and cons
<a href="#">Medicare: Hospital Compare</a>	Publicly reported data hospitals are required to report as a condition of participation for Medicare and Medicaid.

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## Support

If you are struggling with a concept or terminology in the course, you may contact [RiskManagementSupport@capella.edu](mailto:RiskManagementSupport@capella.edu) for assistance.

If you are having technical issues, please contact [learningcoach@sophia.org](mailto:learningcoach@sophia.org).