

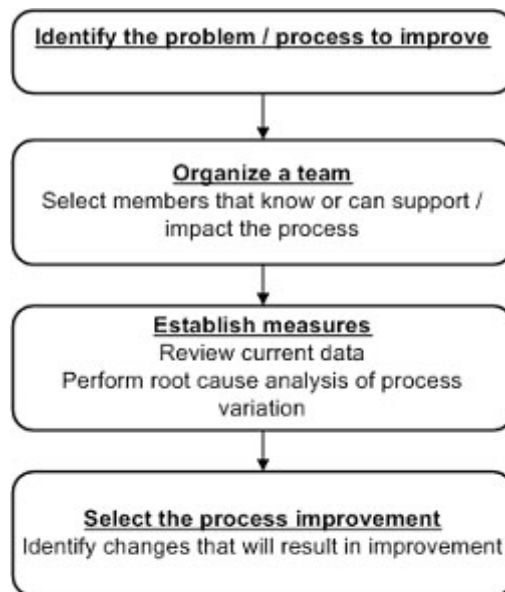


## What is Quality Improvement?

Quality Improvement has been defined as a method of planning and implementing continuous improvements in systems or processes in order to provide quality health care reflected by improved patient outcomes.

At **Heartland Kidney Network** the Model for Improvement (below) developed by Associates in Process Improvement, and utilized by the Institute for Healthcare Improvement (IHI) is used to evaluate processes. This model has two parts:

- o Establishing what is to be studied and how to measure the improvements; and
- o Using the PDSA cycle to test changes



### Test Changes:

The Plan-Do-Study-Act cycle is a method of testing change by planning the change, implementing it, observing the results, and acting on what is learned.

**Do you have questions regarding Quality Improvement? Contact us!**