What is Quality Improvement (QI)?

- QI is a process to make adjustments to programs to make improvements
- It is a component of Performance Management
- QI is one of the standards for National Public Health Accreditation

What are the benefits?

- Using Quality Improvement can close the gap between a performance target and the agency’s current performance, improving existing programs and services.
- QI involves staff at all levels to improve decision making.
- It can be used on a small or large scale to find more efficient ways of getting work done.

How is Quality Improvement used at DHD#10?

<table>
<thead>
<tr>
<th>With administrative commitment, the QI committee and coordinator are working to develop a culture of QI at DHD#10</th>
<th>Annual projects are conducted by the QI committee at the agency level; each division conducts their own project</th>
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<tr>
<td>The Leadership Team oversees QI as part of Performance Management at DHD#10</td>
<td>Quality Improvement is ongoing and results are reviewed and reported on a regular basis</td>
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QI improves the services provided for our clients