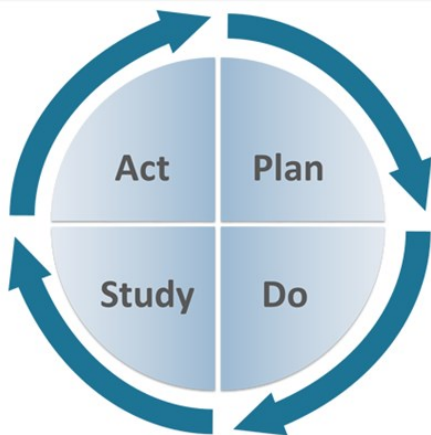


What is Quality Improvement (QI)?

- 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



Plan: Identify an opportunity and plan for improvement
Do: Test the theory for improvement
Study: Use data to study results of the test
Act: Standardize the improvement and establish future plans

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.

**QI improves
the services
provided for
our clients**

How is Quality Improvement used at DHD#10?

| | |
|---|---|
| <p>With administrative commitment, the QI committee and coordinator are working to develop a culture of QI at DHD#10</p> | <p>Annual projects are conducted by the QI committee at the agency level; each division conducts their own project</p> |
| <p>The Leadership Team oversees QI as part of Performance Management at DHD#10</p> | <p>Quality Improvement is ongoing and results are reviewed and reported on a regular basis</p> |