

## **Guide to “Quality-Speak” and Some FAQ’s**

**PDSA (Plan, Do, Study, Act)**: is the framework for an efficient “trial-and-learning” methodology. The cycle begins with a plan and ends with action based on the learning gained from the Plan, Do, and Study phases of the cycle

**Model for Improvement**: is an improvement framework that consists of the PDSA cycle and 3 questions

1. What are we trying to accomplish?
2. How will we know that a change is an improvement?
3. What changes can we make that will result in improvement?

**Small tests of change**: refers to trying something out on a very small/limited basis

### **What role does the Quality Department play in data submission/public reporting?**

Typically, the QI Department is the “repository” for all data related to performance. The QI staff is usually responsible for submitting data to outside organizations (Joint Commission, Beacon, IHI, Leapfrog, CHART, Moore Foundation, VHA)

### **What are Core Measures?**

The Joint Commission defines Core Measures as standardized performance measures, with precisely defined data elements, calculation algorithms, and standardized data-collection protocols. In other words, using Core Measures is a way to find out if patients are getting good care. By requiring all organizations to use the same measures, Joint Commission is leveling the playing field so hospitals and clinicians have reliable data for self-assessment, as well as benchmarks for comparisons

**Benchmark:** in quality we use the term to explain how we ‘compare our data to other’s data’. Sometimes it is the goal (e.g. ‘zero VAPS’); other times it is the ‘published average” (e.g. surgical site infection rate of 3.0%)

**What Quality measures are BEACON hospitals participating in?**

Currently, all BEACON facilities are working to reduce falls with injury and sepsis mortality. In addition, each facility selected 2 of the following initiatives and is committed to providing outcomes data to BEACON:

- Hospital-acquired Pressure Ulcers (HAPU)
- Perinatal Improvement
- Stroke mortality
- Acute Myocardial Infarction mortality
- *C. difficile*-associated disease (CDAD)
- Catheter-associated urinary tract infections (CA-UTI)