

# CONTINUOUS QUALITY IMPROVEMENT EDUCATION

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## History and Background

CQI in *healthcare* has its roots in business ([Motorola University](#)), aeronautics training ([Crew Resource Management Training](#)), and automotive production ([Toyota Lean](#)).



## Quality Improvement Models

There are established process models and methodologies that facilitate quality improvement initiatives including the [Plan, Do, Study, Act \(PDSA\) Cycle](#), the [QI Model for Improvement](#), the [Six Sigma Improvement Model](#), and the [Define, Measure, Analyze, Improve, Control \(DMAIC\) Model](#).



## Analysis Tools (Problem)

The above models use common tools to analyze real-world problems. These tools are fundamental to the CQI process. CQI problem analysis tools include [flow chart analysis](#), and [fishbone \(Ishikawa\) diagrams](#).



## Analysis Tools (Solution)

QI models also use common tools to analyze solutions to real-world problems. These tools help investigators figure out which solutions to implement. CQI solution analysis tools include the [Hierarchy of Intervention Effectiveness](#), and [Impact/Effort Matrices or Possible, Implement, Challenge, Kill \(PICK\) Charts](#)

## Local Project Design & Statistical Supports

[Biomedical informatics services](#), and [biostatistical consulting, epidemiology & clinical research design services](#), are available [by request](#) from Advance-CTR.

## Curriculum Examples

There are a variety of published CQI and patient safety curricula in the AAMC's MedEd Portal. Published modules include curricular materials such as presentations, assessments, etc.



## Organizations & Initiatives

There are a variety of organizations and initiatives related to patient safety and CQI in healthcare including:

- [ACGME CLER Program](#) (*publications, reports*)
- [AAMC Integrating Quality Initiative](#) (*collection of publications, annual Integrating Quality conference*)
- [Center for Quality Improvement and Patient Safety](#) (*certificate and Masters courses*)
- [Institute for Healthcare Improvement](#) (*toolkit, case studies, open school on-line courses*)
- [Agency for Healthcare Research & Quality](#) (*programs, resources*)

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## Common Curriculum Components

