

# Welcome to our Workshop on Quality Improvement

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NATIONAL QUALITY CENTER

# Quiz

# 1) What does CQI stand for?

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- a) Community Quality Initiative
- b) Case Management Quality Ideas
- c) Continuous Quality Improvement
- d) Circular Quantum Invention

## 2) Why does Quality Improvement become increasingly important in health care?

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- a) Quality Improvement has been proven to be successful
- b) Increasing requirements by regulatory agencies
- c) Increasing accountability by programs for the quality of services
- d) All of the above

### 3) What is the main difference between Quality Assurance and Quality Improvement?

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- a) Quality Assurance uses mainly a team approach
- b) Quality Improvement focuses on statistical outliers for improvements
- c) Quality Assurance and Quality Improvement is practically the same
- d) None of the above

4) What is the most important principle for Quality Improvement? Quality Improvement focuses on...

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- a) Individual performers
- b) Routine measurement of performance
- c) Training of providers
- d) System's issues

## 5) Which of the following is NOT a statement by HRSA?

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- a) QM programs need to look beyond clinical services to consider both supportive services and outcomes
  - b) QM programs assess the extent to which HIV health services are consistent with the most recent Public Health Service guidelines
  - c) The primary focus of the QM program is on performance measurement to assess clinical and non-clinical services
  - d) Quality is the degree to which a health or social support service meets or exceeds established professional standards and user expectations

## 6) HRSA describes the following characteristics of Quality Management Programs. Which ones are **CORRECT**?

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- a) Be a systematic process with identified leadership, accountability and dedicated resources
- b) Use data and measurable outcomes to determine progress toward relevant, evidenced-based benchmarks
- c) Focus on linkages, efficiencies and client expectations in addressing outcome improvement
- d) Ensure that data are fed back into the quality improvement process to assure that goals are accomplished
- e) All of the above
- f) None of the above



7) The following performance data report is presented: PPD 95%, GYN 85%, and PCP Prophylaxis 55%. You advise the program to continue to measure...

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- a) only PCP Prophylaxis
- b) GYN and PCP Prophylaxis
- c) All three indicators

8) The results of an adherence QI project are presented after 10 months of work, improving the rate to 98% and it was kept between 95%-100% for the last 4 months. You advise the program to...

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- a) Discontinue routine measurements
- b) Switch to quarterly measurements
- c) Keep monthly measurements

9) Due to the high rate of Mental Health screening (95%), the QI team stopped meeting but continued to measure the rate monthly. Recently the score declined. When should the MH QI team to re-start?

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- a) 90%
- b) 80%
- c) 70%



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Couple of more questions...

# What is your professional background?

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- 0% 1. Clinical Provider (MD, NP, PA)
- 0% 2. Nurse
- 0% 3. Case Manager/Social Worker
- 0% 4. Administrator
- 0% 5. Other



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# How do you rate your own quality improvement knowledge?

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- 0% 1. Novice
- 0% 2. Beginner
- 0% 3. Intermediate
- 0% 4. Proficient
- 0% 5. Expert



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