

## Available Comprehensive Quality Improvement Guides

**What is the purpose of this tool?** This tool provides information on other quality improvement guides. You may find these additional resources helpful in your quality improvement efforts.

**Who are the target audiences?** The primary audiences are quality officers and members of the implementation teams responsible for carrying out performance improvements. These resources also might be of interest to hospital senior leadership and managers.

**How can it help you?** As you work to improve the quality of care in your hospital and use the AHRQ Quality Indicators, these additional resources may help guide the actions you take.

**How does this tool relate to others?** Additional information on guides to help with specific analytic or action steps is included in *Specific Tools To Support Change* (Tool G.2).

## Descriptions of Tools Available Free of Charge

### CAHPS® Ambulatory Care Improvement Guide

<https://cahps.ahrq.gov/quality-improvement/improvement-guide/improvement-guide.html>

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) program develops a comprehensive and evolving series of standardized patient surveys pertaining to the patient's experiences with the health care system. The surveys cover topics such as:

- Access,
- Claims processing,
- Communication with physicians,
- Customer service,
- Communication about costs of care,
- Coordination/integration of care,
- Health promotion/education,
- Preventive services, and
- Shared decisionmaking.

The CAHPS Improvement Guide is a comprehensive resource for health care organizations seeking to improve their performance in the domains of quality measured by CAHPS surveys. The guide includes:

- Information on assessing whether the hospital is ready to improve,
- Methods for analyzing the CAHPS survey results,
- Steps for quality improvement,
- Interventions designed to improve consumers' and patients' experiences with care, and
- A list of resources related to quality improvement.

Many of the recommended actions apply to hospitals.

### A Guide to Achieving High Performance in Multi-Hospital Health Systems

Julie Yonek, Stephen Hines, and Maulik Joshi

Health Research & Educational Trust (HRET)

<http://www.commonwealthfund.org/Publications/Fund-Reports/2010/Mar/A-Guide-to-Achieving-High-Performance-in-MultiHospital-Health-Systems.aspx>

This guide was the product of an effort to identify and disseminate best practices associated with high-performing health systems. The information is organized into four major best practice categories, with 17 specific best practices that have a demonstrated association with high performance in multi-hospital health systems. The major categories include:

1. Establish a systemwide strategic plan with measurable goals;
2. Create alignment across the health system with goals and incentives;
3. Leverage data and measurement across the organization; and
4. Standardize and spread best practices across the health system.

## **Putting Practice Guidelines to Work in the Department of Defense Medical System: A Guide for Action**

Will Nicholas, Donna O. Farley, Mary E. Vaiana, Shan Cretin  
RAND Corporation

[http://www.rand.org/pubs/monograph\\_reports/MR1267.html](http://www.rand.org/pubs/monograph_reports/MR1267.html)

This improvement guide was written to assist military treatment facilities (MTFs) in achieving evidence-based practice and contains considerable information of use to civilian hospitals. The guide includes

- An overview of the stages of the process of achieving evidence-based practice and keys to success that should be implemented during each stage of the process,
- Guidance on how to organize and lead an effective implementation team,
- A step-by-step process for creating an implementation action plan,
- Strategies for implementing changes outlined in the implementation action plan, and
- Assistance with monitoring these changes and measuring the effects of the implementation strategies.

The material has been influenced by lessons learned from hands-on field experience at Army MTFs that participated in the Army Medical Department (AMEDD)/RAND Guideline Implementation Project, which are included in the improvement guide. The goal of this project was to establish a system for implementing selected practice guidelines throughout AMEDD and for monitoring the effects of those guidelines on clinical care and outcomes. AMEDD, RAND, and participating MTFs tested and refined the guideline implementation methods in a “continuous improvement” cycle before systemwide adoption.

### **Overview of IHI Tools**

<http://www.ihl.org/resources/Pages/Tools/default.aspx>

The Institute for Healthcare Improvement has developed and adapted tools to help organizations accelerate improvement. In addition, many organizations have developed tools in the course of their improvement efforts, such as successful protocols and instructions and guidelines for implementing key changes, and are making them available on IHI.org for others to use or adapt in their own organizations.