EVERYDAY QUALITY IMPROVEMENT

Emily Carlson

UAHQ Board President

2023

<u>Quality Improvement</u> is the **process-based**, **data-driven** approach to improving the quality of a product or service. It operates under the belief that there is **always room** for improving operations, processes, and activities to increase quality.























WHITE PAPER

High-Impact Leadership:

Improve Care, Improve the Health of Populations, and Reduce Costs

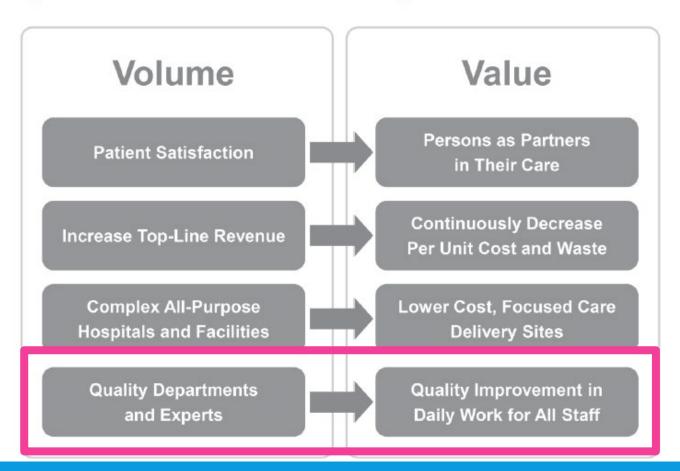


AN IHI RESOURCE

20 University Road, Cambridge, MA 02138 · ihi.org

How to Cite This Paper: Swensen S, Pugh M, McMullan C, Kabcenell A. High-Impact Leadership: Improve Care, Improve the Health of Populations, and Reduce Costs. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2013. (Available at ihi.org)

Figure 2. New Mental Models: Transitioning from Volume- to Value-based Systems







Thank you!!



