

Strategy

- Overall Strategic Plan: Role/Relevance of Quality
- Quality Management Strategic Plan
- Imperative for Improvement
 - Goals and Objectives
 - Implementation Timing
- Commitment to Best Practice and Evidence Based Care
- Quality-Finance Nexus
 - "Cost of Poor Quality"
 - "Meaningful Use"
 - Malpractice Liability
 - Pay-for-Performance
 - ROI on Quality Management
 - Growth
- Credible Plan for Implementation
 - Tactics/Priorities
 - Resources/Roles
 - Timing

Process

- Evidence Based Care
- "Concurrent Intervention"
- Event Management
- Performance Improvement
 - Methodology
 - Program Focus
 - Resource Allocation
- OPPE
- Regulatory and Accreditation
- Safety
 - Infection Control
 - EOC
- Patient Engagement
- Consistency and Standardization
- Flow and Throughput
- Monitoring and Action
 - Dashboards
 - Timeliness
 - Action Planning/ Execution
 - Accountability for Results
- "Hardwiring"

Infrastructure

- Clinical Information System (CPOE, EMR...)
- Quality Management Information System (QMIS)
 - Manual vs. Automated
 - Data Sources/ Credibility
 - Analytics/ Reporting Capabilities and Distribution
 - Surveillance / Alerts
- EBC Tools/Enablers (Order Sets and Care Plans)
 - Development
 - Maintenance
 - Cultural Acceptability
 - Pervasiveness
- Risk Management
- "Real-Time" Information
- Other Technology Enablers (eg eICU, etc)

Organization

- Governance/Leadership Structures and Models
- "Customer Service Model"
- Functional and Organizational Design
 - Principles of Design
 - Strategic Goals & Objectives
 - Scope and Functions
 - Roles, Responsibilities and Authority
 - Organization Structure
 - Staffing
 - Fit for Purpose
- Cost to Manage
 - Layers of Management
 - Span of Control
- Staffing/Workload Balance
- Relationships/Linkages
 - Physician Organizations
 - Oversight Committees
 - Practicing Physicians
 - Nursing/Care Givers
 - Risk Management

Culture

- Living the Mission, Vision, and Values
- Employee Engagement and Accountability
- Value of Patient Satisfaction and Engagement
- "Culture of Safety"
- Passion for Excellence
 - Clinical
 - Service
 - Operational
 - Quality Management
- Transparency
 - Internal
 - External
- Belief in Best Practice and Evidence Based Care
- Incentives/Consequences
 - Rewards
 - Sanctions
- Common Standard of Care

Quality Outcomes