Quality improvement (QI)

Measuring patient service delivery quality for improvement is critical for a practice’s overall function, accountability, and success. After and during the initial 3 months of CF-5A’s implementation there are several ways for a practice to improve the quality of their intervention’s service delivery.

Better quality. Image by Pixabay.

- QI provides an opportunity to identify and address quality of care components that work.
- Practices with a QI process in place can adapt more easily as patient care trends change.
- Not all QI measures meet full accountability guidelines for change and improved outcomes.
- The Center for Disease Control and Prevention (CDC) provides core measures for best practices[1] that address the 5A’s gold standard process of care.

The following guidelines for QI measures1 should be considered for CF-5A’s success.

1. **There is a strong evidence base showing that the care process leads to improved outcomes.** This CF-5As measure has been established as an evidence-based procedure, which, when delivered with fidelity, leads to improved clinical outcomes.

2. **The measure accurately captures whether the evidence-based care process has, in fact, been provided.** Measuring success [2] strategies must accurately capture whether the evidence-based care has been delivered. For example: How many smokers took the CF-5As over a given period compared to all smokers visiting the clinic during that same period?

3. **The measure addresses a process that has few intervening care processes that must occur before the improved outcome is realized.** That is, the measure must relate closely to a desired outcome, with relatively few intervening processes, such as measures of interventions appropriately administered and adhered to.

4. **Implementing the measure has little or no chance of inducing unintended adverse consequences.** QI measures for CF-5As delivery have few, if any, unintended adverse consequences. Accountability measures might include the prevalence in the clinic of...
smoking-related co-morbidities, such as COPD, heart failure, or lung cancer.


1. **Accountability Measures ? Using Measurement to Promote Quality Improvement.**  