

The Difference Between QI and QA

QI	QA
Defect prevention	Defect identification
Proactive process	Reactive process
Process based	Product based
Involves processes managing quality	Verifies the quality of the product
Inspection and testing	Audits
Check if the plan was efficient to avoid any anticipated defect	Try to find defects and correct them while making the product

CQI vs. QA

	QA	CQI
Objective	Outcome	Process and outcome
Based on	Standards, thresholds	Specifications, data
Focus	Statistical tail	Entire group
Philosophy	Good enough	Best possible
Effect	Judgmental	Educational

Modified from Goldstone J, Sany, Zaretski, and vascular surgery in the 21st century. J Vascular Surg 1997;20:1-10.

CQI	Supervision	Both
Before, during and after — ongoing	Just before release	During projects
Error management	Error correction	Error prevention
Define and manage quality	Enforce quality	Maintain quality
Define the process; build a system	Execute a fix	Execute a procedure; operate within a system

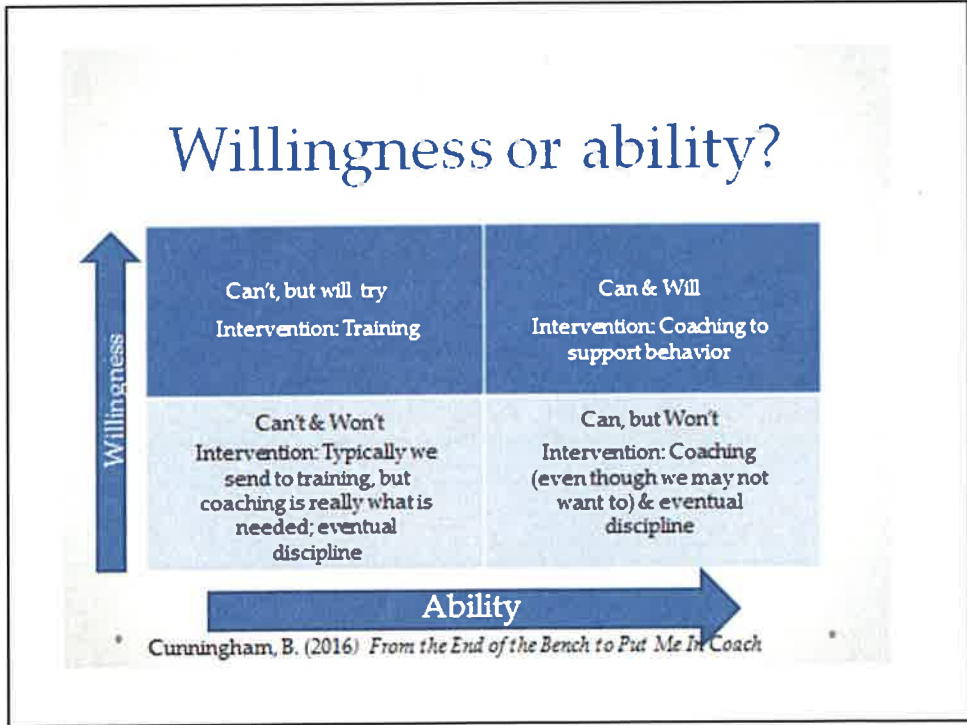
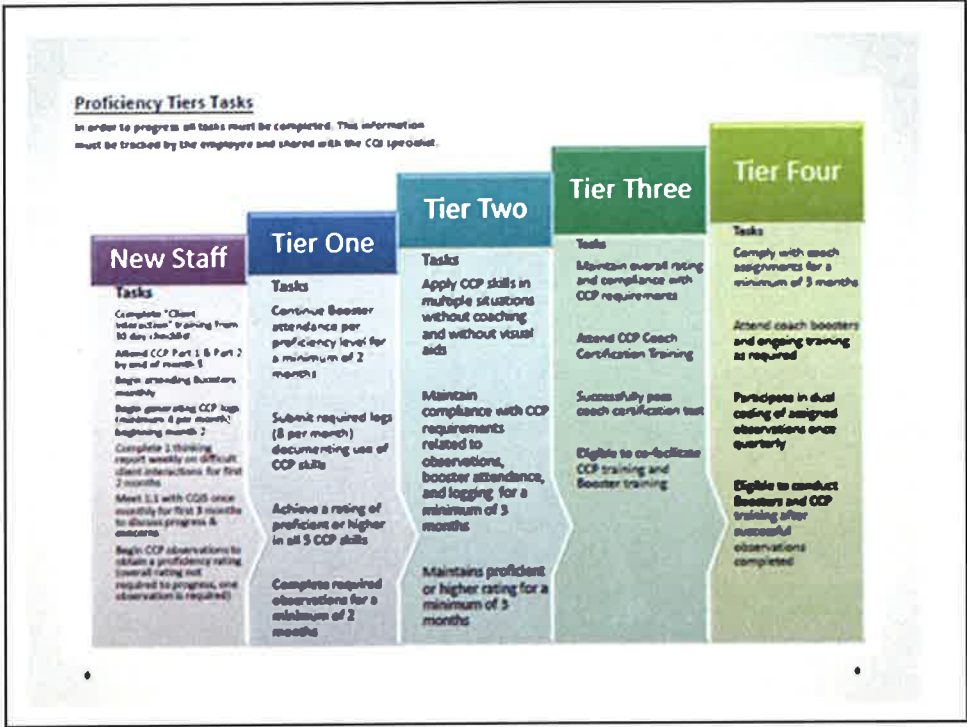
Where to start??

- STEP ONE: Identify your BHAG (Big, Hairy, Audacious Goal)
- STEP TWO: Identify the objectives and activities that most significantly contribute to the achievement of the mission
- STEP THREE: Define the CQI Goal for each core activity
- STEP FOUR: Determine the CQI measurement objective
- STEP FIVE: Determine the CQI process/method
- STEP SIX: Develop a structure to deliver the CQI processes

Carey, M. (2010) *Continuous Quality Improvement Coaching Series*

Planning and administrative support are recognized in change management literature as keys to implementation:

“Facilitative Administrative Support is proactive, vigorous and enthusiastic attention by the administration to reduce implementation barriers and create an administratively hospitable environment for practitioners...this includes internal policy analyses and decisions, procedural changes, funding allocations, and a culture that is focused on what it takes to implement with fidelity” Fixsen et al. (2005) *Implementation Research: A Synthesis of the literature*



Presenter Information

For questions or to receive a copy of the presentation
please contact:

Amanda Cates

amandajcates@orianahouse.org

Tracey Cutright-Meadows

traceycutright-meadows@orianahouse.org

Nate Stringer

nathanielstringer@orianahouse.org