

Basic Improvement Methodology

Learning

- Lloyd R, Murray S, Provost L. *QI 102: The Model for Improvement: Your Engine for Change* [IHI Open School online course]. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2009. Updated 2016.
 - Available at <http://app.ihl.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4/41b3d74d-f418-4193-86a4-ac29c9565ff1>
- Batalden PB, Davidoff F. What is “quality improvement” and how can it transform health care? *BMJ Quality and Safety*. 2007;16(1):2–3.
 - Available at <http://qualitysafety.bmj.com/content/16/1/2>

Reflection

1. Batalden and Davidoff’s article defines five knowledge systems involved in improvement. Describe these systems in your own terms. Then, match tools and skills from *QI 102* to each system: What specific tools and techniques are available to help you succeed in each area?
2. Batalden and Davidoff draw a model of quality improvement in health care that places “everyone” in the center. Based on what you’ve learned, and considering the three pillars of quality improvement — health, care, and learning — what do you think about this depiction? Why do you agree or disagree with their model?