Basic Improvement Methodology

Learning

  - Available at [http://app.ihi.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4/41b3d74d-f418-4193-86a4-ac29e9565f1f](http://app.ihi.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4/41b3d74d-f418-4193-86a4-ac29e9565f1f)

  - Available at [http://qualitysafety.bmj.com/content/16/1/2](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?