

## Fundamentals of Health Care Improvement

### Learning

- Lloyd R, Murray S, Provost L. *QI 101: Introduction to Health Care Improvement* [IHI Open School online course]. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2009. Updated 2016.
  - Available at <http://app.ihi.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4/60967fa6-4642-4f33-9ec2-60083d52dofe>
- Executive summary. In: Committee on Quality of Health Care in America, Institute of Medicine. *Crossing the Quality Chasm: A New Health System for the 21st Century*. Washington, DC: National Academies Press; 2001:1–22.
  - Available at <https://www.nap.edu/catalog/10027>
- Berwick DM. *Escape Fire: Lessons for the Future of Health Care*. New York, New York: The Commonwealth Fund; November 2002.
  - Available at <http://www.ihl.org/resources/Pages/Publications/EscapeFire.aspx>

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### Reflection

1. In *Escape Fire*, Dr. Berwick talks about the importance of *access*, *science*, and *relationships* in providing high-quality health care. Define these three terms in your own words, and describe what they mean to you.
2. Compare Dr. Berwick's personal story from "Escape Fire" to the IOM's six dimensions of quality in health care. Where did his wife Ann's care fall short? Be as specific as you can, including examples for each dimension.
3. Based on the IOM's ten rules for redesign, how could Ann's care experience have been improved? Be as specific as you can, and give at least three examples.
4. In *QI 101*, you learned there are different types of science, "pure" and "applied" science. Both Dr. Berwick and the IOM talk about science as an essential lever of quality in health care. What do you see as the contribution of each different type of science, pure and applied?