Quality Improvement Road Map

	ACTIVITIES					RESULTS
1.	**Getting Started**	Review the road map to quality improvement.	Define the scope of the quality improvement function.	Form internal QI Team(s).	Establish a QI Committee and define its mission.	**QI Organizational Structure**
2.	**Conduct Preliminary Assessment**	Gather available information.	Organize your data.	Brainstorm areas of concern with QI Committee.	Identify data gaps.	**Areas of Concern**
3.	**QI Priority Selection**	Identify criteria for selecting priorities.	Select topic for QI project.	Establish QI project workgroup.	Identify desired individual outcome(s) for QI project.	**Topic for QI Project**
4.	**Identify Barriers and Actions**	Identify barriers to achieving desired outcome(s).	Identify actions to overcome barriers.	Develop system outcomes for activities.		**Actions to Overcome Barriers**
5.	**Define Measures and Data Sources**	Establish criteria for selecting measures.	Identify and select measures.	Identify data sources and define population.	Construct measures and establish benchmarks.	**Measure Set and Data Sources**
6.	**Develop and Implement QI Work Plan**	Develop data collection plan.	Develop a QI Project work plan.	Identify resource requirements and budget.	Initiate implementation of QI Project.	**Data and Project Work Plans**
7.	**Monitor and Reassess**	Maintain regular communication.	Identify problems in achieving goals.	Document QI Project modifications.	Reassess and determine the ongoing status of the QI Project.	**QI Project Modification**
8.	**Communicate QI Results**	Identify the audience for your QI Project results.	Determine milestones for reporting results.	Determine how to report QI Project results.	Select a design and determine a format for reporting project results.	**Public Awareness**
9.	**Move from QI Project to QI Program**	Sustain the improvements you have made.	Broaden your core measurement set and collect baseline data.	Compare core measurement set to established benchmarks.	Identify priority areas for QI Projects and maintain the cycle.	**Systematic QI Approach**

Source: "Work Book: Improving the Quality of Home and Community Based Services and Supports" (August 2003); Center for Medicare Medicaid Services - Center for Medicaid and State Operations