

**Seminar in Contemporary Public Health Issues  
Continuous Quality Improvement (CQI)  
November 13, 2006**

Learning objectives:

1. Describe major principles and concepts used in defining and measuring quality.
2. Identify the role of teams, management and organizational culture in effective quality improvement.
3. Analyze the use of outcomes in quality management.
4. Briefly explain tools and statistical methods used in quality measurement and improvement, including flowcharts, cause-and-effect diagrams, Pareto charts, and run charts.
5. Understand major quality improvement initiatives used by public health agencies that focus on populations or communities.
6. Discuss the role of research and public policy in improving quality.
7. Time permitting, apply quality management methods and skills in a case study.

Readings

Dumaine, B. The trouble with teams. *Fortune*, September 5, 1994, 130: 86-.

Sadler, B.L. (2006). To the Class of 2005: Will You Be Ready for the Quality Revolution? *Joint Commission Journal on Quality and Patient Safety* 32 (1): 51-55.

Sherman, J. (2006). Achieving Real Results with Six Sigma. *Healthcare Executive* 21 (1): 8-14.

Shortell, Stephen and Peck, William. (2006). Enhancing the potential of quality improvement organizations to improve quality of care. *Annals of Internal Medicine*. 145 (5): 388-389.

8. Describe the basic principles, concepts, tools and definitions of quality monitoring and management in health care;
9. Demonstrate knowledge and experience in applications as well as limitations of quality assurance and quality improvement programs in health care settings;
- 10.** Demonstrate skills to establish criteria and standards for quality measurement in the health care field.
- 11.** Understand major quality improvement initiatives used by managed care organizations and public health agencies that focus on populations or communities