



# IOWA FOUNDATION FOR MEDICAL CARE

## 10 Ways to Improve the Outcomes of Your Quality Improvement Projects

1. **Hold weekly meetings** with key management personnel to monitor residents who are at risk for pain, pressure ulcers, falls and restraint use. Frequent review of these at-risk residents can help prevent poor outcomes.
2. **When adverse outcomes do occur, do a root cause analysis** to establish where the breakdown in the care process occurred. Using QI tools can help uncover the reasons things go wrong.
3. **To promote their buy-in and support of a process, involve staff in decision-making.** They are more likely to follow through with responsibilities when they help create them. Encourage front-line staff to participate in care plan meetings, since they care for and know their residents.
4. **Set improvement goals.** Use the Nursing Home STAR site at [www.nhqi-star.org](http://www.nhqi-star.org) as a tool for setting targets and giving your team something to shoot for.
5. **Foster teamwork** among your management team and among your nursing staff. When people work well together, processes also work better.
6. **Be visible on the floor.** Let the staff know you are part of the team and that you see what is going on.
7. **Hold people accountable for their work.** Systems fall apart when accountability is not built in to them.
8. **Improve communication in your building.** This includes communication involved in shift-to-shift reporting and communications between management and staff.
9. **Monitor and share data with staff.** Keeping track of data lets you know if your efforts are moving you in the right direction. Sharing data with staff lets your entire team know what's working well or what isn't.
10. **Allow for consistent caregivers for your residents.** This will allow each staff member to develop a relationship with his or her residents and promotes a sense of responsibility to those in their care.

Review the resource materials available at [www.medqic.org](http://www.medqic.org) or [www.internetifmc.com](http://www.internetifmc.com) for tools and ideas on additional methods to impact your quality measure scores.