

Join the movement for Quality Improvement!



What is quality improvement?

In short, quality improvement addresses the question, “How can we do better?”

Quality improvement (QI) refers to a continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality in services or processes which achieve equity and improve the health of the community. QI is also a key standard for health departments seeking national accreditation.



Why is QI important?

Quality Improvement...

- Equips us to continuously get better in what we do
- Quantifies our improvements
- Outlines a reliable framework for managing performance
- Is a national best practice
- Eliminates waste, redundancy



What is my role?

Everyone— from leadership to frontline staff— may play a role in quality improvement.

QI Advocate:

Everyone is welcome to become an advocate. Advocates receive updated information and access to training opportunities. Sign up for our listserv by emailing: mdh.phsqualityimprovementcouncil@maryland.gov.

QI Council Member:

Selected members are enrolled in a leadership development program. Any staff in PHS can apply. Applications open once a year in January.



Where can I learn more?

There are many ways to learn more.

- For updates on QI news, tools, and best practices, join our QI Advocate listserv: bit.ly/Improve-Advocate
- For general information on QI, visit our website: <https://pophealth.health.maryland.gov/Pages/Quality-Improvement.aspx>
- For specific questions, contact us: mdh.phsqualityimprovementcouncil@maryland.gov



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Join the movement towards quality improvement.
pophealth.health.maryland.gov/Pages/Quality-Improvement.aspx