

Ten Questions for Defining Quality Improvement as a Value Strategy

Ask the following questions each time you consider undertaking a quality initiative. Here we define a quality initiative as any quality study or measure that is in place or under consideration by the organization. If you have concerns about the answers to any of these questions, consider ways to refine the quality initiative or substitute a better initiative. By applying these questions consistently over time, you can assure that your quality improvement strategy adds real value to your patients and your organization.

1. **Patient Value.** Does it directly address the needs of our patients?

2. **Clinician Value.** Is it of significant interest to our clinical team?

3. **External Value.** Will the results be relevant to our other stakeholders such as service partners, payers or funders?

4. **Compatibility.** Is it compatible with our existing values, mission, culture and structure?

5. **Complexity.** Is it simple enough to implement? Do we have the data, analytics, and other capabilities necessary to produce it?

6. **Observability.** Will we be able to observe the results within a reasonable timeframe?

7. **Change.** How much change will it require to organizational policies, procedures, practices, culture and relationships?

8. **Affordability.** Can we implement it at an affordable cost?

9. **Advantage.** Does it have a relative advantage over what we are already doing?

10. **Strategic Value.** Overall, are the potential benefits of this initiative worth the potential costs?

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