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**CARDIOLOGIA**





## Quality Improvement: A Team Sport!

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## Sustainable Quality Improvement

Achieving and sustaining quality requires three complementary functions

### Quality Planning

Overarching system for managing quality involving physical environment, patient experience, and performance assessment

### Quality Improvement

Necessary when the stable ('usual') processes are not producing satisfactory results

Relies on science to redesign processes to increase safety, efficacy, and efficiency

Model for Improvement, TQM, Six Sigma, and others

### Quality Control

Day to day operations requiring everyone's participation to maintain consistent attention

Protocols and clinical evidence to facilitate patient care

Processes result in expected outcomes

# How to become a winning team!



## Let's imagine that Quality Improvement is a team sport

- Your hospital represents the team  
You and your colleagues are members of the team
- Your team has frequent practices: Quality Control
- Your team has post game debrief to understand what 'happened':  
Quality Improvement
- Your team is committed to maintaining a high standard of play: Quality  
Planning

# How to become a winning team!

Let's imagine that Quality Improvement is a Team Sport!

What team are you on?

Your Hospital's Team

Who is on your team?

You and all the others that work at your hospital

Doctors, Nurses, Non Clinical persons, Managers, EVERYONE

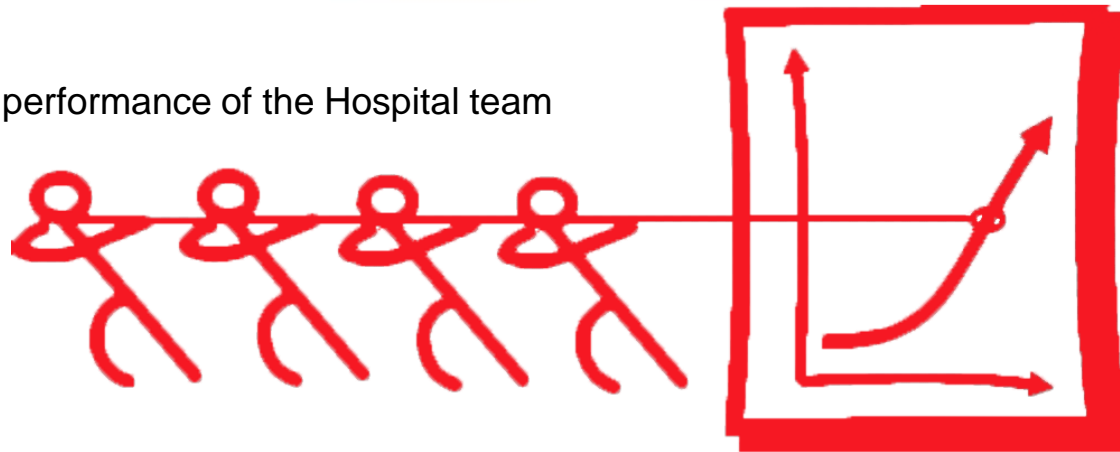


Day to day processes are much like frequent practices needed to develop a team with skills and expertise!





Everyone contributes to the performance of the Hospital team



When things aren't working as they have been or as they should be then the team needs to come together to try and understand the problem, think about what changes should be considered, test those changes and evaluate outcomes and decide if this is the right change to make!



Maintaining a high standard of performance!

- The team works best when everyone knows their role, has the right equipment, and believes in the mission!
- Don't rely on your colleague to be the change agent, make yourself accountable!



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**NEVER** say you have failed until you have reached your **LAST** attempt, and never say it's your last attempt until you have **SUCCEEDED.**

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If you want to go fast, go alone.  
If you want to go far,  
**go together.**

African Proverb

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