



## Quality Improvement (QI) Resources

### LEAN

#### **Center for Health Care Quality**

In alignment with the California Department of Public Health, The Center for Health Care Quality (CHCQ), is focused on being agile, adaptive, and responsive to the public health challenges facing California and its diverse communities. CHCQ has been conducting projects using Lean and Continuous Improvement methodologies since 2017, outlined here:

<https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/QualityImprovementInitiatives.aspx>

#### **Lean Essentials**

Two-page overview of Lean and its key concepts and tools from the Minnesota Department of Health.

<https://www.health.state.mn.us/communities/practice/resources/phqitoolbox/docs/leanessentials.pdf>

#### **What is Lean Healthcare?**

Overview article from Lean leader, Virginia Mason Institute.

<https://www.viriniamasoninstitute.org/what-is-lean-health-care/>

#### **The Lean Approach in Health Care (resource collection)**

Originally developed in manufacturing, Lean is an approach to organizational redesign that focuses on the elimination of waste (think staff, time, money, and space). This collection of resources from the California Health Care Foundation provides insights into the Lean approach has been used in California's public hospitals and safety-net system.

<https://www.chcf.org/collection/lean-approach-health-care/>

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### Process Map

Process Mapping – The Foundation for Effective Quality Improvement



Detailed overview of what process mapping is, why it is essential for quality improvement, and how to do it, including the key components of a process map.

<https://www.sciencedirect.com/science/article/pii/S153854421830083X?via%3Dihub>

### **Process Mapping**

Short video instructions for how to create and use process maps, or flow charts, for improvement projects. From UNC's Institute for Healthcare Improvement.

<https://www.med.unc.edu/ihqi/resources/process-mapping/>

### **5 Steps for Creating Value Through Process Mapping and Observation**

Outline of key steps often used in creating a process map for a process in a health care setting.

<https://www.ihl.org/communities/blogs/5-steps-for-creating-value-through-process-mapping-and-observation>

### **Root Cause Analysis**

#### **Using Root Cause Analysis to Improve Quality and Performance**

Part of a curriculum developed by the Agency for Healthcare Quality and Research, this resource describes how root cause analysis can be used to understand underlying factors affecting performance on quality measures.

<https://www.ahrq.gov/sites/default/files/wysiwyg/ncepcr/tools/PCMH/pcpf-module-11-root-cause-analysis.pdf>

#### **Process Analysis Tools**

Several problem-solving approaches used to identify root causes of problems within system processes. From UNC's Institute for Healthcare Improvement.

<https://www.med.unc.edu/ihqi/resources/root-cause-analysis/>

#### **What Are Common Root Cause Analysis (RCA) Tools?**

Quick overview of common root cause analyses tools.

<https://www.6sigma.us/etc/what-are-common-root-cause-analysis-rca-tools/>

COHTAC will continue to develop resources/trainings in this area over the next year. You can contact COHTAC for additional questions or requests around Quality Improvement:  
[oralhealthsupport@ucsf.edu](mailto:oralhealthsupport@ucsf.edu)