

Applying the Wisdom of QI to Title V Activities

- [Eliminate Waste](#)

Look for ways of eliminating any activity or resource in the organization that does not add value to an external customer.

 - Deploy nurses for tasks that requires clinical training; deploy less expensive personnel for other tasks
- [Improve Work Flow](#)

Improving the flow of work in processes is an important way to improve the quality of the goods and services produced by those processes.

 - Create a clear pathway for review of documents
- [Optimize Inventory](#)

Inventory of all types is a possible source of waste in organizations; understanding where inventory is stored in a system is the first step in finding opportunities for improvement.

 - Figure out who has the 100 copies of the Medical Home Supplement to Pediatrics you ordered 3 years ago and give them out before the mildew
- [Change the Work Environment](#)

Changing the work environment itself can be a high-leverage opportunity for making all other process changes more effective.

 - Solicit ideas to improve work environment: ordering supplies, repairing equipment, providing IT support, creating grant writing capacity;
- [Producer/Customer Interface](#)

To benefit from improvements in quality of products and services, the customer must recognize and appreciate the improvement

 - Make the annual block grant public comment process an opportunity to report to constituents
- [Manage Time](#)

An organization can gain a competitive advantage by reducing the time to develop new products, waiting times for services, lead times for orders and deliveries, and cycle times for all functions in the organization.

 - Figure out and, to the extent possible, address causes of delay in regular activities: setting up meetings, preparing and disseminating minutes, crafting reports, hiring, contracting
- [Focus on Variation](#)

Reducing variation improves the predictability of outcomes and helps reduce the frequency of poor results

 - Figure out what works for you, and then standardize a process for evaluating meetings
- [Error Proofing](#)

Organizations can reduce errors by redesigning the system to make it less likely for people in the system to make errors. One way to error proof a system is to make the information necessary to perform a task available in the external world, and not just in one's memory, by writing it down or by actually making it inherent in the product or process.

 - Create and update a shared cheat sheet listing and explaining key public health statistics

- ① [Focus on the Product or Service](#)

Although many organizations focus on ways to improve processes, it is also important to address improvement of products and services

- Develop quality standards for state care coordination programs