Developing a Proactive Quality Assurance (QA)/Quality Improvement (QI) Program
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Problem: Institutions tend to gravitate towards a reactive rather than a proactive approach when it comes to compliance because of limited resources (funds, staff, goals, time) and myriad of multiple institutional priorities. In order to establish and maintain a successful QA/QI program, it is critical that a proactive approach towards compliance is adopted and maintained. An institution’s approach is typically established slowly over time and, despite the best of intentions, tends to lean towards responding to noncompliance concerns reactively and on a case by case basis rather than a proactive “let’s address a need before it’s a problem/issue” approach. The challenge of taking a reactive or “band-aid” approach is that the underlying issue(s) often are not addressed or go unnoticed until a serious problem comes to light. This poster aims to guide readers through the process of how to assess their institution’s approach to QA/QI efforts, identify available resources (mostly at little to no cost), and implement steps (while avoiding common pitfalls) that will help ensure compliance needs are addressed proactively and before they become noncompliance concerns/issues.

Program: This poster aims to guide readers first through the process of how to assess their institution’s current approach to QA/QI (is it reactive or proactive?). Readers will learn how to identify the current strengths and weaknesses of this approach at their institution. They will also see how to constructively identify the availability of realistic resources (utilizing staff time, funds if available, established or creating educational sessions, websites, etc. now and in the foreseeable future). A simple list of questions utilizing answers to the above will guide the reader on setting short and long term goals for an institution’s QA/QI program will establish a proactive QA/QI program. Tips will illustrate how to maintain a proactive approach and how to best incorporate them into the day to day functions. A list of common pitfalls that can result in or create a tendency to “fall back” to a reactive approach will also be provided. Utilizing these tips will help ensure long term adherence to a proactive program. This approach will help allow for the identification of issues before they become noncompliance concerns.