



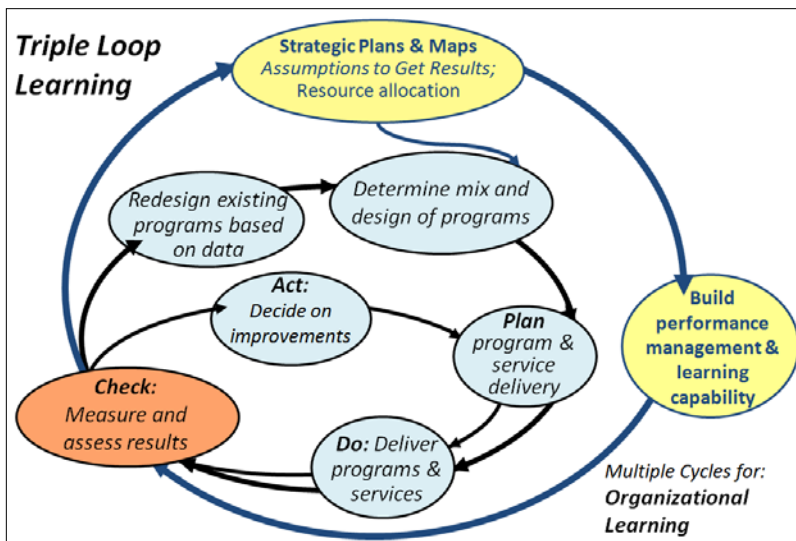
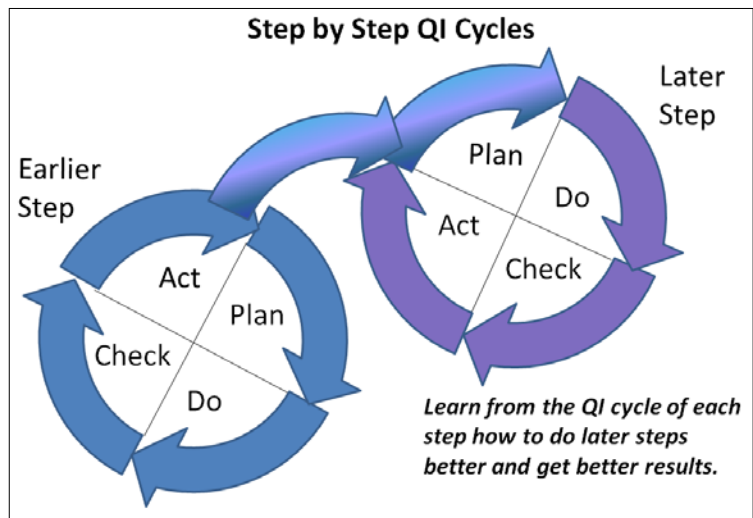
Results That Matter Team

Quality Improvement Coaching

The Results That Matter Team has served as the “Quality Improvement and Evaluation Coach” to health departments across the country to improve the performance of specific practices, including tools and practices they borrowed from other health departments through NACCHO’s Advanced Practice Center program. Their quality improvements not only serve these health departments well, they are made available to other health departments across the country. We can also be your organization’s QI Coach.

Use Quality Improvement Strategically with Step-wise QI Cycles and Leading Indicators

In addition to improving narrowly-defined processes, we can help you use QI strategically, where what you learn on one process or “step” informs how you improve a related step, to improve larger-scale more strategic results of an important public health service or function. As a result, the traditional “Plan-Do-Check-Act” QI cycle becomes a series of cycles as shown here. We’ll help you develop “leading indicators” of interim results that enable you to determine mid-course corrections needed so your eventual longer-term results will be better. Leading indicators are especially important to improve public health practices, as desired improvements in population outcomes can take years to materialize.



QI-focused Performance Management for Continuous Learning and Improvement

We can help you develop a QI-focused performance management system that enables your organization to use data to continuously learn and improve at multiple levels, from improving service delivery, to improving program design, to improving strategies, resource allocation, and performance management capabilities. The goal is triple-loop learning, as shown here, a hallmark of high-performing organizations.

For more information, contact Paul Epstein at 212-349-1719 or paul@RTMteam.net