

## CQI and QA: What's the difference

<b>CQI: Continuous Quality Improvement</b>	<b>QA: Quality Assurance</b>
<p>Focus is on systems first and individual performers second. <b>Measures what your current processes are and creating systems to make things better.</b> Not focused on blame.</p>	<p>Focus is on human error and identifying and eliminating outliers (poor performers). <b>Making sure you (individual) are doing the right things in the right way.</b></p>
<p>Strives to ensure that policies, procedures and protocols <b>make sense</b> and meet the current and evolving needs of the <b>patient</b>.</p>	<p>Strives to ensure that individuals <b>are following</b> their policies, procedures and protocols.</p>
<p>Relies on <b>teamwork between different groups</b> in the system, as those closest to the problem usually have the best ideas about the solution.</p>	<p>Relies on <b>following the rules and policies</b> of the organization to meet the standards required by regulatory and accrediting bodies.</p>
<p>Involves both <b>prospective and retrospective</b> review. It is <b>aimed at measuring where you are and creating systems to make things better</b></p>	<p>Involves <b>retrospective policing</b> and may be punitive</p>
<p>Utilizes <b>system-wide goal setting</b> to address incremental improvement within processes.</p>	<p>Utilizes <b>individual goal setting</b> to address individual improvement</p>
<p>Monitors improvements in quality of care through <b>continuous</b> review.</p>	<p>Monitors compliance through <b>periodic</b> audits and inspections.</p>
<p><b>Relies on leadership</b> to improve quality. A top down commitment to quality has shown to produce best outcomes.</p>	<p>Activities can be carried on independent of strong leadership.</p>
<p>Requires effective communication throughout the organization at all levels. <b>Focus is on breaking down barriers to improve constantly.</b></p>	<p>Communications are <b>focused on individuals</b> involved.</p>
<p><b>Utilizes tools, data analysis to demonstrate improvement by providing feedback to all parties.</b> Uses <b>best practices</b> shown effective. “No need to re-event the wheel”. Incorporates evidence-based care.</p>	<p><b>QA is an activity that is part of QI</b> and needed to establish confidence that performance is at a high standard in advance.</p> <p>Relies primarily on <b>individual performance evaluation</b> and <b>personal improvement plans</b>.</p>