

How to Improve Our Ability to Improve

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Quality:

Has the health care system made sufficient progress?
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Why are we not improving faster?

- Inattention to quality
- Lack of management expertise



Management Shortcomings

- Process improvement without regard for context
- Poor management of organizational change
- Organizational structures that impede improvement
- Poor teamwork, including poor team leadership



Remedies

- Get clear about the place of process improvement in improvement as a whole
- Teach quality improvement to students in the healthcare professions, including change management
- Organize for improvement
- Teach teamwork to clinicians in training



References

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