

VITAL RECORDS-HEALTH STATISTICS ACCREDITATION AND CONTINUAL QUALITY IMPROVEMENT: **SUPPORT PACKS**

A. CREATE STANDARD PROCEDURES

Accreditation requests ~60 standard procedures to be documented (in the 7 topics). You will learn how to create and document standard procedures to gain some immediate productivity; teams have gained up to **20% productivity/capacity**. 16-hour scope: [Learn 1. Process mapping](#), [2. Standard work instructions](#), [3. Procedure implementation process](#), and [4. Establish procedure document system and controls](#). Then utilize processes and templates to **Create the 1st procedure(s) together** so that you and the team gain skills and ability to continue creating more standard procedures.

B. LEAD PROCESS IMPROVEMENT

Documented procedures not performing optimally needs improvement. You will learn how to lead/facilitate process improvement projects to **accelerate process times and increase quality 20%-90%**. 16-hour scope: [Learn 1. Project leader skills to manage the improvement project cycle \(process mapping, problem solving, std. work, installation\)](#) [2. Define and establish measures](#), [3. Help others embrace change](#), and [4. Active and effective communication skills](#). Then utilize processes and templates with **coaching through completion of the 1st improvement project**.

C. CLOSE BIG GAPS

Learning and utilizing advanced improvement processes helps close big gap and create big benefits; **40-80% improvement in quality and speed**. CQI processes include 1. Improve process speed with the [Kaizen process](#), 2. Improve data quality by eliminating human error with [Mistake Proofing process](#), 3. [Innovation process](#), and 4. Understand customer wants, needs vs. performance to prioritize changes with Quality functional deployment (QFD).

D. ENHANCE SECURITY

Make your systems, structure, and processes more safe, secure, and robust with documented standard procedures, utilizing the 12-hour [Failure Modes & Effects Analysis \(FMEA\) training and application](#) of the process to identify failure points and solutions, conduct process ownership audits, and involve the team in ongoing improvements with a Continual Improvement System (CIS™).

E. BUILD A CULTURE OF CQI

Accreditation and the culture of CQI involves everyone, everywhere, every day. Get help developing a workforce development plan, provide all team members **CQI professional development, training, and templates** including 1. 8-hour [Introduction to CQI: Seeing the Possible simulation course](#), and 2. 4-hour [CQI for everyone](#). Training can be customized to your specific needs, including Basic Statistics, [Lessons Learned Method](#). These will **increase engagement, individual problem solving, and more effective team problem solving and projects**.

Note: Join learning communities to share in these learning costs and together create/document/adopt/replicate procedures, along with coaching and implementation support.