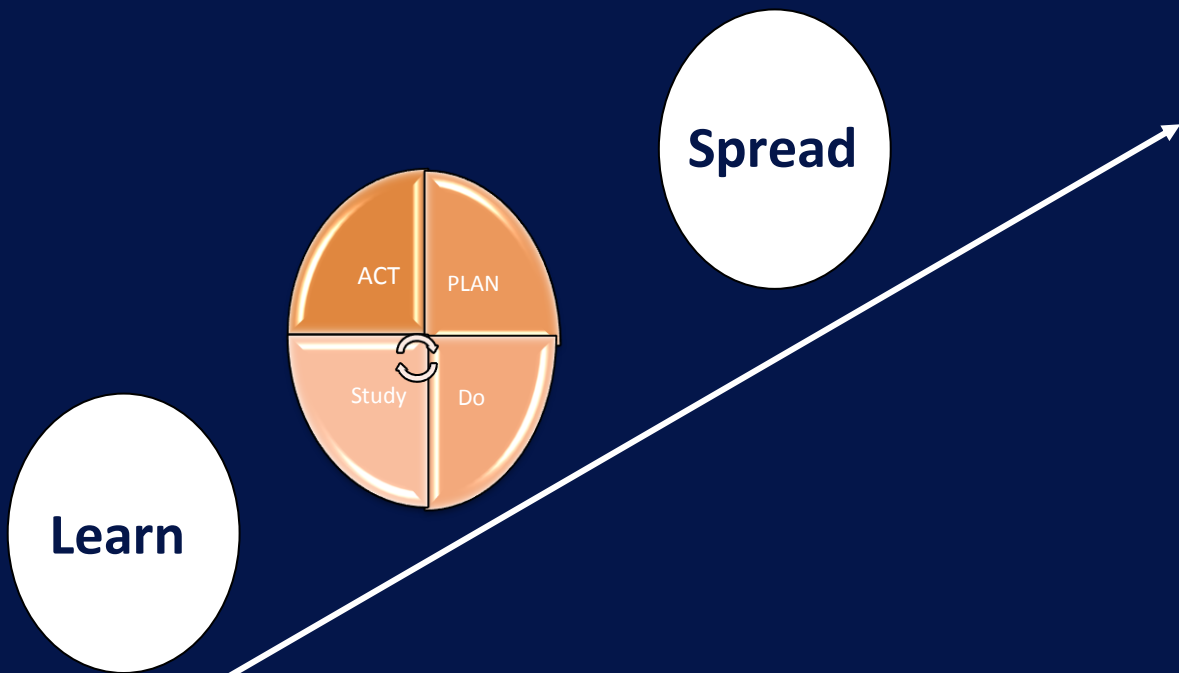




# Capabilities for Improvement



Freedom to Design



Institute for Healthcare Quality **INDIA**





The Institute for Healthcare Quality is a not for profit organization registered under the maharashtra charities act. iHQ is the first institute in india fully dedicated to healthcare quality and safety and is a leader in the learning , teaching and research of the healthcare quality sciences.



Healthcare Quality Resource Center

**iHQ Mission:**

1. To improve the quality, safety and equity in Indian healthcare.
2. To create academic space for the science of improvement in the developing countries.
3. To facilitate collaboration among healthcare organizations.
4. To provide a platform for the interaction of healthcare and quality management professionals.
5. To build strategic alliances with other organizations that share our agenda or possess the resources we lack.
6. To serve as a sustainable forum for global interaction and local action.
7. Extend focus of quality in developing countries to public health, primary care , chronic care and palliative care.

**iHQ forums for Social Action:** the iHQ forums provide opportunities to form communities of learning, practice and scholarship and thus serve as a foundation for the **socialization of quality** in Indian healthcare.

Collabrum



Connect

ImprovementStudy



Learn

Knowledge



Teach

Care2Lead



Lead

**Healthcare systems as Compassion Based Organizations**

*“The nation must envision a healthcare system where patients and care-givers share greater opportunity, meaning and achievement in the healing process, by empowering the conscience of equity, by preserving the compassion of the professionals and by celebrating the effectiveness of systems change or the science of quality”*



[iHQ.org.in](http://iHQ.org.in)

**Improvement Science** is a new paradigm of healthcare, based on systems science, which aligns research, practice and quality, by combining evidence and ideas, using facts and values.

**Public Health Quality Science**

**Course Description:**

The true venue of quality in healthcare is the community. It makes sense in terms of both economic of efficiency and ethics of equity. The two are theoretically and practically integrated. The millennium development goals provide the greatest opportunity for measurement , learning and improvement in public health practice and policy. The ihi,s triple aim serves as a rigorous guide to action. It is the responsibility of every health system to demonstrate what Don Berwick calls the chain of effects- a deeper understanding of context and effect.

The course aims to lead learners through the concepts of health, healthcare , health systems and empower them with the broad range of collaboration and intervention tools

**Clinical Practice Improvement**

**Course Description:**

Learning from practice need not be limited to analogical reasoning. Learning from practice can be data based if analysis and action are focused at the level of the microsystem. Evidence based medicine and improvement science are complementary models of practice. Patient centered care is the pivotal value in clinical practice. All the other dimensions of quality such as efficiency , safety , equity, effectiveness , timeliness hinge on it.

The new accountability for professionals extends from decision to design- a deeper understanding of cause and effect.

This course explores the modern methods of quality measurement and improvement of clinical Processes.

**Healthcare Quality for Executives**

**Course Description:**

Quality and systems as management responsibility is no longer debatable. The clear exercise of leadership is intergral to organizational and strategic improvement. The foundations of organizational theory and the evidence based management of value improves the quality of management-a deeper understanding of cost and effect.

Management is about decision making and system making-a deeper understanding of change and effect.

The course critically traces the history of ideas in quality and management and would highlight the roles , rules and tools required for the enhancement of improvement and participation.

**Action for a better healthcare system**

**Arguments for a better healthcare system**

**What is profound knowledge and why does it matter?**

*The scientific practice of medicine requires not only that the best evidence be applied but that it be applied in a locally valid and reliable manner. Deming's framework of profound knowledge consists of systems-thinking, statistical-thinking, epistemology and psychology. It is the science that bridges what we know and what we do, between efficacy and effectiveness, between what we provide and what others need, between what is and what can be. It is design thinking in action.*



# Bootstrapping Improvement



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Quality is the 'Will  
to Change' -Don Berwick

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