Selecting a Quality Gap
Some variables to consider

Variables that you might consider as you choose quality gaps to focus on:

• Importance
• Modifiable
• Feasible
• Valued
• Measurable
Important?

• How is the candidate gap linked to a PC domain and a preferred practice as described in NCP guidelines?

• Elements of quality (general):
  – Safe
  – Effective
  – Patient-centered
  – Timely
  – Efficient
  – Equitable
Modifiable?

• Is this a gap that can be bridged?
• Are the factors/behaviors that lead to the quality gap modifiable, given your practice environment?
  – Overlap with intervention design
  – System/process changes and individual behaviors
• Consider and honor your knowledge of environment, practice culture, organizational priorities
Feasible?

• Anything is feasible, given enough time and money
  – You might assume that you don’t have unlimited time or money

• If you are aiming high/going big can you employ a phased approach?

• What would it take to create sustained change?
  – Autopilot, or requiring on-going support after initial intervention?
  – High-touch or incorporated into systems/workflow?
Valued?

• Is there alignment with existing organizational or service goals, or ways that individuals are assessed/rewarded?

• Look for overlap across need and opportunity
  – Enhanced prospect of buy-in and sustainability
Measurable?

• Will it be possible to know if you closed the gap?
• Can you develop data that quantifies or describes baseline performance?
• Is there an existing accepted measure (QOPI, NQF, something that your organization uses) that addresses your possible target area?