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?