

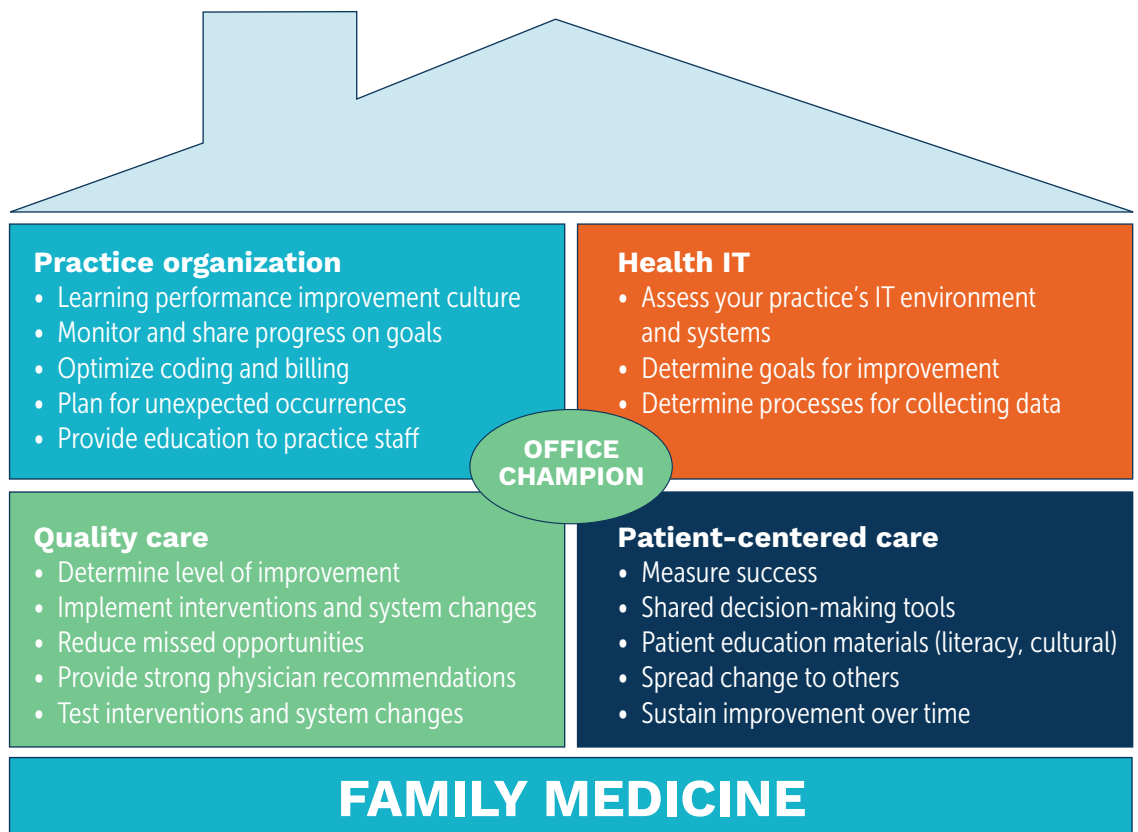
Quality improvement (QI) models for family physician practices enhance efficiency and patient care and improve staff satisfaction through a team-led approach integrated into daily workflows.

- **Practice organization essentials:** Key elements include fostering a culture of learning and performance improvement, monitoring progress toward goals, optimizing coding and billing, planning for unexpected events and educating practice staff.
- **Health IT role:** Practices should assess their IT environment and systems, set improvement goals and establish data-collection processes to support quality improvement efforts.
- **Quality care improvement steps:** These involve determining the level of improvement needed, implementing and testing interventions, reducing missed opportunities and providing strong physician recommendations.
- **Office Champions Quality Improvement (QI) model:** This model uses the Plan-Do-Study-Act (PDSA) cycle and provides tools such as data-collection instruments, performance measures, intervention options, payment codes and a project plan template to guide practices through improvement steps.
- **Step 1 – Assess and collect baseline data:** Practices evaluate current operations and conduct chart reviews or retrospective data pulls to establish baseline performance on relevant measures.
- **Steps 2 to 4 – Goal setting, intervention and measuring success:** Goals should be specific and measurable, interventions should be tested on a small scale before full implementation and successes should be measured through data-collection strategies that are aligned with baseline criteria.
- **Steps 5 to 6 – Spread and sustain improvements:** Teams evaluate readiness to disseminate changes within the clinic or health system, plan dissemination strategies and establish ongoing monitoring to ensure long-term sustainability.

Office Champions Quality Improvement model

Welcome to the Office Champions QI model. The model helps family physician practices enhance efficiency and patient care and improve staff satisfaction.

The Office Champions QI model ensures a team-led approach is embedded into the practice’s daily workflow. It will assist practices at the point of care by designating a team member to facilitate the implementation of evidence-based strategies and interventions from the QI model into the routine workflow.



Utilizing a PDSA cycle, the model provides a data-collection tool, nationally accepted performance measures, evidence-based intervention options, payment codes and a resource library. An easy-to-use project plan template helps you track your progress as you move through each of the following steps:

Step 1: Assess your practice and collect baseline data

Evaluate your practice environment and systems to identify opportunities for small, meaningful improvements. Conduct a baseline chart review—using EHR data when available—to assess current performance on relevant process measures and establish baseline data for your project.

Step 2: Determine your goal

Define a clear, measurable goal that answers what you want to accomplish and guides your improvement efforts. Goals should be specific, measurable, attainable, relevant and time-based, with a defined population and numeric targets. Use benchmarks or recognized quality targets to set realistic improvement goals (e.g., a 10% increase over baseline within 12 months or three rapid cycles).

Step 3: Implement and test interventions

Select and plan interventions that support prevention and patient-centered care, ensuring staff understand their roles to promote buy-in. Test interventions on a small scale—such as with one provider, site or a few patients—using rapid cycles to assess impact, identify workflow issues and refine the process before broader implementation.

Step 4: Measure your success

Develop a measurement strategy that defines your goals, data sources, calculation methods and collection frequency. Track and review data over time to assess progress and determine whether interventions are effective. Conduct a formal remeasurement using the same criteria as your baseline to evaluate success and inform next steps.

Step 5: Spread change to others

Determine whether the change is ready for broader adoption by confirming team support, demonstrated improvement, manageable costs and leadership support. Plan for potential resistance, identify champions and outline a clear dissemination plan—including who will lead, communication efforts, required resources and how success will be measured. Once ready, share lessons learned and expand the change to other clinicians, sites or the broader health system.

Step 6: Sustain improvement over time

Sustaining improvement requires periodic monitoring of clinic performance on selected measures to ensure system changes and outcomes are maintained and do not create unintended consequences. An effective sustainability approach includes selecting a limited set of measures, establishing a monitoring and reporting schedule, developing clear reports, addressing issues and periodically reassessing sustainability interventions.

Please contact the American Academy of Family Physicians (AAFP) to learn more about a comprehensive QI approach using the AAFP's Office Champions QI model.