Quality Improvement Fundamentals Course Outline

Lesson 1 | The Importance of Data

- Data can help us better understand the processes we work in and compare past performance to current performance.
- It is important to document the improvement target before tackling a problem.
- How to turn data into a picture.

Lesson 2 | Data Display Tools

- Cause and Effect Diagrams
- Tally Sheets
- Histograms
- Trend Charts
- Scatter Diagrams
- Concentration Diagrams
- Pareto Charts
- Process Maps

Lesson 3 | Follow the Evidence

- Looking for patterns in the data.
- What do patterns tell us.
- Getting to the root cause of a problem.

Challenge

- An assessment of the learner's progress in this course.