Outcomes Based Quality Improvement (OBQI) Flowchart

A POWRful Tool

Evaluate Outcomes
- OBQI outcome reports
- Benchmarking reports
- NDHCRI monthly tables/graphs
- Target outcome monitoring

Monitor current best practices
- Chart audit tool

Is compliance with best practices 90-100%?

No → **Apply agency-wide interventions**
- Prompts/reminders
- Memory aids
- Process change
- Work redesign
- Positive feedback

Yes → Satisfied?

Yes → Evaluate outcomes on regular basis

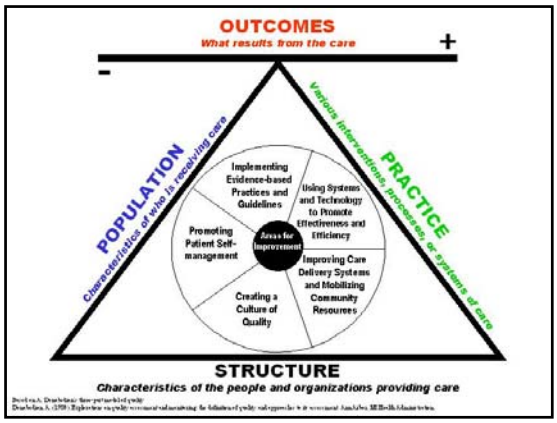
No → **Review patient population characteristics**
- Case mix report
- Case mix analysis report
- Vendor reports
- Benchmarking reports
- Internal monitoring

Conduct Process of Care investigation
- POCI chart audit tools

Review improvement matrix
- Patient self-management
- Evidence-based practice
- Systems and technology
- Care delivery systems
- Culture of quality

Develop or modify plan of action

Implement plan of action



NORTH DAKOTA HEALTH CARE REVIEW, INC.

This material was prepared by North Dakota Health Care Review, Inc., Minot, ND, 701-852-4231, the Medicare Quality Improvement Organization for North Dakota, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. ND-8SOW-07-QP-213 March 2007