



# Continuous Quality Improvement Overview

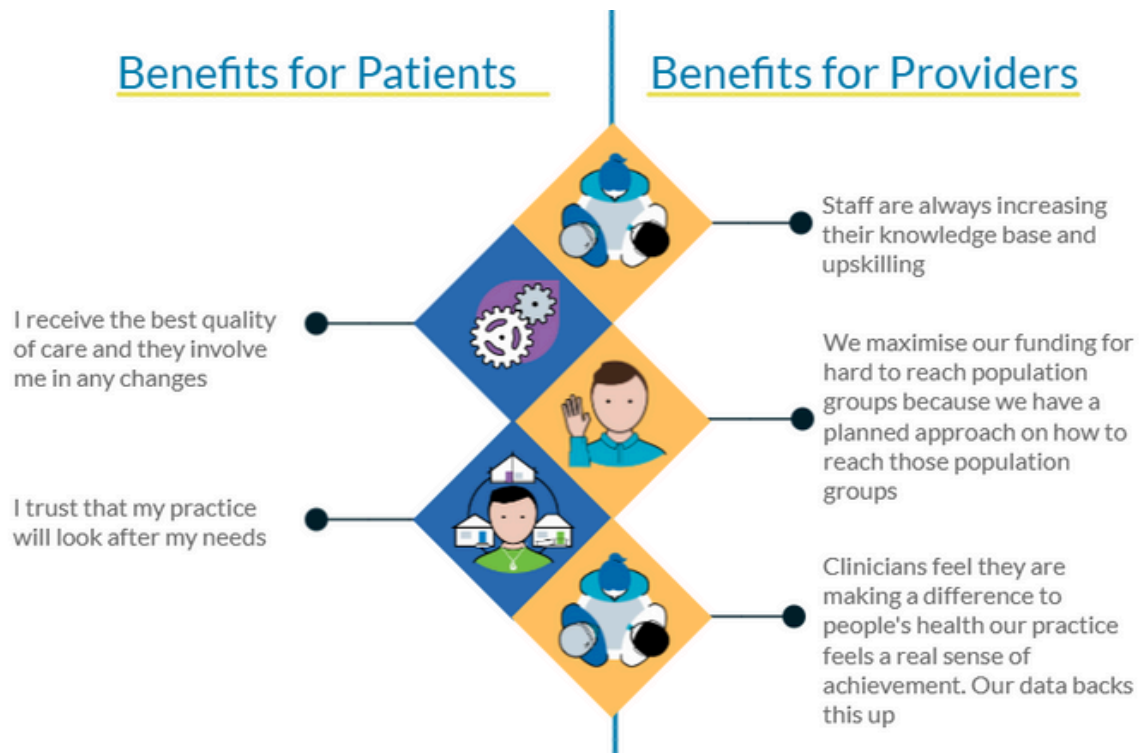
## What is CQI

In health care, quality improvement (QI) is the framework we use to systematically improve the ways care is delivered to patients. Processes have characteristics that can be measured, analysed, improved, and controlled.

Continuous Quality Improvement provides a way for practices to implement new ideas and ways of working that encourages success, increases efficiencies, and streamlines work. Continuous Quality Improvement also enables a more focused lens on the needs of the practice population and the community of which it is a part - ensuring equitable health outcomes for all patients as a priority.

Staff are given opportunities to take on improvement projects where they show particular interest and are encouraged to make positive changes within the practice.

## Why?



## Patient Story

*"I would ring up and the next appointment would be a week later, which would put me off. I think that was the reason I would hardly ever come in. It's much better this way – the doctor rung me back and I was able to tell him what was going on with me and he made me an appointment straight away."*

*"It's great they can put me through to the doctor. If he is busy, the receptionist just takes my name and the doctor will usually call me back within ten minutes"*