

## Suggested Continuous Quality Improvement (CQI) Resources

Part of the Continuous Quality Improvement Toolkit available at <https://apstarc.acl.gov/toolkits>.

The resources listed in this document were selected based on federal agency guidance or general internet research. The list of resources are suggestions and are not all inclusive.

*Inclusion on this list of applications does not constitute an endorsement from the U.S. Department of Health and Human Services, Administration for Community Living, WRMA, Inc. or the Adult Protective Services Technical Assistance Resource Center APS TARC.*

### Resources

| Website link  | Description   |
|---|---|
| <a href="#">U.S. Department of Health and Human Services</a><br><a href="#">National Institute of Health</a>                                      | NIH provides suggested resources for literature on continuous quality improvement methodologies and tools.  |
| <b>Baldrige Performance Excellence Program</b><br><br><a href="#">National Institute of Standards and Technology, U.S. Department of Commerce</a> | Baldrige framework is focused on government, non-profits, healthcare, education entities and businesses.<br><br>“Baldrige helps organizations address a dynamic environment, focus on strategy-driven performance, achieve customer and workforce engagement, and improve governance and ethics, societal responsibilities, competitiveness, and long-term organizational sustainability. It offers you a comprehensive management approach that focuses on results in all areas, organizational and personal learning, and knowledge sharing.” |
| <b>Six Sigma</b><br><br><a href="#">ISIXSIGMA</a>   | The Six Sigma methodology is focused primarily on industries but has application in all areas.<br><br>“The Six Sigma Define, Measure, Analyze, Design and Verify (DMADV) process is an improvement system used to develop new processes or products at Six Sigma quality levels. It can also be employed if a current process requires more than just incremental improvement.”   |
| <b>Lean</b><br><br><a href="#">Lean Enterprise Institute</a>  | “A popular misconception is that lean is suited only for manufacturing. Lean applies in every business and every process. It is a way of thinking and acting for an entire organization. Lean thinking changes the focus of management from optimizing separate technologies, assets, and vertical departments to optimizing the flow of products and services through entire value streams that flow horizontally across technologies, assets, and departments to customers.”  |

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| <b>Lean Six Sigma</b><br><a href="#">GoLeanSixSigma</a>                              | “Lean Six Sigma is a combination of two popular Process Improvement methods – Lean and Six Sigma - that pave the way for operational excellence. These time-tested approaches provide organizations with a clear path to achieving their missions as fast and efficiently as possible.”                       |
| <b>Model for Improvement</b><br><a href="#">Institute for Healthcare Improvement</a> | “The Institute for Healthcare Improvement has developed and adapted tools to help organizations accelerate improvement. The Model is a simple, for accelerating improvement. This model is not meant to replace change models that organizations may already be using, but rather to accelerate improvement.” |