

Readiness for Quality Improvement

Does your agency currently abide by the five quality improvement principles?	YES/NO	What specific steps will help your agency increase its readiness for any rows marked “No”?
Agency has a strong customer focus	Y/N	
All staff can clearly articulate how patients define quality.	Y/N	
All staff can clearly articulate how the agency defines quality.	Y/N	
Agency has continuous quality improvement processes.	Y/N	
Agency’s goals reflect a focus on quality improvement.	Y/N	
Leadership involves all staff in decisions about change	Y/N	
Agency fully values the contributions of all staff roles.	Y/N	
When problems are identified, the focus in on processes, not people.	Y/N	
Mistakes or failures are viewed as learning opportunities.	Y/N	
Decisions about change are consistently based on facts and data.	Y/N	
Data are used to analyze processes, identify problems and measure performance.	Y/N	
Agency is “change-friendly”.	Y/N	
A structured, methodical approach is used to manage change.	Y/N	

Focus on Quality Improvement

To what extent does your agency focus on quality improvement?

Reflect on your agency's practices and provide at least two examples in each row.

What changes or improvements could your agency make to achieve a greater focus on quality improvement?

Agency has processes in place to successfully manage change.

Agency has demonstrated commitment to structured quality improvement process

Agency has sufficient data to provide evidence of quality care.

Data are shared regularly with staff, and with the network and potential partners as needed

Agency has clear and known performance measures or standards to compare care across providers.

Mechanisms are in place to disseminate improvement ideas and strategies across the agency.

Agency has adequate processes to effectively improve clinical outcomes.

Mechanisms are in place to regularly assess and improve staff satisfaction.

Agency has strategies and systems in place to improve efficiency.

Agency has a demonstrated commitment to streamlining systems, eliminated waste, and controlling cost.

Agency has an effective plan in place to sustain improvements

Agency is well positioned to be sustainable in the next 5-10 years.

Providing Quality Services



To what extent does your agency provide “high quality” care?

Please rate to what extent you agree with the statements on a scale from 1 to 5 (1 = Strongly Disagree 5 = Strongly Agree)

What changes or improvements could you agency make to move to a “5” in any categories that scored a lesser value?

SAFE					
The most current evidenced-based recommendations for quality care are used consistently by all staff.	1	2	3	4	5
Care avoids injuries to clients from the care intended to help them.	1	2	3	4	5
The U.S. Medical Eligibility Criteria are used to determine contraceptive methods that can be safely provided to the patient with specific medical conditions.	1	2	3	4	5
EFFECTIVE					
Contraceptive counseling provides accurate, unbiased information about all methods in order of effectiveness, from most to least.	1	2	3	4	5
Care is based on current evidence to provide services to patients who benefit most from care.	1	2	3	4	5
Staff and providers refrain from providing services to people who are not likely to benefit from care	1	2	3	4	5
PATIENT-CENTERED					
Care is respectful of and responsive to patients’ preferences, needs, and values	1	2	3	4	5
The patient’s reason for visit is the primary guide for what is covered during the visit.	1	2	3	4	5
Patient experiences/patient satisfaction assessments reflect that patients are highly satisfied with their experience.	1	2	3	4	5
TIMELY					
Patients can get an appointment to be seen within 24-48 hours.	1	2	3	4	5
Patients are seen on the day and at the time they wish to be seen.	1	2	3	4	5
Patients wait, on average, less than 15 minutes to be seen by a provider during a visit.	1	2	3	4	5
EFFICIENT					
Patients can get in and out of an appointment with a provider in less than an average of 60 minutes.	1	2	3	4	5
Staff put in only the time, resources, and labor needed to accomplish goals and intended outcomes.	1	2	3	4	5
EQUITABLE					
All patients receive services of equal quality regardless of ability to pay.	1	2	3	4	5
All patients receive services of equal quality, regardless of personal characteristics, such as gender, ethnicity, geographic location, or socioeconomic status.	1	2	3	4	5
VALUE					
Care emphasizes services that provide the most value to the patient.	1	2	3	4	5