



## QUALITY IMPROVEMENT

Quality means delivering care that is **safe, effective, person-centered, timely, efficient and equitable** (WHO, 2025). Quality improvement is a **continuous process** that involves understanding current practices and testing new approaches to achieve better outcomes (Healthcare Excellence, 2021).

**Health PEI (HPEI) is committed to quality improvement.** The organization's value of *excellence* reflects a dedication to innovation, integration and the use of evidence-based practices.

## PRINCIPLES OF QUALITY IMPROVEMENT

- **Identify what needs improvement** - and why
- **Gather a team** – involve relevant stakeholders to ensure diverse perspectives & shared ownership
- **Decide as a team what change to implement**
- Use a framework to guide your work. The **Plan-Do-Study-Act (PDSA) cycle** is a great tool for tracking progress & learning!
- **Plan your test.** How will you know the change worked? **What data will you collect?** What can you compare it to?
- **Test the change on a small scale.** Review & analyze the data to understand impact.
- Decide on next steps. *Will you adapt, adopt, or abandon the change?*
- Celebrate and share your successes and learnings – recognition builds momentum and fosters a culture of improvement



Further information and worksheets on the PDSA cycle can be found here: [Quality Improvement Education](#)