

## QI READING LIST

This list is intended to help and is by no means mandatory, but some understanding of the methodology will be useful to guide your project designs, and present your data properly. The IHI website is also a very good resource, and you will find many useful reports on the Health Foundation website.

## BACKGROUND

### Books

- Bate, P., Mendel, P., & Robert, G. (2008). *Organizing for quality: The improvement journeys of leading hospitals in Europe and the United States*. Oxford: Radcliffe in association with The Nuffield Trust.
- Boaden, Ruth and Furnival, Joy (2016) 'Quality Improvement in Healthcare'. Chapter 20 in Walsh, Keiren and Smith, Judith (2016) 'Healthcare Management'. Milton Keynes, United Kingdom: Open University Press; edition 3

### Papers/articles

- Batalden, P. B., & Davidoff, F. (2007). What is "quality improvement" and how can it transform healthcare?" *Quality and Safety in Healthcare*, 16, 2-3.
- Berwick, D. M. (2002). A user's manual for the IOM's 'quality chasm' report. *Health Affairs*, 21(3), 80-90.
- Berwick, D. M. (2009). 'What 'patient-centred' should mean: Confessions of an extremist. *Health Affairs*, 28(4), 555-565.
- Craig, C., Eby, D., & Whittington, J. (2011). *Care coordination model: Better care at lower cost for people with multiple health and social needs*. (IHI Innovation series white paper). Cambridge, MA: Institute for Healthcare Improvement. Retrieved from: [www.ihl.org](http://www.ihl.org).

## METHODOLOGIES

### Model for Improvement (used by IHI & the simplest to apply)

- Langley, G. J., Moen, R. D., Nolan, K. M., Nolan, T. W., Norman, C. L., & Provost, L. P. (2009). *The improvement guide: A practical approach to enhancing organizational performance*. San Francisco: Jossey-Bass

### Lean and Six Sigma

- George, M., Rowlands, D., & Kastle, B. (2004). *What is Lean Six Sigma?* New York: McGraw-Hill.
- D'Andreanmatteo, A., Ianni, L., Lega, F., & Sargiacomo, M. (2015). Lean in healthcare: A comprehensive review. *Health Policy*, 119(9), 1197-1209. doi: 10.1016/j.healthpol.2015.02.002
- Deblois, S., & Lepanto, L. (2016). Lean and Six Sigma in acute care: a systematic review of reviews. [Review]. *Int J Health Care Qual Assur*, 29(2), 192-208. doi: 10.1108/IJHCQA-05-2014-0058

### Experience based co-design (useful combined with another method, as focuses on design stage only)

- Bate, P., & Robert, G. (2007). *Bringing User Experience to Healthcare Improvement: The Concepts, Methods and Practices of Experience-Based Design*. Oxford: CRC Press.
- Nicholson, J. (1995). Patient-focused care and its role in hospital process re-engineering. Describes a programme of change implemented at the Derbyshire Royal Infirmary. *Int J Health Care Qual Assur*, 8(7), 23-26. doi: 10.1108/09526869510101601

## HOW TO ANALYSE DATA

- Carey, R. G., & Lloyd, R. C. (2001). *Measuring quality improvement in healthcare: a guide to statistical process control applications*. Wisconsin, USA: ASQ quality press.
- Healthcare Improvement Scotland guide to run charts  
[http://www.healthcareimprovementscotland.org/previous\\_resources/implementation\\_support/guide\\_to\\_using\\_run\\_charts.aspx](http://www.healthcareimprovementscotland.org/previous_resources/implementation_support/guide_to_using_run_charts.aspx)