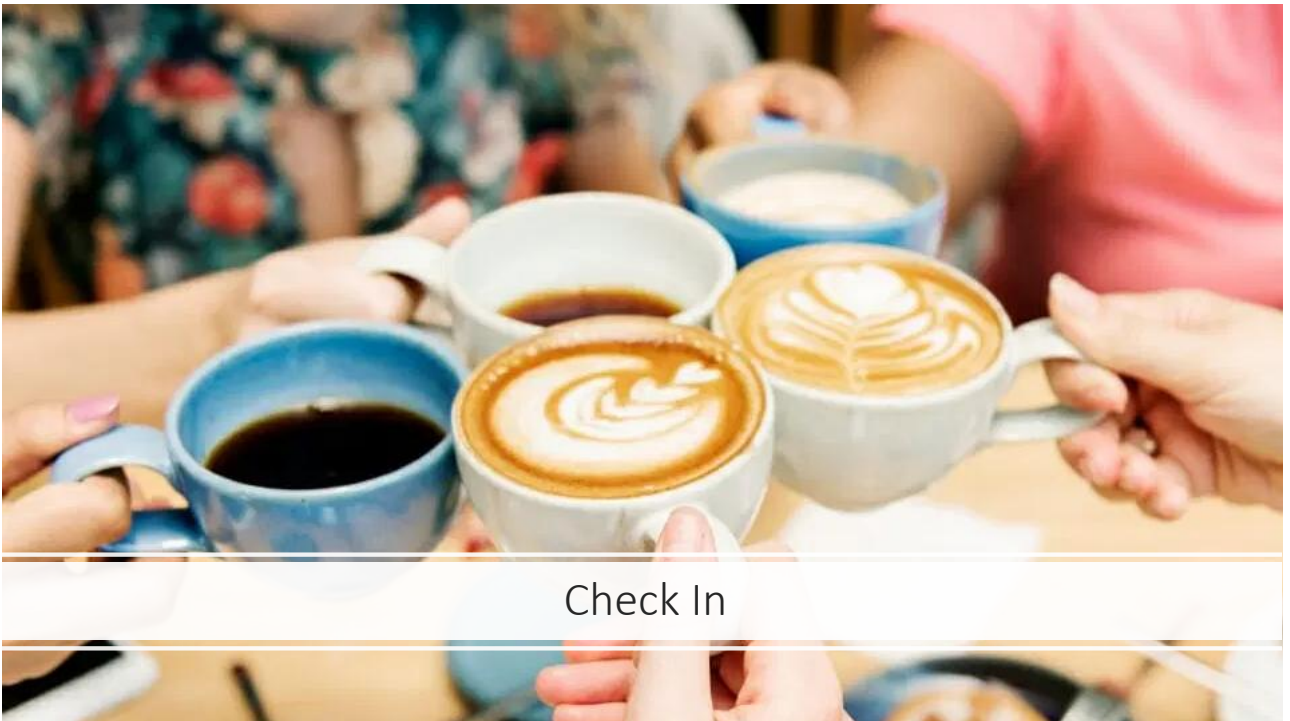




# QUALITY 101

Part 4 – April 2, 2025  
Susan Runyan  
Runyan Health Care Quality Consulting

1



Check In

2



# Homework and Action Plan

---

3

## Teamwork

---

- Quality is easier with a team
- Should invite those doing the work to be actively involved in the solution/refined process
- Dividing the work amongst a team lightens the load for everyone



4

## Explore an Improvement Opportunity

---

- Financial
- Revenue Cycle
- Patient Experience
- Billing
- Appointments
- Coding
- Follow Up w/ Patients



5

## Select a PDSA

---

- Lots to choose from
- Simple and comfortable
- Consider what is in use currently



6

## DEVELOP OBJECTIVE OR AIM

---

WHAT ARE YOU  
TRYING TO  
ACCOMPLISH



7

## Plan the First Test

---

- WRITE QUESTIONS/DEVELOP PREDICTIONS
- WHAT DATA DO YOU HAVE AND WHAT WILL BE COLLECTED
- WHO IS TO BE INVOLVED



8



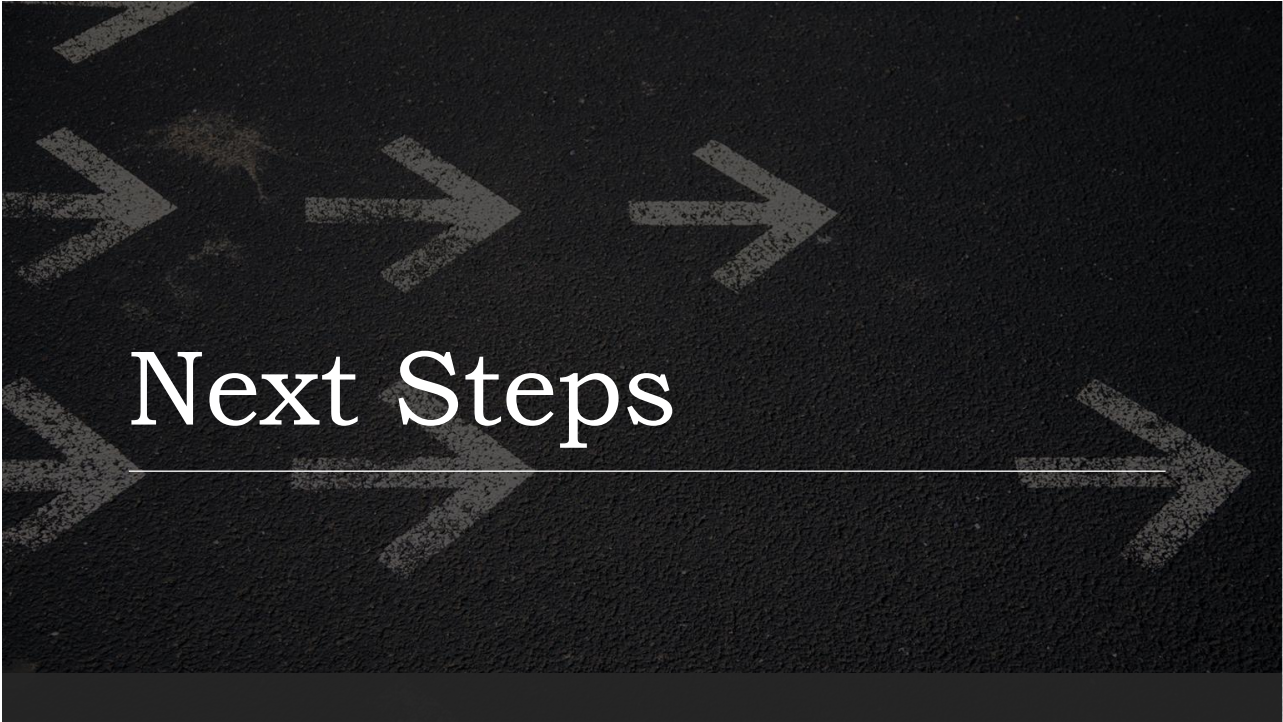
9

# Report Out

What are you working on?

What is your Aim Statement/Objective?

10



11

# Next Steps

---



Let people know what you're working on



Gather your group/team



Find places to post data/projects



Set standing meetings



Get busy



Come back in May to Update

12



Check In

13

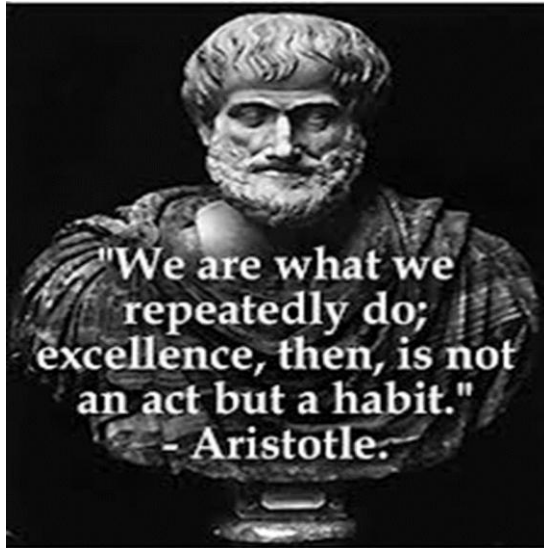
# Quality 101

Last  
Session



Part 5: May 7 @ 1000

14

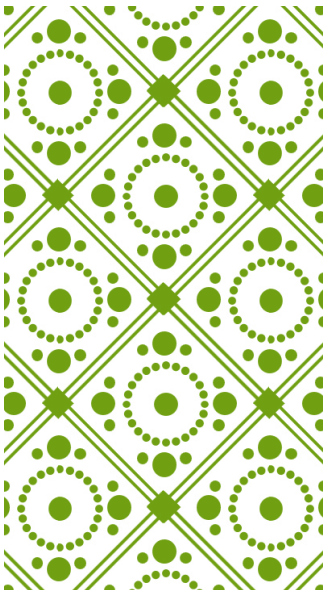


## Questions?

---

**Susan Runyan, MHCL, MICT**  
 Runyan Health Care  
 Quality Consulting  
[runyanhcquality@gmail.com](mailto:runyanhcquality@gmail.com)  
 Phone: 620-222-8366

15



*The Health Resources and Services Administration, Department of Health and Human Services provided financial support for this project. The award provided 100% of total costs and totaled \$803,488. The contents are those of the author. They may not reflect the policies of the Department of Health and Human Services or the U.S. government*

---

## FUNDING ACKNOWLEDGEMENT

16