

# Quick Tip

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## Quality Framework & LEAN

- PRHs *quality improvement* (QI) is guided by our quadruple aim:
  - Patient Experience
  - Provider Experience
  - Value and Efficiency
  - Best Possible Health Outcomes
- PRH values our real experts- frontline teams, and relies on their expertise to drive improvements through Lean Management:
  1. Identify improvement opportunities
  2. Lead change
  3. Solve problems=enhanced patient care and increased staff satisfaction!
- The patient is our customer; we strive to add value for our patients and to improve patient safety, experience and quality of care.
- The huddle board is the HUB of all improvement work (Lean tickets & annual QI Plans)



Q-Tip #11



More Information:  
[www.pemreghos.org/accreditationhub](http://www.pemreghos.org/accreditationhub)