

Health IT-enabled Quality Improvement [eCQI] Worksheet (Ambulatory, Essential Version)

This tool can help users document and analyze current approaches to specific quality improvement targets and plan enhancements.

- It is one of the [ONC eCQI Resources](#) that provide guidance on [planning and implementing improved care processes](#).
- A [tutorial on using this worksheet can be found here](#).
- A [sample worksheet with a hypertension control case study is here](#).
- You should select quality improvement targets based on evidence, including quality measures results that show current performance gaps, and on practice guidelines recognized by relevant professional societies or expert advisory panels such as the [USPSTF](#). Your [REC](#), [QIN-QIO](#), or other QI partners can help you prioritize improvement targets relevant to your practice. Your REC or health IT vendor can help with implementing tools to support process changes identified by this worksheet. The CDC/Million Hearts [Hypertension Control Change Package](#) is an example of evidence-based tools and guidance for supporting target-focused quality improvement efforts.

Instructions for using this worksheet

Step 1: Document the improvement target and current performance (page 2).

Step 2: Think about pertinent information flows and workflows driving performance (page 2).

Step 3: After discussion with pertinent stakeholders, document current state information flows and workflows for the target (pages 4-6). Brainstorm potential enhancements to the current state with the QI team, and document these in the pertinent boxes beneath the current state.

Step 4: Review all entries (pages 4-6), and summarize them in the overview table (page 3).

Step 5: Use this completed worksheet with the QI team to help prioritize and implement high-yield enhancements to current workflows and information flows; consider beginning with those that will yield the greatest benefits with the least effort and resources (see ONC [eCQI Process Improvement](#) page for further details).

Worksheet Provided By:

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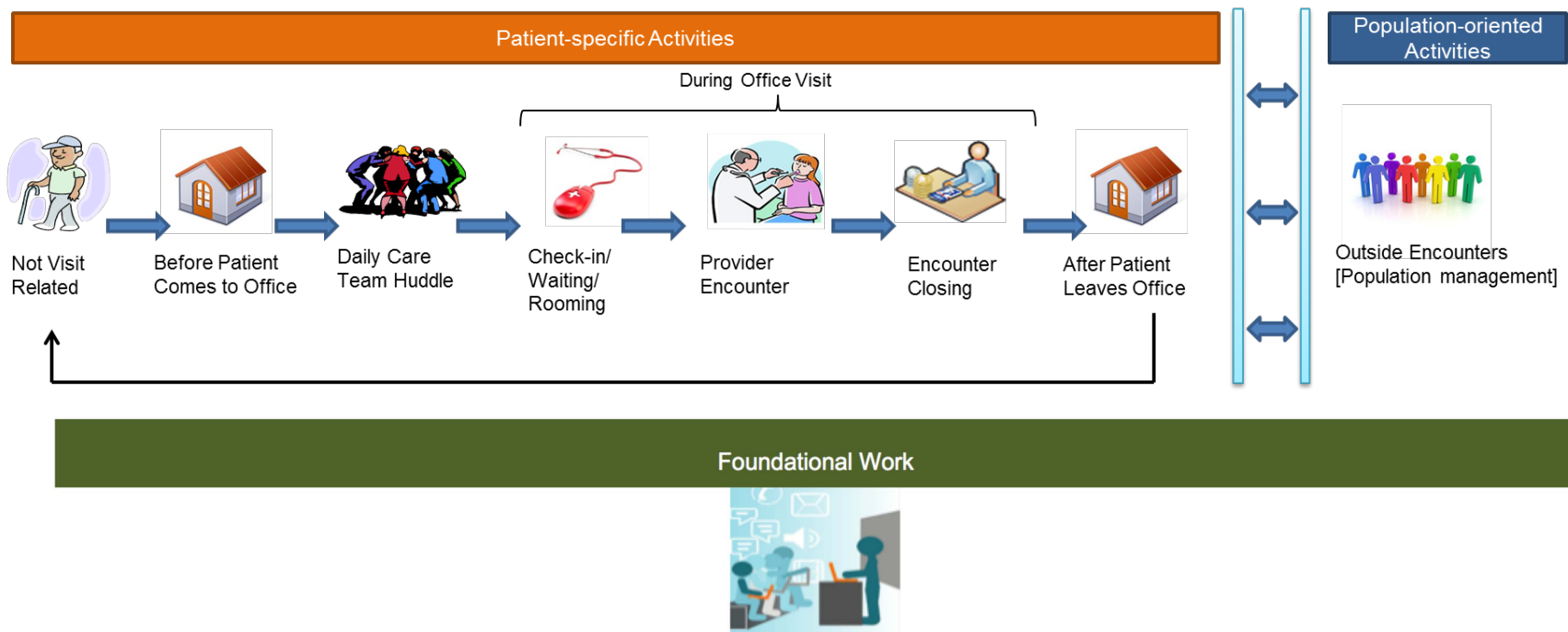
This tool has been refined based on experience using the eCQI worksheets in quality improvement (QI) projects. It builds on QI tools sponsored by the Office of the National Coordinator for Health IT (ONC). Those ONC tools were based on work of the [CDS/PI Collaborative](#) (supported by the [California Healthcare Foundation](#)), which builds, in turn, on the [HIMSS CDS Guidebook Series](#). The information in this document is not intended to serve as legal advice nor should it substitute for legal counsel. Users are encouraged to seek additional detailed technical guidance to supplement the information contained within.

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What Are We Trying To Improve? How Are We Doing Today?

Target	
Current Performance on Target	

Performance Drivers for this Target:



"Activities that are foundational to current patient-specific and population management activities and/or planned enhancements - e.g., staff training, policies and procedures, EHR tool development, etc."

eCQI Approach Summary¹


Item	Not Visit Related	Before Patient Comes to Office	Daily Care Team Huddle	Check-in/ Waiting/ Rooming	Provider Encounter	Encounter Closing	After Patient Leaves Office	Outside Encounters [Population management]	Foundational Work
Current Information flow									
Potential Enhancements									


¹This table contains an overview of details documented on subsequent pages in this worksheet

eCQI Approach Details²


Section 1: Activities that occur with specific patients (note: population management activities, e.g. Registry use, belong in Section 2)

These activities occur when the patient is not in the office (see below for after office visit)


	Not Visit Related	Description: Not related to a patient's visit to the office/clinic or just before or after that visit.
	Current Information flow	○
	Potential Enhancements	○


	Before Patient Comes to Office	Description: After a patient has an office visit scheduled but before they arrive for that appointment.
	Current Information flow	○
	Potential Enhancements	○


These activities occur when the patient is in the office

	Daily Care Team Huddle	Description: Provider team preparations for all patient visits scheduled for the day
	Current Information flow	○
	Potential Enhancements	○


² **Tip:** Imagine that you are a patient not meeting the target when you are populating the worksheet; i.e., consider what is and isn't happening that's causing the suboptimal result.

	Check-in/ Waiting Rooming	Description: After patient checks in, before encounter with clinical team
	Current Information flow	○
	Potential Enhancements	○


	Provider Encounter	Description: Main encounter with Provider
	Current Information flow	○
	Potential Enhancements	○

	Encounter Closing	Description: After main provider encounter, but before patient leaves the office
	Current Information flow	○
	Potential Enhancements	○


These activities occur after a patient leaves the office

	After Patient Leaves Office	Description: The particular encounter has concluded and the patient is no longer in the office
	Current Information flow	○
	Potential Enhancements	○

Section 2: Activities that relate to population management

	Outside Encounters	Description: Activities focused on the entire patient panel
	Current Information flow	○
	Potential Enhancements	○

Section 3: Foundational Activities for Practice to Address Target

	Foundational Work	Description: Practice activities that are foundational for planned enhancements e.g. staff training, policy and protocol development, refining EHR and other practice tools, etc.
	Current Activities	○
	Potential Enhancements	○