



# ALHE 4610: Introduction to Health Care Quality

## Quality Management Proposal Project

You are a healthcare worker at a clinic or hospital. You have been asked to prepare a proposal for the director of the department outlining a plan for a quality management project. You must identify an area in the department for improvement. After identifying an area for improvement, decide on a goal and choose a quality management model to use for the project (see chapter 5 in your textbook and the websites provide in the external links in Moodle). Write a proposal and address it to the director of the department. Your proposal must include the following:

- **Introduction**-a narrative explaining your goal for the project. For example, you might decide that the patient transportation system is inefficient and needs to be improved. So, your goal would be to identify the causes of the inefficient system and make suggestions to improve the system. At this point, you do not want to select the solution. You will offer more than one idea.
- **Background**-include what you want to do and how you decided upon this topic. Give some background and details on the issue you will be exploring.
- **Model description**- describe what quality management model you will use for your project. Be sure to describe the model you will use and then apply it to your project. For example, if your goal was to improve the transportation system, you might decide to use the Six Sigma method to approach the problem. You would describe the Six Sigma process and then describe how each step of the model would be used in your project.
- **Graphs/charts**-include a graph or chart that helps to describe your project. For example, if your goal is to improve a process in the department you might create a flow chart showing how the process works now. Or if you were going to improve waiting time, you might include a graph showing waiting times. Create whatever kind of chart you like that is appropriate for your project (see chapter 4 in your textbook and the external links in Moodle for ideas). **Do not cut and paste a chart that you find on the internet.**
- **Implementation**-who will be included? How will it be conducted? What are the activities? Will you need a budget? If so, how much? Describe how your plan will be carried out and who will need to be involved. This section will describe the specific solution that you chose.
- **Timeline**-list activities and when they will be conducted. Be sure to include when the project will start and end.
- **Justification**-your opinion for why this project needs to be done and how it will help to improve the department. This is where you will describe why you chose the solution that you did. Why was it the best choice for this situation?
- **References/Resources**-provide references in APA format for where you found your information.
- **Spelling/Grammar/Format**-project should use correct spelling and grammar throughout. The format should be neat and organized. Be sure to use headings. You can use a template, create your own template or use an online program. There are some links in Moodle to help.

All projects submitted should be unique. Use your experiences with any institutions that you have been associated with to think of ideas. Think outside of the examples that I have provided as examples. Be creative in developing your proposal. Make it easy to follow and in a format that is appealing.