

Clinical Quality Improvement

INTERMOUNTAIN'S PHILOSOPHY

In the healthcare field, Intermountain is internationally recognized for its clinical excellence and as a pioneer in the application of continuous quality improvement principles to the delivery of care. Applying W. Edwards Deming's process management theory, which asserts that the best way to reduce cost is to improve quality, Intermountain focuses on reducing variation and discovering, developing, and implementing best practices—which avoids costly errors, along with the overuse, underuse, or misuse of medical care. As a result, Intermountain has revolutionized healthcare data systems and management structures, increased accountability, and driven improvement, which also has led to significant savings.

Some examples of Intermountain's commitment to quality are:

1. Clinical quality goals. Intermountain's Board of Trustees establishes annual goals for clinical quality improvement. The goals are set for Intermountain's ten Clinical Programs and for other clinical areas.

2. Intermountain Institute for Healthcare Delivery Research. Under the direction of Brent C. James, MD, MStat, the Institute has trained thousands of Intermountain employees, as well as thousands of physicians and other clinicians from across the U.S. and around the world, in the principles of healthcare quality improvement. The Institute's mission includes:

- Providing leadership in recommending strategic priorities regarding health care delivery, clinical epidemiology, and health services/outcomes research based on community, clinician, and administrative needs.
- Providing data, statistical analyses, multidisciplinary research design, dissemination, and coordination to internal and external health care delivery and clinical research efforts that advance Intermountain's strategic goals and attainment of mission-critical objectives.
- Providing research mentoring, technical support, and education for Intermountain's Total Quality Management strategy.
- Seeking external collaborations and funding to achieve the objectives listed above with the approval of the Institute's Executive Steering Committee for specific projects in alignment with our vision and values.

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