



Community Health Center
Association of Connecticut

375 Willard Avenue
Newington, CT 06111
860.667.7820

Community Health Center Association of Connecticut's Performance Improvement Toolkit Interactive CD-ROM

A Performance Improvement Toolkit for Community Health Centers was developed with funds from the Health Resources and Services Administration (HRSA) Bureau of Primary Health Care (BPHC) to the Community Health Center Association of Connecticut (formally Connecticut Primary Care Association) and with contribution from the CT Area Health Education Center.

The Toolkit was designed to provide information and tools for every-day use as community health centers implement and maintain performance improvement programs and undertake performance improvement projects. It consists of a set of narrative materials, examples which illustrate key methods and tools, and templates for putting knowledge into practice. It is presented in an electronic format on CD and allows the user to browse the various sections by clicking on the tabs. Because a wealth of information is available on performance improvement, beyond the scope of one toolkit, the CD also includes several resource lists of publications, organizations and websites.

Readers can use A Performance Improvement Toolkit for Community Health Centers in several ways:

- To get a good overview of the purposes, processes and practical "how to do's" related to a performance improvement program and performance improvement projects.
- As a source of education and training materials for:
 - a) Boards of Directors, managers, providers and staff;
 - b) Performance improvement committee chairpersons and members;
 - c) Project teams; and
 - d) Project team leaders and facilitators.
- As a quick reference guide while engaged in performance improvement activities.

To order, please send the following information and a **check made out to CHCACT** to:
Laura Bachman, Program Manager
CHCACT, 375 Willard Avenue, Newington, CT 06111

Contact Name: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ Email: _____

Quantity Requested (@ \$100/CD): _____

PI Toolkit Sections Include:

Toolkit Manual

This is a full electronic version, including bookmarks and links for navigating from section to section. This is both a reference manual and an educational resource, as the material is presented in the sequence it would be used by a PI program, and each topic has a narrative, an example, and a template for future use.

The materials have been developed for a general audience, which includes Board of Director members, leadership team members, people responsible for the PI program and people participating in PI project teams. Readers can follow the presented order to learn about how performance improvement programs can be implemented in their health centers, or use the table of contents to jump to the topic of immediate interest.

Templates

The templates in the PI Toolkit are intended to be used. To make this easier for PI project leaders and team members, these templates are provided in electronic format, and can be downloaded and customized to specific community health center or PI project needs. If you are not sure when to use or how to use a template, refer to the Toolkit for a narrative explanation and example.

Resources

If you are interested in exploring a topic further or would like to contact organizations about their performance improvement work, the resources section provides useful publications, websites, and agencies. The field of Organizational Development and Performance Improvement is vast and there are potentially thousands of resources to know about. Those included here provide either general concepts and applications or specific examples from health care delivery.

Videos

An alternative to reading a book is attending a class or seminar. These videos can be used for individual or small group training. They should be used in combination with the PI toolkit information, and whenever possible a local resource person should be identified so that people can ask questions and discuss how the materials can be applied to specific situations.

Performance Improvement – A Video Tutorial for Project Teams

This seminar provides an introduction to the basics of performance improvement, common concepts and terms, and the components of a PI project. It is intended for a general audience with no prior experience with performance improvement activities.

Performance Improvement – A Video Review for Facilitators and Team Leaders

This seminar provides a “behind the scenes” look at conducting performance improvement work and an overview of frequently used tools and techniques. It is intended for those who will be responsible for obtaining results from PI efforts and for training and leading others, such as group facilitators and project team leaders.

FMEA – What it is and How to do it Video

Failure Mode Effects Analysis (FMEA) is a technique for proactively looking at processes and systems and fixing them before they cause problems. This seminar discusses the technique and walks through the use of a worksheet for identifying the steps in a process, potential causes and consequences, and action planning. It is intended for people who have some previous experience with PI projects and who are interested in extending their knowledge and capacity.