

Quality Improvement Journey Map



User Roles

Quality Coordinators

- Develop, implement, and maintain quality improvement processes
- Maintain communication with hospital healthcare providers and staff

Quality Directors

- Provide oversight on hospital quality improvement goals
- Serve as liaison between the hospital quality department and corporate office/join commissions

Hospital / Healthcare System Leadership

- Monitor hospital quality and performance data across all hospitals within hospital system
- Set quality improvement benchmarks
- Provide data analytics and technical assistance to hospitals within network

Meaningful Use Managers

- Monitor patient records and daily reports
- Abstract eCQM measure data for submission
- Retrieve patient records on ad hoc basis

CUSTOMER JOURNEY

