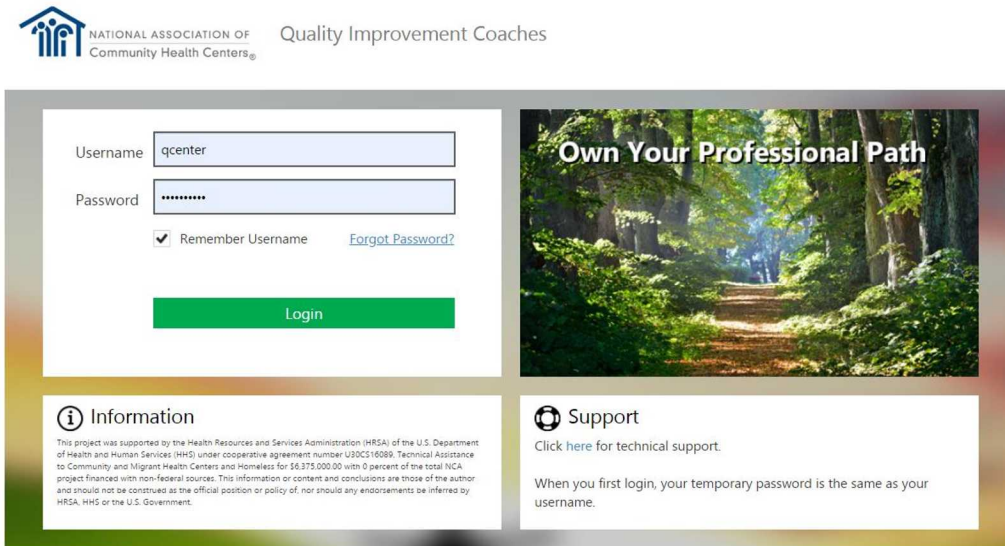


## Getting Started: How to complete the assessment

### Step 1: Log in

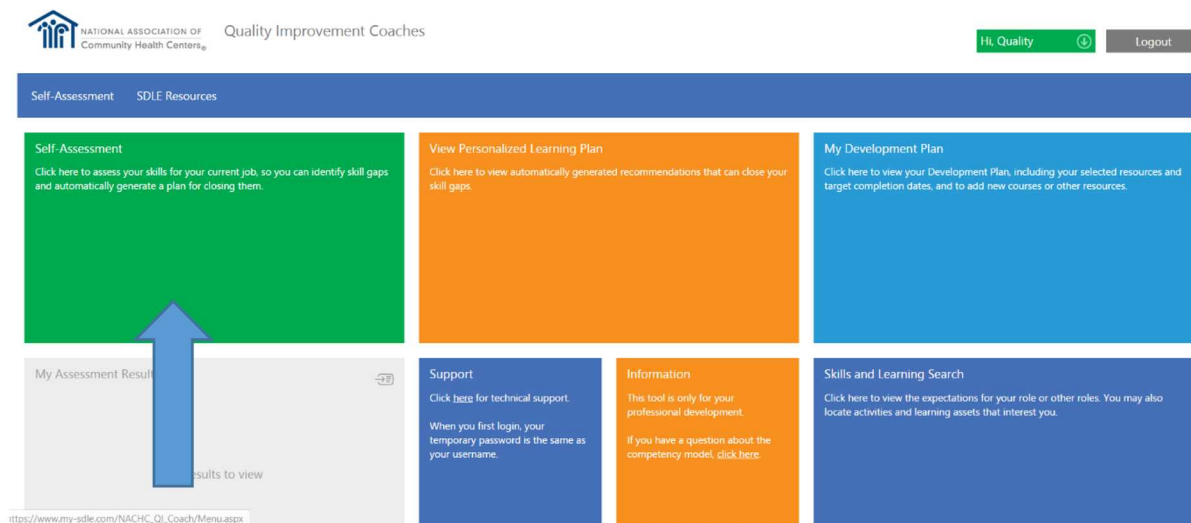
New Users: Within one to two business day of registering for the tool, you will receive a registration confirmation email which includes your username, password, and link to access the online tool. Once you click the [link](#) to access the online tool, you can log in utilizing the username and password provided in the registration confirmation email. To make it easier logging in next time, click “Remember Username” and then click “Login”. Your first time logging in, you will be prompted to change your password.

Returning Users: Click this [link](#), enter your existing username and password, and proceed to Step 2.






### Step 2: Access the Assessment

After logging in, you will be directed to the homepage. Click the green button labeled “Self-Assessment”. See the blue arrow below.



## Step 3: Access Expertise Examples

After being directed to the assessment page, you can scroll down to respond to each of the 17 questions. Click the icon to access and review the expertise level examples for each of the 17 items. See the blue arrow below. Clicking the icon will open a new tab in your internet browser.

Task/Skill	Learning	Basic	Applied	Skilled	Expert	N/A
<p>Expand all / Collapse all    Group by: Domain    17 items</p>						
<p>A. Infrastructure</p>						
<p>Improvement Strategy: Coach health centers to effectively and routinely measure and communicate information about the quality, value, and outcomes of the health care experience and use this information to drive improved performance. (A.1)</p>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Policy: Coach health centers to pursue decisions, plans, and actions that help secure support and resources for health centers and expand access for underserved populations. (A.3)</p>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Health Information Technology (HIT): Coach health centers to leverage health information technology to track, improve, and manage health outcomes and costs. (A.2)</p>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Step 4: Review Expertise Examples

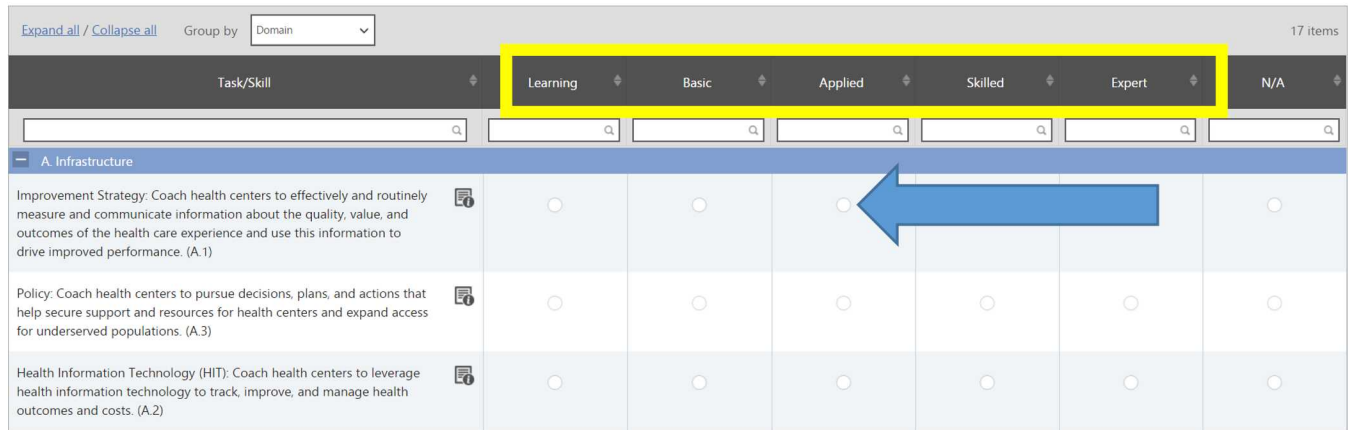
After the new tab opens with the expertise examples, review each level starting with “1 – Learning” and ending with “5 – Expert”. Once you have read all examples, decide which best applies to you, and return to the previous tab to record your response.

Change Area:	Improvement Strategy				(A.1)
<p>Coach health centers to effectively and routinely measure and communicate information about the quality, value, and outcomes of the health care experience and use this information to drive improved performance.</p>					
1 – Learning	2 – Basic	3 – Applied	4 – Skilled	5 - Expert	
<ul style="list-style-type: none"> <li>Understand that health center QI Plans must meet HRSA compliance standards.</li> <li>Aware of the need for health centers to perform utilization reviews as part of their QI efforts.</li> <li>Know the importance of health centers identifying a lead individual to spearhead QI efforts/programs.</li> <li>Aware of the importance of data and QI strategy to improvement and transformation.</li> <li>Aware that there is a “Quadruple Aim”.</li> </ul>	<ul style="list-style-type: none"> <li>Understand the essential components of a basic health center QI Plan.</li> <li>Understand the <i>Plan, Do, Study, Act (PDSA)</i> model for improvement.</li> <li>Understand the importance of health center QI efforts going beyond utilization review to include clinical processes and performance.</li> <li>Understand the importance of defining a team of health center staff trained in QI.</li> <li>Understand fundamentals of data, its uses, and basic tools for displaying it, especially as applied to clinical processes and performance.</li> <li>Understand the four goals that comprise the Quadruple Aim”.</li> </ul>	<ul style="list-style-type: none"> <li>Help health centers to implement QI plans that include processes (e.g., ongoing cycle or schedule) for selecting QI strategies, goals, and measurable objectives.</li> <li>Guide health centers in use of the <i>Plan, Do, Study, Act (PDSA)</i> model for improvement; may also teach basic components of Lean Production, Six Sigma, or other QI methods.</li> <li>Guide health centers to establish processes for implementing, measuring, and evaluating transformation progress.</li> <li>Help centers to expand their QI efforts beyond clinical processes and performance to include administrative areas (e.g.,</li> </ul>	<ul style="list-style-type: none"> <li>Guide health centers in ways to include written Quadruple Aim* goals in their QI plans.</li> <li>Support health centers to employ a formal QI model such as the Model for Improvement, Lean Production, or Six Sigma.</li> <li>Guide health centers to expand QI efforts beyond clinical processes, performance, and administrative areas to include innovative process/workflow changes.</li> <li>Guide health centers in ways to present quality, financial, and patient/staff scorecards or dashboards to providers, staff, and Board on a regular basis (monthly/quarterly).</li> <li>Help train and engage clinical and non-clinical staff (e.g., administrative and operational staff) in QI efforts.</li> </ul>	<ul style="list-style-type: none"> <li>Work with health centers to develop a QI strategy that results in improvements to Quadruple Aim goals.</li> <li>Help health centers to function as “learning organizations” engaged in continuous quality improvement (CQI), with application of evidence-based interventions and promising practices.</li> <li>Help health centers in efforts to achieve HRSA Health Center Quality awards.</li> <li>Guide health centers to analyze their scorecard/dashboard data and develop action plans with the involvement of all staff; train to set goals and review progress on measures.</li> </ul>	

## Step 5: Record Your Results

Once you have returned to the assessment tab, record your response in the appropriate column. See the yellow box for the location of each column. For example, if your response is “Applied” for “Improvement Strategy”, you would click the circle next to the blue arrow.

Repeat steps 4-6 for each of the remaining items.



Task/Skill	Learning	Basic	Applied	Skilled	Expert	N/A
Improvement Strategy: Coach health centers to effectively and routinely measure and communicate information about the quality, value, and outcomes of the health care experience and use this information to drive improved performance. (A.1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policy: Coach health centers to pursue decisions, plans, and actions that help secure support and resources for health centers and expand access for underserved populations. (A.3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Information Technology (HIT): Coach health centers to leverage health information technology to track, improve, and manage health outcomes and costs. (A.2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Step 6: Submit Your Results

Once you have entered your results for all 17 items, submit your results. You will find a green “Submit” button at both the top and bottom of the assessment window. Click the “Submit” button to share your responses with the Quality Center and to receive your IHI Open School scholarship.

Note: You can click the green “Save” button at any point if you are unable to complete the assessment in one sitting. However, clicking “Save” does not submit your results – you will need to “Submit” in order to have your scores recorded.



Thank you!

Have questions? Email us at [qualitycenter@nachc.org](mailto:qualitycenter@nachc.org).