Family Planning Quality Improvement (QI)  
Cheat Sheet

1. **Principles of Quality Improvement (QI)**
   1. QI Training...There is an extensive body of resource materials from which to learn about  
      QI strategies, techniques, and tools. Unless you have a QI expert within your agency who has received specific QI training, *it is imperative that whoever is responsible for conducting the   
      annual Family Planning (FP) QI project review basic QI principles.* Following are excellent   
      QI training resources:
      1. Population Health Improvement Partners, QI Toolbox <https://improvepartners.org/toolbox/toolbox-details/qi-videos-tools/>
      2. Family Planning National Training Center, Conducting QI Resources <https://www.fpntc.org/training-packages/conducting-quality-improvement>
   2. Identifying QI needs...Ideas for QI may be derived from a few sources, such as:

* patient satisfaction surveys,
* employee satisfaction surveys, and
* best practices for family planning clinics.
  1. Keep the scope of the project manageable…
* Some worthy projects may simply be too broad to complete within a year. While Title X has counted QI projects that span a multi-year time frame toward the annual QI project requirement, the complexity of such projects may be overwhelming.
* It may make sense to limit the scope of the project to an objective that moves the needle toward a broad goal, rather than making the project about achieving the broad goal.
* Sometimes, once a problem is analyzed, multiple improvement strategies may be identified. Each strategy could serve as an annual QI project.

1. **Examples of QI Project Ideas**

The examples below include broad goals that may require multiple annual projects focused on a specific strategy. When multiple annual projects are appropriate, they are indicated below the goal.

* 1. Increase access to a broad range of contraceptive methods including all provider-dependent   
     FDA-approved contraceptive methods.
     1. Assure provider staff are trained and competent in providing all FDA-approved methods.
     2. Analyze method utilization and assure method purchases are budgeted accordingly.
  2. Increase the number of patients whose medical record includes documentation of a reproductive life plan and counseling appropriate to the patient’s reproductive goals.
  3. Assure trained provider staff are available during clinic hours to insert LARCs, as needed, and assure scheduling permits same day insertion, when requested.
  4. Obtain a contract with the commercial insurance carrier that insures most of your potential Family Planning patients to allow direct billing for services.
  5. Enhance satisfaction of contraceptive clients with their chosen method.
     1. Assure all clinical staff are trained in reproductive life planning discussions and communicating proper contraceptive method use and potential side effects.
     2. Train 100% of provider staff in identifying and utilizing strategies for addressing side effects of contraceptive methods to reduce the number of clients who change methods within a 12-month period.
  6. Decrease the time required for an initial or annual client appointment.
     1. Enhance appointment scheduling to assure clients are seen by a nurse within 5 minutes of their scheduled appointment time.
     2. Assure clinic layout minimizes staff time required to obtain and utilize necessary supplies for the clinic visit.
     3. Assure the nursing and provider staff do not duplicate efforts.
  7. Increase the number of adolescent clients receiving services.
     1. Enhance the working relationship between school health nurses and Family Planning   
        clinic staff.
     2. Increase outreach to adolescent clients based on adolescent input regarding effective communication and promoting healthy relationships. Consider outreach partners involving health education staff, community groups serving adolescents, school health nurses, church adolescent leaders, sports team leaders and others.
     3. Assure clinic hours meet the needs of adolescent clients by asking them.

1. **Resources for Family Planning QI Projects**
   1. Contact Family Planning Nurse Coordinators in surrounding county health departments
   2. Women, Infant, and Community Wellness Regional Nurse Consultants - <https://wicws.dph.ncdhhs.gov/docs/RNC-Map.pdf>