Perspectives
The research journey towards high-quality, effective and safe health care delivery

**QI Research**

- **Basic biomedical science**
  - Test what care works
    - Clinical efficacy research
  - Translational block 1

- **Clinical efficacy knowledge**
  - Test who benefits from promising care
    - Outcomes research
    - Comparative effectiveness research
    - Health services research
  - Translational block 2

- **Clinical effectiveness knowledge**
  - Test how to deliver high-quality care reliably and in all settings
    - Measurement and accountability of health care quality and cost
    - Implementation of interventions and health care system redesign
    - Scaling and spread of effective interventions
    - Research in above domains
  - Translational block 3

- **Improved health care quality and value and population health**

Dougherty & Conway, *JAMA* 2008;299(19)
The art and the science

Human as well as technical factors and processes

The sociology and organisation of improvement
- Organisation, culture, language & cognition, identity, leadership, structure, strategy, citizenship etc

The science and technology of improvement
- Scorecards, metrics, measurement systems and technology, clinical pathways, EBM
How the world is changed...

Quinn Patton, Developmental Evaluation

- **Thesis:** The world is changed top-down through widespread dissemination and replication of validated practices

- **Antithesis:** The world is changed bottom-up through grassroots innovation grounded in indigenous knowledge and local context

- **Synthesis:** In the global village, change occurs in the middle of where top-down and bottom-up knowledge and interests collide, intersect, get entangled together, do battle, find common ground, and otherwise encounter real-world complexities as effective general principles are adapted to local context.
Ultimately, the secret of quality is love.

...... If you have love, you can then work backward to monitor and improve the system

also true for improvement research – needs love and passion...

Avedis Donabedian