Quality Resource Collection

July 30, 2021

Systemic Methods for Process Improvement

- Plan-Do-Check Act (PDCA) Cycle
- Plan-Do-Study-Act (PDSA) Cycle
- Lean-Kaizen, Six Sigma, Lean Six Sigma
- Consumer Assessment of Healthcare Providers and Services (CAHPS), Physician Quality Reporting System (PQRS)
- TeamSTEPPS, Standardized Clinical Assessment and Management Plans (SCAMPs)
- GAP Analysis, SWOT Analysis
- The Joint Commission — Rapid Process Improvement (RPI), Targeted Solutions Tools (TST)

Performance Improvement (Provider Accountability)

- Participate in public reporting of data on quality of care
- Document patient/client attainment of nutrition goals
- Utilize Academy of Nutrition and Dietetics Health Informatics Infrastructure (ANDHII)

Outcomes-Based Management System

Approved by the Commission on Dietetic Registration’s Quality Management Committee

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In this Resource, CDR has chosen to use the term RDN to refer to both registered dietitians (RD) and registered dietitian nutritionists (RDN) and to use the term NDTR to refer to both dietetic technicians, registered (DTR) and nutrition and dietetics technicians, registered (NDTR).

Disclaimer

The Commission on Dietetic Registration (CDR) does not endorse any of the listed resources. Therefore, mention of these resources cannot be construed as an endorsement or recommendation. CDR is not responsible for transmissions users may receive from linked, external websites.

Acknowledgement

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Nutrition and dietetics practitioners in all areas of practice are expected to provide quality services that are measured and evaluated to assure quality outcomes. Quality services are the foundation of the Code of Ethics, Scope of Practice, Standards of Practice, and Standards of Professional Performance for CDR’s credentialed practitioners — registered dietitian nutritionists (RDNs), and nutrition and dietetics technicians, registered (NDTRs).

Importantly, consumers, third party payers, and regulatory agencies also expect quality, evidence-based nutrition care and services, and have access to data that report quality measures by facility and compare facilities’ services to one another. Quality food and nutrition services that demonstrate measurable outcomes and are incorporated into healthcare standards of care and provider practice settings also elevate the unique contribution of credentialed nutrition and dietetics practitioners.

With the goal of providing an easy-to-access list of resources for credentialed nutrition and dietetics practitioners to use, the Quality Strategies Workgroup, under the guidance of the Quality Management Committee, recruited member volunteers through an application process to form the Quality Leader Alliance (QLA). QLA members were asked to contribute the most used quality-related resources. The following collection of recommended resources is categorized into: Quality Leadership Foundational Resources; CDR and Academy Resources; Clinical Quality Resources; Community Nutrition and Public Health Quality Resources; and Managerial Quality Resources. Resources are listed once; readers may find valuable resources in each category. Resources, such as those from the Academy, may require log ins or purchase.

If you would like to recommend a resource to be considered for this list, please email details to Quality@eatright.org.
Quality Leadership Foundational Resources

Definition of Terms List
*A cumulative anthology of definitions*

CDR Case Studies

CDR Practice Tips

Quality Strategies Module 1 and 2


Quality Strategies and Health Equity Guide

Scope of Practice – Scope and Standards for the RDNs and NDTRs Focus Area Standards of Practice and Standards of Professional Performance

Scope Learning Modules

Scope of Practice Decision Algorithm
*This algorithm permits an RDN or NDTR to answer a series of questions to determine if a particular activity is within their scope of practice.*

Standards of Excellence
*Journal article*

Standards of Excellence: Emergency Preparedness Playbook
*This playbook applies the Standards of Excellence indicators to emergency preparedness using the plan, do, check, act process.*
Diversity and Inclusion

Diversity and Inclusion
Diversity and Inclusion. Academy of Nutrition and Dietetics.

Diversity and Inclusion

Ethics

Avoiding Ethical and Legal Issues in Practice Settings

Ethical and Legal Issues Related to Blogging and Social Media

Practice Paper: Social Media and the Dietetics Practitioner: Opportunities, Challenges and Best Practices

Legislation/Advocacy

CDR State Licensure and Licensure Statutes and Board Info by State
State Licensure. Commission on Dietetic Registration.

Academy Resource for States with Laws that Regulate the Practice of Dietetics
Legislation by Subject: Academy of Nutrition and Dietetics.

Improving Post-Acute Care Transformation (IMPACT) Act of 2014 Case Studies and Measure Domains

Malnutrition and Clinical Care

Global Malnutrition Composite Score (GMCS)

GMCS Frequently Asked Questions

Clinical Malnutrition
Clinical Malnutrition. Academy of Nutrition and Dietetics.

Consensus Statement of the Academy of Nutrition and Dietetics/American Society for Parenteral and Enteral Nutrition: Characteristics Recommended for the Identification and Documentation of Adult Malnutrition (Undernutrition)

Consensus Statement of the Academy of Nutrition and Dietetics/American Society for Parenteral and Enteral Nutrition: Indicators Recommended for the Identification and Documentation of Pediatric Malnutrition

Nutrition-focused Physical Examination: Skin, Nails, Hair, Eyes, and Oral Cavity

Telehealth

Telehealth Quick Guide
Academy resources on telehealth practice, policies, and documentation.
Telehealth Quick Guide. Academy of Nutrition and Dietetics.

CDR Telehealth Practice Tips and Case Studies

A Novel Approach to Gathering and Acting on Relevant Clinical Information: SCAMPs

A self-completed nutrition screening tool for community-dwelling older adults with high reliability: a comparison study

A System-Wide Enhanced Recovery Program Focusing on Two Key Process Steps Reduces Complications and Readmissions in Patients Undergoing Bowel Surgery

Ability of different screening tools to predict positive effect on nutritional intervention among the elderly in primary health care

Advanced Lean in Healthcare
Fundamentals of Lean applied to healthcare—stability, demand, task-driven, quality with efficiency.

ASPEN. Quality Improvement
CMS Quality Measure Development Plan: Supporting the Transition to the Merit-based Incentive Payment System (MIPS) and Alternative Payment Models (APMs)

Creating a Culture of Quality Improvement: Experience of Pediatric Cystic Fibrosis Center

Electronic Clinical Quality Improvement Resource Center
The most current resources to support electronic clinical quality improvement (run by CMS).

ENact
Quality improvement through nutrition – Offers information, education, resources, project ideas and a training course/CEUs to elevate the value of nutrition by demonstrating improvements in patient outcomes that may reduce the clinical and financial risks associated with specific conditions.

Enteral Nutrition Process Improvement Project Data Sheet
Data sheet available on request (sathomas@samhealth.org). Data sheet used prospectively to collect 3-day enteral 24-hour dose delivered vs. 24-hour dose prescribed as a practical ongoing metric to compare to quality goals (>65%) and benchmarks (50% average, 80% best in class) per Cahill reference at left.

Evaluation and Treatment of Functional Constipation in Infants and Children: Evidence Based Recommendations From ESPGHAN and NASPGHAN

Guidelines for Provision and Assessment of Nutrition Support Therapy in the Adult Critically Ill Patient

Individualized Nutrition Intervention During and After Hospitalization
Lower mortality and moderate improvement in nutritional status in patients receiving nutritional treatment during and after acute hospitalization.

Infant and Pediatric Feedings: Guidelines for Preparation of Human Milk and Formula in Health Care Facilities, 3rd Ed.

Inpatient Staffing Needs for Registered Dietitian Nutritionists in 21st Century Acute Care Facilities

Just Culture: A Foundation for Balanced Accountability and Patient Safety

Leading the Lean Healthcare Journey: Driving Culture Change to Increase Value, 1st Edition

Malnutrition Quality Improvement Initiative
Access the Malnutrition Quality Improvement Toolkit.
Medical Records: More Than the Health Insurance Portability and Accountability Act
*Guidelines for private practice RDNs and NDTRs.*

Mini Nutrition Assessment (MNA)
*Easy 5 question tool to identify malnutrition in the elderly.*

Optimal BMI Consensus Guidelines for Children and Adults with Cystic Fibrosis and Pancreatic Insufficiency

Position Statement: Adult Malnutrition (Undernutrition) Screening Tools

State Hospital Associations
*See the items like pressure ulcer, rural diabetes management.*

State Medicare Quality
*This is for Washington and Idaho but has good reference on Quality.*

Stroke Certification Program

Systematic Review: Adult Malnutrition Screening (Undernutrition)

Systematic Review: Pediatric Nutrition Screening Tools

The Art of Visual Management for the CNM: Steps for Successful Improvement of Employee Engagement and Team Performance

The Clinical Nutrition Manager’s Handbook: Solutions for the Busy Professional

The Joint Commission Perspectives

The Power of Nutrition for Pressure Ulcer Prevention and Treatment

The Role of Nutrition for Pressure Injury Prevention and Healing: The 2019 International Clinical Practice Guideline Recommendations

What Are Standardized Clinical Assessment and Management Plans?
Competency-Based Performance Appraisals for School Nutrition Managers and Assistants/Technicians

Diabetes Prevention Project

Exploring Standard Child Nutrition Key Performance Indicators

Institute for Healthcare Improvement

Keys to Excellence

National School Lunch Program (NSLP) Professional Standards

Performance Management and Quality Improvement

Surgeon General’s Perspectives Making our Communities Walkable for Older Adults
Surgeon General’s Perspectives Making our Communities Walkable for Older Adults. Public Health Reports. 2015; 130: 424-425.

Trust for America’s Health

USDHHS: Health Resources and Services Administration

National Public Health Improvement Initiative (NPHII)
5 Whys

Briefings on Accreditation and Quality

Developing an Organizational Model for Improvement: From Translation to Practice

DNV GL (Det Norske Veritas-Germanischer Lloyd)

Gemba Academy

Good to Great

Improving Employees’ Safety in Healthcare Organizations Using DMAIC Quality Improvement Approach

Leading Change

Lean for Dummies

Lean Enterprise Institute

Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement

Mentoring and Supervision in Healthcare

National Quality Forum

On the Mend, Revolutionizing Healthcare to Save Lives and Transform the Industry

PDSA Worksheet

Performance Management and Quality Improvement

Project Aim & Key Performance Indicators

Project Charter

Project Management Fundamentals

RACI Chart
Managerial Quality Leadership (cont’d)

**Six Sigma**
Process based on DMAIC methodology (Define, Measure, Analyze, Improve and Control).

**Six Sigma Handbook 4th Edition**

**Standards of Practice for Health Promotion in Higher Education (October 2019)**

**Standard Operating Procedures**

**Taproot: Changing the Way the World Solves Problems**

**The 7 Basic Quality Tools for Process Improvement**
Information and templates on a Fishbone Diagram, Check Sheet, Control Chart, Histogram, Pareto Chart, Scatter Diagram, and Stratification.

**The Improvement Guide, 2nd Edition**
Offers an integrated approach to process improvement that delivers substantial results in quality and productivity.

**The New Lean Healthcare Pocket Guide XL**

**The Team Handbook**

**USDHHS: Agency for Healthcare Research and Quality**
Fact sheets about quality

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### Ideas for Projects Related to the Quality Resource Collection

#### Community or Public Health Setting
- Create a method to collect data for a community program.
- Analyze data for program outcomes.
- Conduct a quality improvement project for a community program.
- Assess program compliance with federal and state rules and regulations and develop a plan for improvement.
- Review and evaluate the school or district wellness plan. Implement an initiative related to the wellness plan to improve the quality of wellness in the school.
- Identify a problem or opportunity for improvement then use a QI process or tool to initiate change and improve outcomes.

#### Food Service Management Setting
- Review food service department layout and facility design, equipment, and flow using flow charts and diagrams, then make recommendations for improving flow.
- Review food service department labor plan. Analyze production needs and other factors that impact labor such as employee status (FT/PT/FTE), scope of services, and hours of operation. Utilize QI processes to evaluate productivity or other outcomes.
- Identify a problem or opportunity for improvement then use a QI process or tool to initiate change and improve outcomes.

#### Clinical Setting
- Use electronic health records and other informatics systems to obtain data and outcomes for nutrition care. Create a plan to improve processes related to outcomes.
- Review current educational materials (handouts, poster, displays, etc.) provided for patients or staff education. Collect data regarding material utilization. Determine potential outcome measures of materials.
- Identify a problem or opportunity for improvement then use a QI process or tool to initiate change and improve outcomes.