

# Differences in perception of the usefulness of improvement methodology between physicians and hospital staff



Monica Kumar, MD; Nikki Wilkinson, MD; Richard Banchs, MD.  
University of Illinois Hospital & Health Sciences System. Chicago, IL.

## 1 BACKGROUND

Improving the quality of care requires not only knowledge of medical facts but a skillset that includes knowledge of systems and improvement methodology. Developing these skills is an essential requirement for the practice of 21<sup>st</sup> century medicine. Improving the quality of care also requires the application of this knowledge to everyday practice. We designed a course to provide physicians and staff the knowledge and tools that define improvement competency. We then asked participants to rate the extent to which this educational activity would impact their practice, if they would adopt improvement tools and if they believed their practice would improve.

## 2 AIM

Demonstrate differences in perception of the usefulness of improvement methodology between physicians and hospital staff.

## 3 ACTIONS TAKEN

Participants rated each of the three questions using a numeric rating scale (one to four). Scores were then placed in two columns stratified by physician or hospital staff. Participants also rated the teaching effectiveness of presenters and achievement of course objectives. Scores were compared using a Chi square for associations.

## 4 SUMMARY OF RESULTS

There were significant differences between the two groups ( $p < 0.05$ ). Physicians believed the educational activity would have less of an impact on their practice and were less likely to adopt improvement methodology to improve clinical care. Differences could not be explained by assessment of teaching effectiveness or achievement of course objectives.

