Building the Business Case for Quality Improvement

Purpose: This template helps health care leaders and staff arrange their thoughts and document important elements of their organization's quality improvement initiative.

Who should use this: Office managers, directors of nursing, medical directors and other staff leading a quality improvement initiative.

How to use this tool: Use the suggested elements on the left to help build your business case on the right.

Recommended Business Case Elements	Your Organization's Business Case
Executive Summary	**Your Organization's Executive Summary**
Write a brief summary explaining why you want to launch a quality improvement initiative and address the following: • Describe the quality improvement project. • Demonstrate how the project aligns with your organization's strategic goals. • Identify clinical areas involved in the project and the anticipated timeframe from implementation to sustainment. • Identify key success factors and related measures such as resource commitment, process changes and leadership engagement.	
Current Climate	**Your Organization's Current Climate**
Address your organization's current culture related to quality improvement.	
Quality Improvement Initiative Overview	**Your Organization's Quality Improvement Initiative Overview**
Describe what you want to achieve through the quality improvement initiative. Include specific measures and related goals. Specify who needs to be involved in the initiative and what resources will be needed, including money, time and people. Create a timeline describing each phase of implementation.	

Financial Impact	Your Organization's Financial Impact
Detail any direct or indirect costs associated with the quality improvement initiative.	
Indirect Impact	**Your Organization's Indirect Impact**
Describe how the quality improvement initiative can build skills, knowledge and confidence of staff to make the organization successful in sustaining improvement.	
Implementation Risk	**Your Organization's Implementation Risk**
Assess the risks associated with allocating company resources to implement, spread and sustain a quality improvement initiative if leadership is not engaged and fully supportive. Assess organizational risk if the practices and principles are not fully integrated, spread, or sustained.	
Conclusions/Recommendations	**Your Organization's Conclusions/Recommendations**
Focus on three or four key conclusions or recommendations but keep them brief. Ask yourself, "Why should we implement this quality improvement initiative in our organization?" Be specific about requirements to support implementation and sustainability for change. Focus on achieving patient safety improvements, which includes involving patients and their families, and how these changes will benefit the organization.	

This template was adapted from the Agency for Healthcare Research and Quality's (AHRQ) "Building the Case for Communication and Optimal Resolution (CANDOR)" worksheet. https://www.ahrq.gov/patient-safety/capacity/candor/modules/worksheet2.html