Quality Improvement Maturity Matrix

Instructions: Use the matrix below to assess your practice's quality improvement (QI) maturity level. Select the highest level currently achieved for each item, then calculate your total score using the colour-coded values in the top right corner.

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An Australian Government Initiative

QI item	Foundational	Intermediate	Advanced
Responsibility for conducting quality improvement (QI) activities	1 Responsibility is assigned to an individual or group without committed resources or processes.	2 Responsibility is assigned to a dedicated team member who receives support and resources from the NQPHN quality improvement (QI) support team.	3 Established a quality improvement team that includes members from all parts of the practice that meets regularly to discuss practice and performance data, and leads improvements that are shared with the practice team.
Practice's recruitment and training processes	1 Reflect how potential new team members will affect the culture and participate in quality improvement activities.	2 Place priority on the ability of new and existing staff to improve care and create a quality improvement and patient safe culture.	3 Provide training for staff on quality improvement methodologies.
Quality improvement activities	1 Activities are conducted on an ad hoc basis in relation to specific problems.	2 Activities are based on proven improvement strategies in response to specific problems.	3 Activities are structured and/or in collaboration with the NQPHN using coded clinical data extracted from clinical software with performance reported back to the practice leadership team.
Clinical information systems that optimise use of information	1 Systems are in place to capture clinical data.	2 Systems are used to provide clinical decision support and share data with patients.	3 Systems are used to support population management and quality improvement efforts and promote the potential use of coded clinical data for clinician continuing professional development (e.g. Prompts and alerts).
Subtotals for each section:			
Final total score:			

Foundational score (4–6)

Understands and applies principles/models of quality improvement with primary care and within existing processes.

Intermediate score (7–8)

Applies quality improvement methodologies to projects and collaborates with teams to implement change/achieve impact.

Advanced score (9–12)

Leads quality improvement initiatives, evaluates outcomes, and integrates continuous improvements into organisational strategy. Also, promotes and develops QI capability.

Suggested Foundational resources	Suggested Intermediate resources	Suggested Advanced resources	Accessing QI resources
› Introducing Primary Sense video › Data Dashboard overview › Quality Improvement Getting Started › Data Quality	› John Hopkins ACG System in Primary Sense › Data Quality and cleansing › Bowel Cancer Screening › Cervical Cancer Screening › PHASES	› Showcase QI successes - Case Study › PHASES champion	To access these resources online, scan the QR code or visit www.nqphn.com.au/quality-improvement