At Mayo Clinic we focus significant time and resources in the education of quality improvement. Individuals or teams can learn ways to:
- Work together more effectively and efficiently
- Reduce waste
- Improve outcomes

The Quality Academy and Mayo School of Continuous Professional Development (MSCPD) have formed a partnership to address Quality Improvement throughout the Mayo community.

MSCPD is responsible for coordinating resources to support Maintenance of Certification (MOC) for our board certified staff. Having primary ownership of the design and execution of a large number of Quality Improvement (QI) activities which are managed centrally through an established infrastructure and overseen by a formal governance body - the Quality Review Board (QRB).

What is the Quality Review Board?

The QRB offers a single, streamlined process for submitting QI projects. Submitted projects are reviewed for multiple types of credit including Mayo Quality fellows Silver and Gold level, MOC Part IV and CME.

The QRB is a group of Mayo physicians and staff who represent multiple medical specialties from Mayo Clinic in Rochester, Florida, Arizona, and the Mayo Clinic Health System.

DMAIC Summary

Quality Improvement Method Standards. Mayo Clinic utilizes the Define, Measure, Analyze, Improve, and Control/Framework as internal standards for QI methods. Each QIP submitted to the QRB is required to document the DMAIC model and score accordingly. These standards were developed in partnership with the Mayo Clinic Quality Academy.

Total MOC Reported to Boards

At its start, the QRB reviewed and approved projects for MOC Part IV and PI-CME credits exclusively. In late 2011, collaboration with Mayo Clinic’s Quality Academy resulted in operationalizing a single pathway for review of all QIPs. This collaboration allows all staff to receive internally relevant credit for participating in QRB-approved QIPs.

Mayo’s QRB has experienced growth that reflects ongoing relationships with the respective boards, including the Gold Specialty Portfolio Program, as well as other boards not participating in the program. Such growth also reflects internal recognition of the program and credit offerings.

Focus

Primary and Secondary Indications of Practice (OICP). Priorities for Quality have been established by the QRB.

Approval Process

1. Two Quality Review Board Members are assigned to review Quality Improvement Projects (QIPs) for relevant educational credits (MOC, CME, and internally relevant credits offered through Mayo Clinic’s Quality Academy).
2. If approved by the members, project undergoes final review by Quality Review Board.
3. Project is either approved or denied as needing revision.
4. Team Lead, QRB reviewer(s) and/ or staff collaborate to improve project.
5. Project receives approval or denial.

Quality Review Board Process

Quality Review Board

Medical Specialty Representation

Participants in Approved Projects

Total MOC Reported to Boards

Focus