Building Capacity for Improvement

USAID’s flagship projects on health care improvement—the USAID ASSIST Project, the USAID Health Care Improvement Project (HCI), and the Quality Assurance Project (QAP)—have developed a number of resources and tools to help individuals, teams, and coaches apply improvement methods, including the Improving Health Care eLearning Course [1] and Improving Health Care Quality [2], a Global Health eLearning Center course.

Click on the links below for training materials, exercises, tools, and other resources to help you develop basic skills for improvement, analyze systems and processes, develop and select solutions, measure the results of improvement activities, provide coaching and other support to improvement teams, present data, and document and share learning from improvement activities.

Improvement Skills [3]
Tools for Analyzing a System or Process [4]
Tools for Developing and Selecting Solutions [5]
Measuring Improvement [6]
Support for Improvement (Coaching/Supportive Supervision) [7]
Documenting Learning [8]
Synthesizing Learning [9]
Tools for Presenting Data [10]
Sharing Learning [11]