

NACCHO Roadmap to a Culture of Quality



Phase 1:
No
Knowledge
of QI

Phase 2:
Not
Involved
with QI

Phase 3:
Informal or
Ad Hoc QI

Phase 4:
Formal QI
in Specific
Areas

Phase 5:
Formal
Agency-
Wide QI

Phase 6:
QI Culture

- Agency Characteristics
- Transition Strategies
- Resources