



Types of projects

- **Research:** is designed and conducted to identify new knowledge.
- **Audit:** is conducted to find out if a process meets a certain standard.
- **Service Evaluation:** is used to measure current practice and identify what impact a service is making
- **Quality Improvement (QI):** is a methodology used to make measurable changes to a process or service



Quality Directorate (QIST) Contacts

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Helpful Links

Click on the box to follow the link

Patient Experience	Patient Outcomes	Patient Information	Staff Experience	Clinical Documentation <small>ClinicalDocumentation@nhslothian.scot.nhs.uk</small>
Analytical Services	Information Requests	Caldicott Guardian	Information Governance	Information Asset Register
				Honorary Contract

Quality Planning

Model for Improvement

Project Charter	Fish Bone	Process Map	The 5 Whys	The last 10 Patients	Lens of Profound Knowledge	Model for Improvement	PDSA

Quality Improvement

Data

Change Ideas	Driver Diagram	Aim Statement	Run Chart	Pareto Chart	Measurement Plan