

# EFFECTS OF LEADER TACTICS ON QUALITY IMPROVEMENT IDEAS FOR PRIMARY CARE

How do leader tactics influence the creativity, implementation, and evolution of quality improvement (QI) ideas from clinicians and staff at federally qualified community health practices?



**220** ideas on care coordination generated by QI teams at **12** different practices over 18 months



## BRAINSTORMING

Providing the QI team with time to generate ideas

### ASSOCIATED WITH:

- ▶ More creative ideas
- ▶ More ideas implemented
- ▶ Greater odds of implementing ideas within 2 months



## REFLECTION

Dedicating time to reflect collectively on team process in meetings

### ASSOCIATED WITH:

- ▶ More ideas implemented
- ▶ Greater odds of implementing ideas over 3 months or more

**CONCLUSION:** Brainstorming may aid leaders seeking disruptive change via more creative, rapidly implemented ideas. Reflection on team process may aid leaders seeking high-engagement ideas that are implemented slowly. By contrast, setting ground rules for meetings has no significant effect on creativity, implementation timing, and outcome. Brainstorming and reflection tactics may help leaders cultivate dynamics that increase implementation of ideas that improve health care.