

# MUSIQ

Model for Understanding Success in  
Quality

# Development of MUSIQ



Systematic search identified 47 studies empirically examining context in QI. 66 Contextual Factors Identified

## Environment

- Competition
- Managed Care Penetration
- Medicare/Medicaid Influence
- Regulation
- TQM Adoption by Others
- Accreditation
- P4P

## Organization

- Size
- QI Leadership
- Culture
- Ownership
- Teaching Status
- QI Maturity
- System Affiliation
- Location
- Physician Involvement
- Customer Focus
- Financial Health
- Organizational Structure
- Service Mix
- Physician Arrangements
- Volume
- Implementation Approach
- Motivation to Implement QI
- Innovativeness
- Process Management

## Microsystem

- Motivation to Change
- Champion
- Physician Leadership
- Culture/Climate
- Capability for Change

## QI Team

- Physician Involvement on Team
- Group Process
- Team Leadership
- Team QI Skills
- Group Climate
- Support
- Prior QI Experience
- Prior Experience Working Together

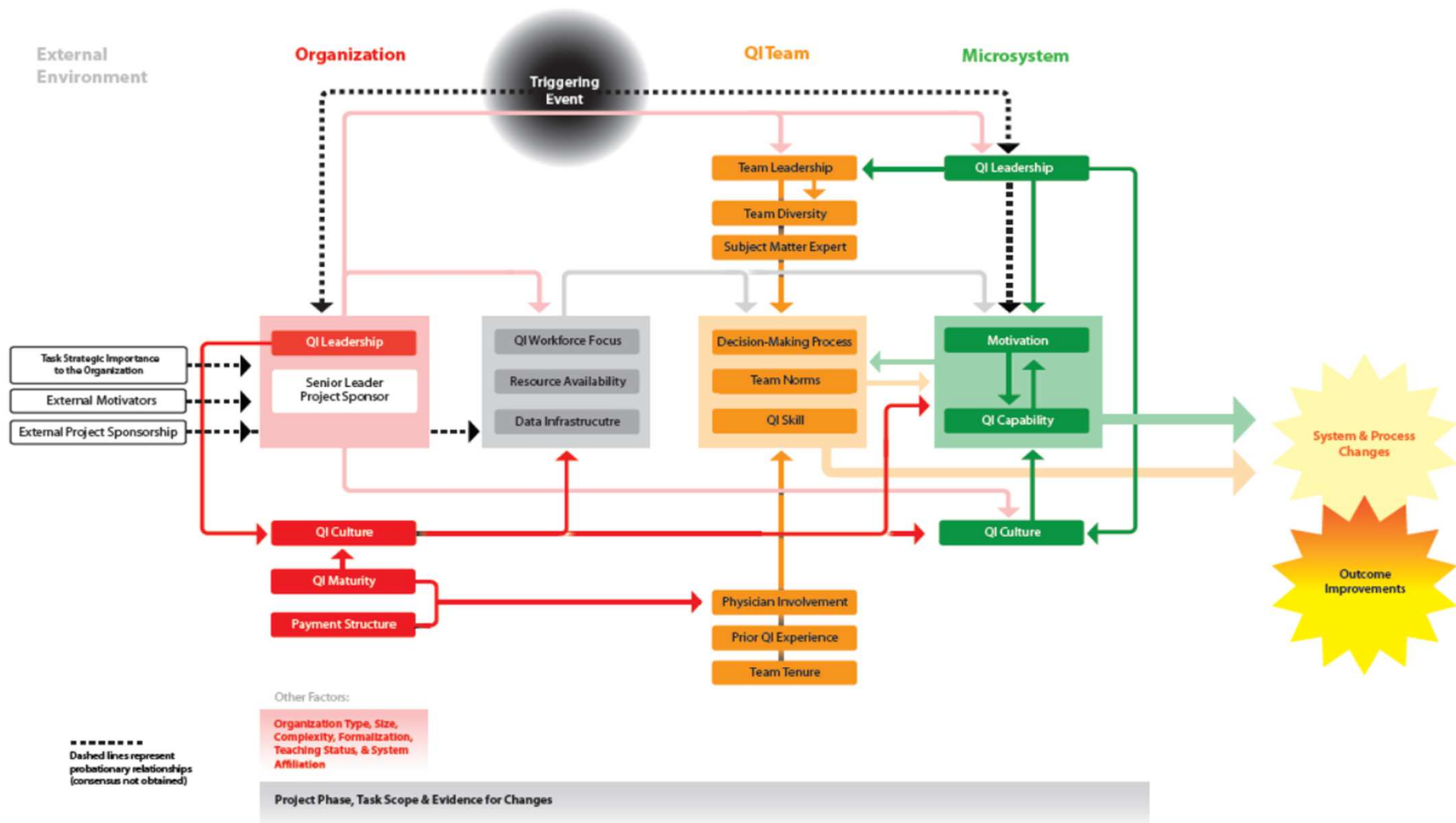
## QI Support & Capacity

- Data Infrastructure
- Resources
- Infrastructure for QI
- QI Consultants
- QI Workforce Focus

## Miscellaneous

- Strategic Importance to Organization

# MUSIQ: Model for Understanding Success in Quality



Kaplan et al. *BMJ Quality & Safety*, 2011

# Model for Thinking About Context

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## Key features of MUSIQ include:

- Applicable to QI in a health care setting using a broad range of QI approaches
- Useful for QI projects within a single or multiple microsystems
- Organized based on nested levels of the health care system
- Focus on modifiable factors
- Makes relationships among contextual factors explicit