

Examining Potential For Quality Improvement in the Three-Gaps

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Four Important Measures of Quality

1. Target

- What is the desired level of performance?

2. Competence

- Given the training of the health worker, what is the best possible quality

3. Capacity

- In their current work environment, what is the best possible quality

4. Performance

- What is the current quality

This leads to three gaps

1. The Know Gap

- Target - Competence

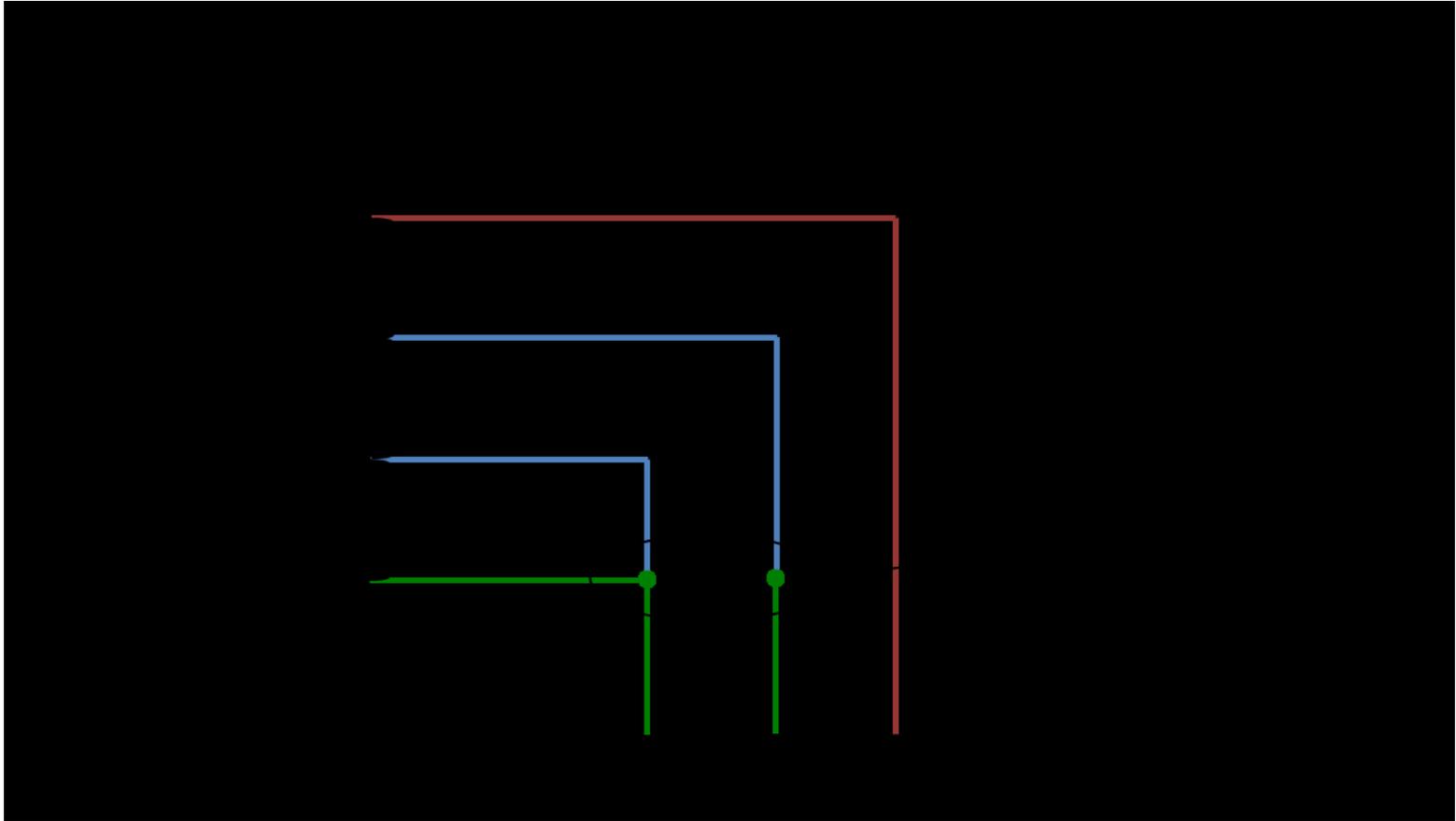
2. Know-Can

- Competence - Capacity

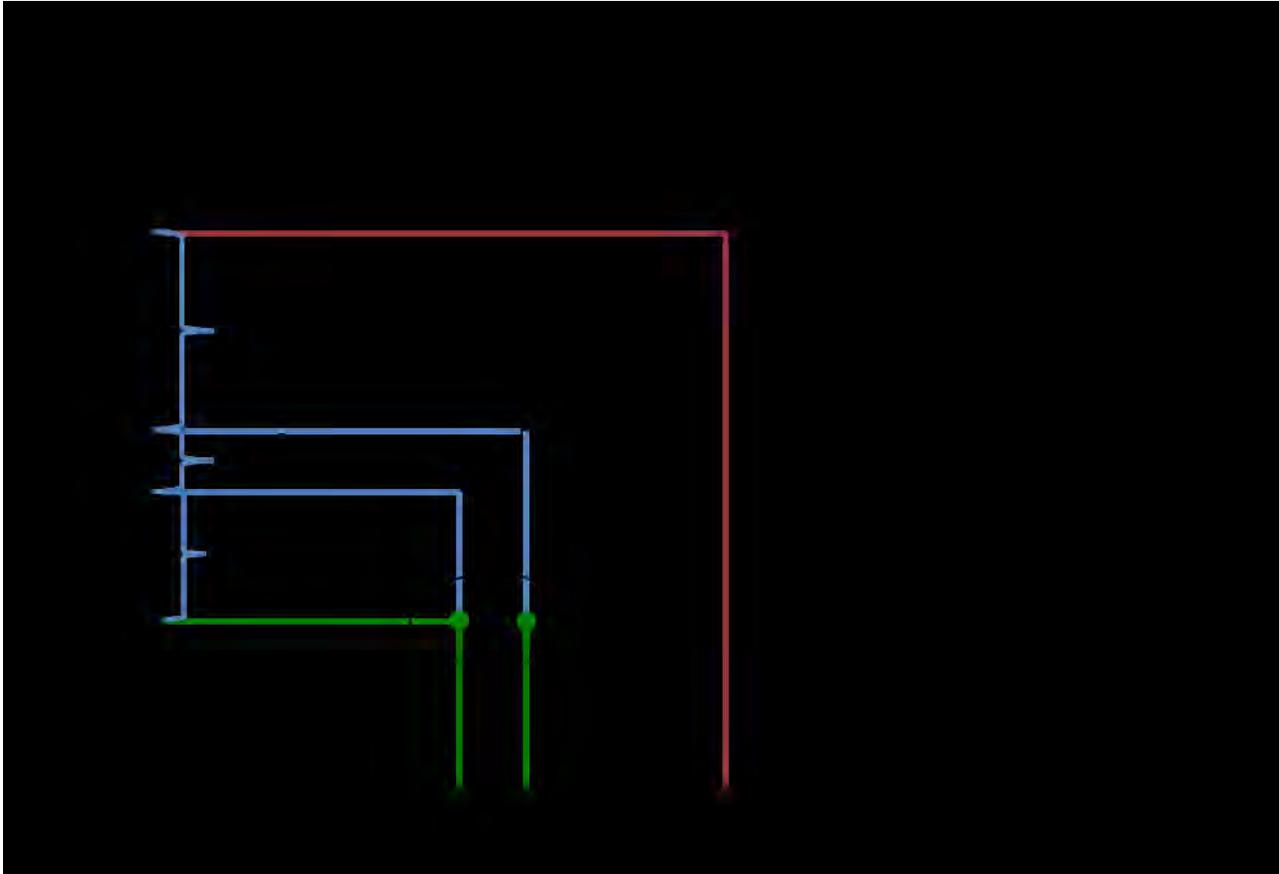
3. Can-Do

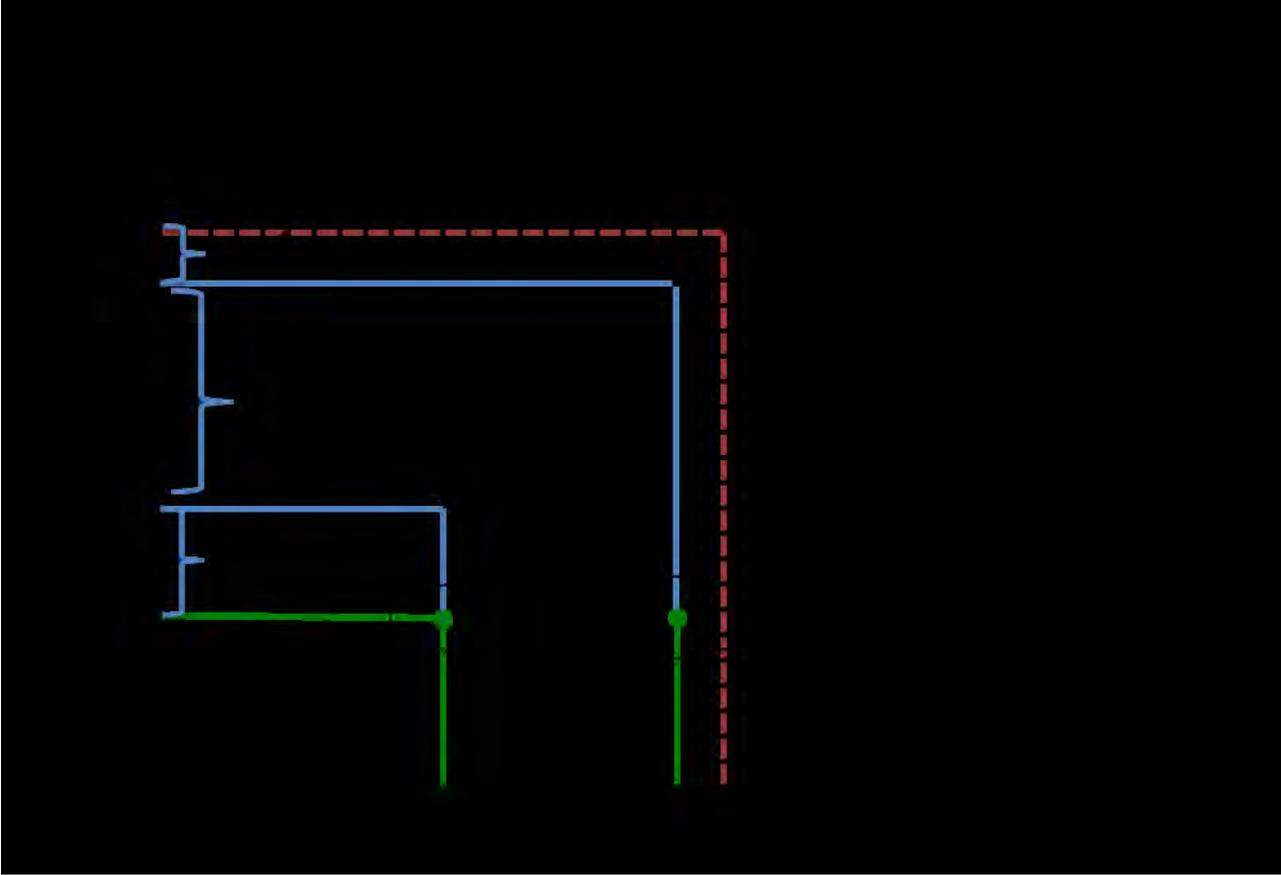
- Capacity - Performance

Three Gaps



Three examples





Discussion:

- How Can we Measure these four levels of quality
- If we have measured them, do the gaps help us diagnose problems? Do they help us differentiate between different issues?