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?