

# Standards of Practice

# Quality Improvement

## Standard

The physiotherapist engages in **quality improvement** activities to promote **quality physiotherapy services**.

## Expected outcome

**Clients** can expect that their outcomes are monitored to promote quality physiotherapy services.

## Performance expectations

The physiotherapist:

- Accesses and applies relevant information (e.g., patient outcomes, patient feedback) to improve client care and the delivery of physiotherapy services.
- Engages in continuous quality improvement processes that include the development, implementation, and evaluation of new or improved physiotherapy services to enhance client care as appropriate.
- Supports the development of new evidence and best practices by participating in clinical research and program evaluation as appropriate.

**Clients** are recipients of physiotherapy services, and may be individuals, families, groups, organizations, communities, or populations. An individual client may also be referred to as a patient. In some circumstances, clients/patients may be represented by their substitute decision-makers.

**Physiotherapy services** are “services provided by or under the direction of a physiotherapist. This includes client assessment and intervention, and related communication with and reporting to various parties for the purposes of delivering patient care.”

**Quality** of health-care services refers to the “acceptability, accessibility, appropriateness, effectiveness, efficiency, and safety” of the services provided.

**Quality improvement** refers to “a systematic approach to making changes that lead to better patient outcomes (health), stronger system performance (care), and enhanced professional development. It draws on the combined and continuous efforts of all stakeholders – health-care professionals, patients and their families, researchers, planners, and educators – to make better and sustained improvements.”

## Related Standards

- Client-Centered Care
- Evidence-Informed Practice