

Quality Terms Glossary

Acronym	Definition
AIM	A written, measurable, and time-sensitive statement of the expected results of an improvement process. *similar to objective, SMART goal
Balance Measure	A measure that ensures the changes in one part of the system are not causing problems in another part of the system
Benchmark	The measurement goal. May be developed internally considering state benchmarks or national standards.
CQI	Continuous Quality Improvement
IHI	Institute for Health Improvement
PDCA	Plan – Do – Check - Act
PDSA	Plan – Do – Study – Act
PIP	Performance Improvement Project
PM	Performance Management
QA	Quality Assurance
QI	Quality Improvement
TQM	Total Quality Management
SMART	Specific – Measurable – Attainable – Relevant – Time.
Target	Similar to CCO incentive metrics, “improvement target”. Improvement target is calculated as improvement from baseline.