

Table 7.2. Characteristics of QI versus QA

QI	QA
"Why" focused (positive)	"Who" focused (negative)
Prospective	Retrospective
Internally directed	Externally directed
Follows patients	Follows organizational structure
Involves the many	Delegated to the few
Integrated analysis	Divided analysis
Bottom up	Top down
Proactive	Reactive
Employee focused	Management focused (directing)
Full staff involvement	Limited staff involvement
Process based	Event based
Process approach	Inspection approach
Quality is integral activity	Quality is separate activity
Focus on all processes to improve fitness for use	Focus on meeting clinical criteria
Focus on improving processes	Focus on solving problems
Makes no assumption about irreducibility of problems	Assumes problems/numbers of problems reach irreducible number

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