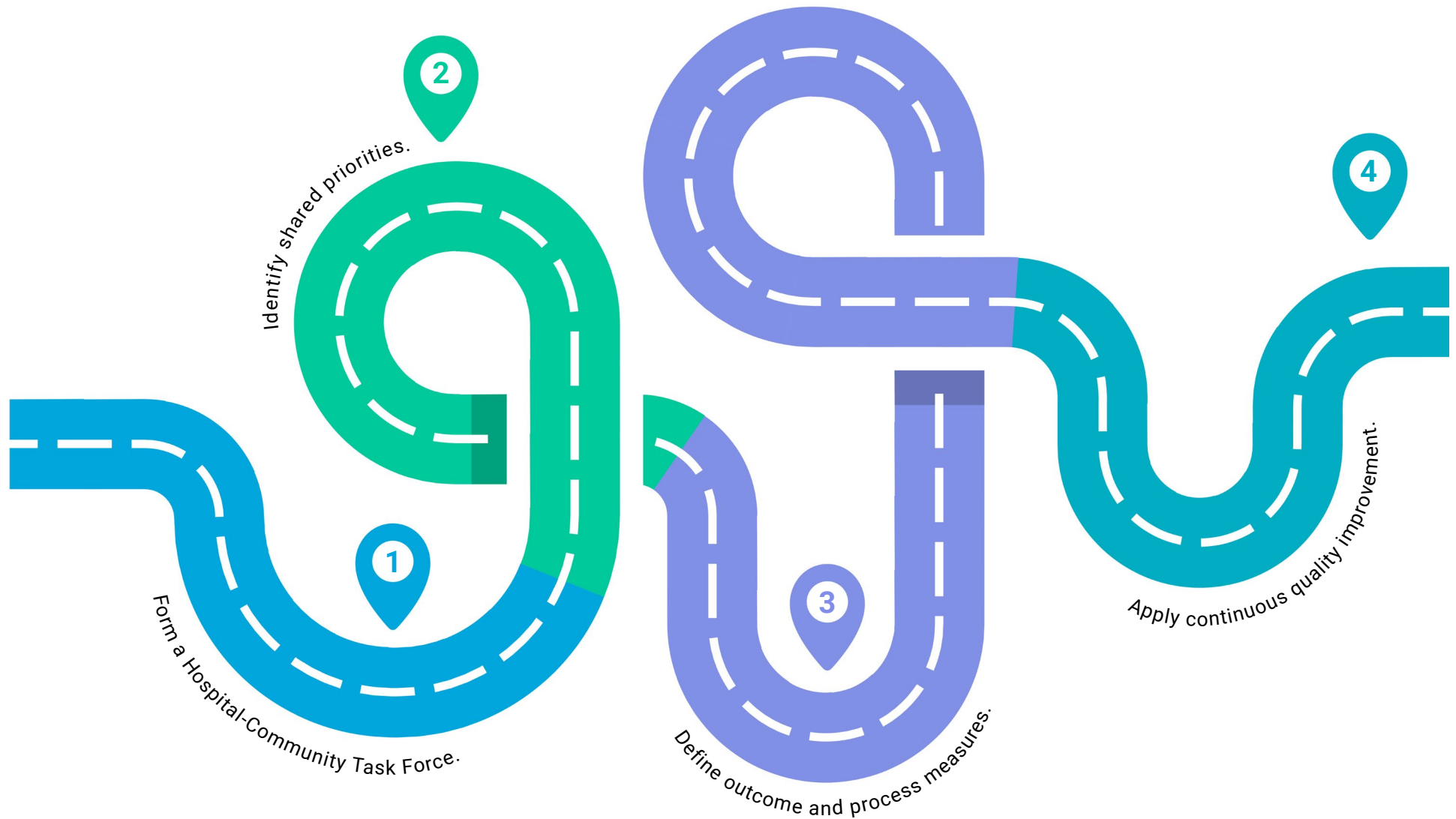# Hospital-Community Task Force Benchmarks

The Hospital-Community Task Force (HCTF) progresses through benchmarks that ensure that the community's priorities are addressed and implementation of quality improvement processes is informed by community voice.

2

Identify shared priorities.

4

1

Form a Hospital-Community Task Force.

3

Define outcome and process measures.

Apply continuous quality improvement.

Hospital-Community Task Force Benchmarks

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Form Hospital-Community Task Force	Identify Shared Priorities	Define Outcome & Process Measures	Apply Continuous Quality Improvement
❶ Form the Hospital-Community Task Force.	**❷ HCTF identifies shared priorities informed by clinical data and local needs and perspectives.**	**❸ HCTF defines outcome and process measures.**	**❹ HCTF applies continuous quality improvement to drive change.**
• An HCTF roster is co-developed by the community organizer and the hospital leader.	• HCTF members can express an understanding of patient / community perspective on the quality of birth and breastfeeding care.	• HCTF members have defined outcome measures that reflect the impact of quality improvement efforts and any progress toward change, such as clinical data and patient feedback.	• HCTF members have learned a common language and skill set of continuous quality improvement through participation in dual-capacity training.
• HCTF establishes community and hospital agreements that include commitments among members and outline how meetings will work, including schedule, length, location, shared agenda development, and rotating leadership model.	• HCTF members can express an understanding of local hospital data being collected from patient charts and reported for the project.	• HCTF members have defined process measures that will reflect any progress toward change and how HCTF members are working together as well as how accountability will work.	• HCTF has succeeded in co-applying their skills to plan and accomplish tests of change in the form of quick wins, Plan-Do-Study-Act (PDSA) cycles, and mountain projects to improve the processes they have identified in their priority-setting activities.
	• HCTF members grow in their appreciation for how healthcare experiences might differ among racial / ethnic groups and the drivers and root causes of those inequities.	• HCTF is able to confirm that data is being collected based on Baby-Friendly USA and other clinical best practices.	

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