

**QUALITY IMPROVEMENT IS...**



# **CONSUMER FOCUSED**

Quality improvement (QI) focuses on the **consumer**. At PDPH, we have many different types of consumers such as staff, food establishments, patients, and the public. By understanding our consumer needs and expectations, PDPH can continuously work to improve service delivery.

Quality improvement begins with **consumers!**

**FIND OUT MORE: [citynet.phila.gov/health](http://citynet.phila.gov/health)**