

Fold each printed sheet in half lengthwise. The left side of the document will list the term and the right side will list the definition. Tape or staple the open edges of your flashcards. Cut out your flashcards on the solid lines indicated and fold them on the dotted lines.

**Module 4**  
*Section A: Quality Improvement Frameworks & Tools*

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**Term**  
Benchmarking

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The act of measuring the quality of something by comparing it with something else of an accepted standard.

**Module 4**  
*Section A: Quality Improvement Frameworks & Tools*

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**Term**  
Gap analysis

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A technique to compare best practices with current processes and determine the steps to take to move from a current state to a desired future state.

**Module 4**  
*Section A: Quality Improvement Frameworks & Tools*

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**Term**  
Root cause analysis (RCA)

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A process for identifying the basic or causal factors that underlie variation in performance.

**Module 4**  
*Section B: Research and Dissemination & Implementation Science in Quality Initiatives*

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**Term**  
Implementation science

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Methods to promote the use of evidence-based practices to improve healthcare quality.