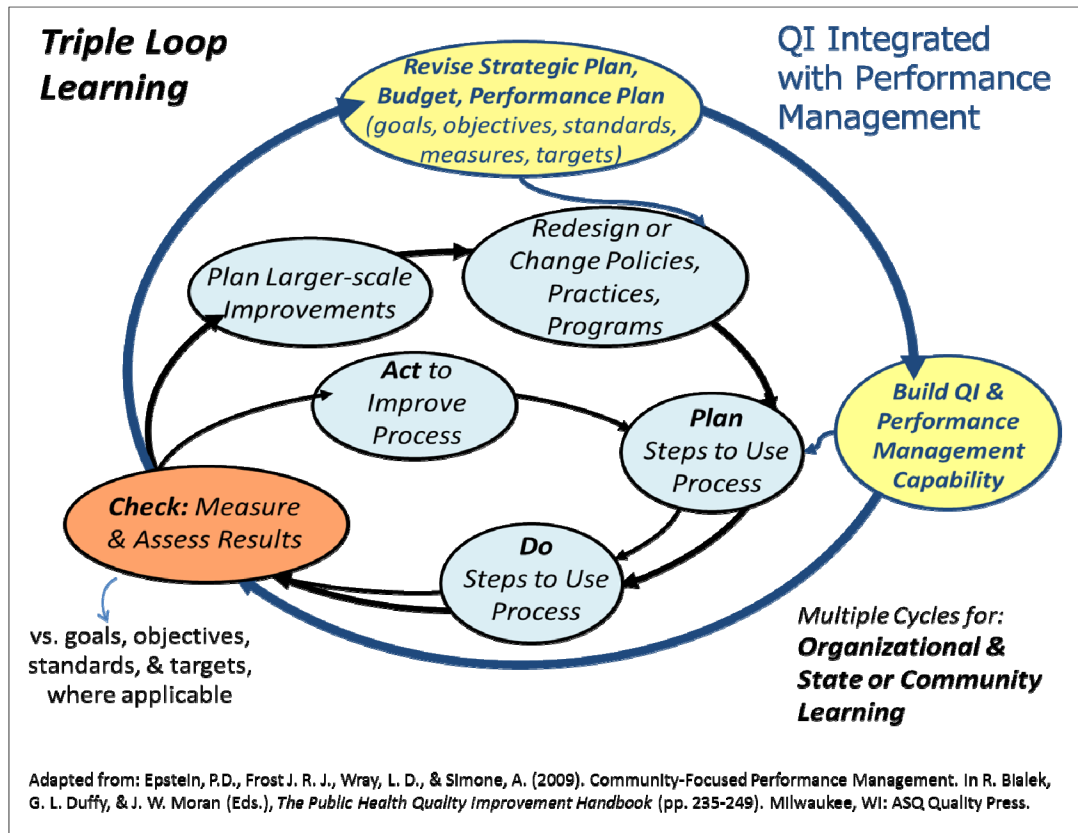


## Results That Matter Team: Triple Loop Learning Model



*In the Triple Loop Learning Model, the inner, middle, and outer loops go through Check: Measure & Assess Results to assure that performance information drives improved decision making.*

### About the Triple Loop Learning Model

This model exemplifies how quality improvement (QI) can be integrated into a performance management system. The model begins with the inner or small loop, which includes a basic Plan-Do-Check-Act QI cycle, which is applied to any process or practice of a given program or service to improve it based on measured results. The QI cycle should be repeated frequently to make incremental improvements. The middle loop moves QI from individual process improvements to large scale policy, practice, and program improvements driven by measurement, strategic priorities, and budget in the outer loop. The outer “strategic” cycle influences the middle cycle to ensure that program designs and service plans stay relevant to current strategies and resources. Triple Loop Learning will be achieved if all three loops can be managed to work together smoothly, which is the hallmark of a high-achieving organization. This model is being used by the Delaware Division of Public Health and is consistent with Washington State’s [“They Are All Linked”](#) performance management model and some entire government’s performance management systems such as that of Prince William County, Virginia. More information on this model can be found in Chapter 17 of the [Public Health Quality Improvement Handbook](#).

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