



Quality Basic in Health Care

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تجمع الشرقية الصحي Eastern Health Cluster



Values



القيم

الإبداع
Innovation

التمكين
Empowerment

الكفاءة
Efficiency

المسؤولية
Accountability

Mission



الرسالة

تقديم وقاية ورعاية صحية متكاملة يسهل الحصول عليها،
بآليات آمنة ومستدامة ومبتكرة تعزز دور الرعاية الأولية،
وتمكن المستفيدين من العناية بصحتهم

To deliver prevention and accessible integrated care
through a safe, sustainable, and innovative system;
resulting in improving primary care and enabling people to
take ownership of their own health.

Vision



الرؤية

أن نحدث تحولاً صحياً رائداً عالمياً لرعاية صحية
شاملة محوراً للإنسان

to transform into a world- class Healthcare
Provider, for comprehensive human-centric care.

Content

Quality
Concept

التعرّف بمفهوم الجودة

Quality
principles

التعرّف بمبادئ الجودة

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Dimensions

التعرّف بأبعاد الجودة

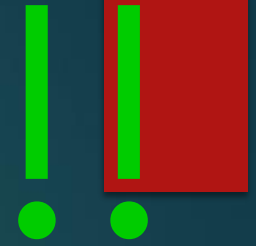
Quality Definition

عمل الشئ الصحيح بطريقة صحيحة من
أول مرة وكل مرة

Doing Right Thing Right from
First Time & every time.

(المعهد الفيدارلي الأمريكي)

DOING RIGHT THING RIGHT

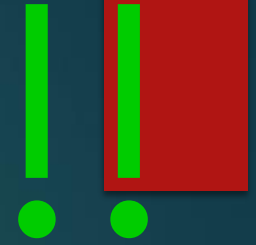


**Any Activity
(Work or Job)
has 2
parameters:**

**What To Do?
(Procedure)**

**How To Do?
(Performance)**

DOING RIGHT THING RIGHT



**What To Do?
(Procedure/s) Must
Be Complied with**

**Agreed
Standards
(Policies &
Procedures)**

**Customer
Requirements
(need &
expectation)**

This is either:

**Complied =
Right Thing**

**Not Complied
= Wrong Thing**

**DOING RIGHT THING
RIGHT**



**How To Do?
(Performance)
is either:**

Done Right

Done Wrong

QUALITY GRID

Performance

Wrong things done Right

Perform Unnecessary
Procedure Correctly

Right things Done Right

Perform Necessary
Procedure Correctly

Processes
or
Procedure

Wrong things done Wrong

Perform Unnecessary
Procedure Incorrectly

Right things Done Wrong

Perform Necessary
Procedure Incorrectly

Quality Definition

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Quality of care is the degree to which health services for individuals and populations increase the likelihood of desired health outcome and are consistent with current professional knowledge.

Institute of Medicine (IOM)

Quality Definition

Freedom from deficiencies

1. Nosocomial infection ,
postoperative site infection.
2. Lost lab results.
3. Medication errors.

Product features that attract & satisfy patients through meeting customer expectations

1. Pleasant waiting area.
2. Knowing what to expect ,all treatment options.
3. Computerized health records.

(Juran , 1989)

Quality Definition

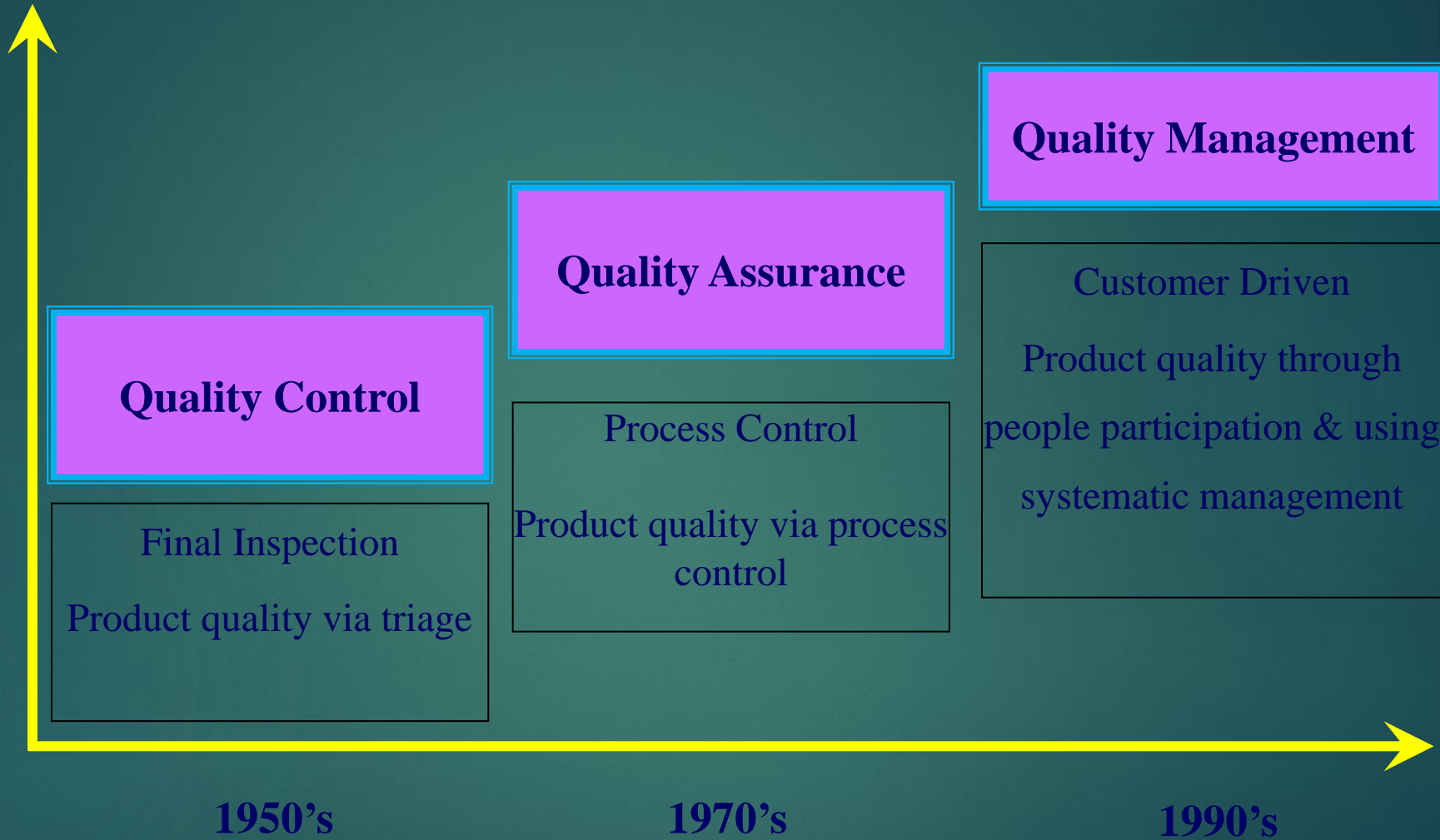
Quality is achieving sustained customer satisfaction through meeting customer's requirements (needs & expectations) within an organizational environment committed to continual improvement.

- *ISO 9000:2008*

Quality Definition

- ▶ Total Quality Management is the process of involving **every individual** of the organization in the process of improving care and customer satisfaction

Quality Movement



Difference between quality assurance and total quality management

TOTAL QUALITY MANAGEMENT

- Activities is cross-departmental To patient flow.
 - including clinical and non-clinical services.
- Continous improvement process.
- Errors are due to system failure.
- Focus on patient care process and patient care outcome.

QUALITY ASSURANCE

- Activities based on organizational structures.
- Activities are departmental.
- Taking action only when a problem is identified.
- Errors are due to individual performance.
- Focus on patient and caregivers.

Difference between quality assurance and total quality management

Quality Principles

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Leadership Commitment

التزام القادة.

Focus on systems and processes

تركز على العمليات والنظام.

Focus on the costumers.

تركز على العملاء. تركز على البيانات.

Focus on the data

تركز على فريق العمل.

Focus on team work

Quality customers

COSTUMERS

Who is the Customer ?



The customer is

anyone who depends on me as supplier

whoever receives the process, product, or service.



The Supplier is:

anyone who delivers the process, service, or product.



Both customers and suppliers may be internal (within the organization) or external (outside the organization)



Internal Customers

INTERNAL CUSTOMERS ARE THOSE WITHIN THE ORGANIZATION (EMPLOYEES) WHO:

(MAKE ENHANCEMENT OR ADD VALUE TO THE PRODUCT OR SERVICE YOU PROVIDE.)

External Customers

- ▶ The final recipients of services
- ▶ The reason the services exist
- ▶ Examples
 - ▶ Patient and his/her family (the ultimate customer of healthcare)
 - ▶ Purchasers of all types of insurance
 - ▶ Community
 - ▶ Regulatory agencies 1

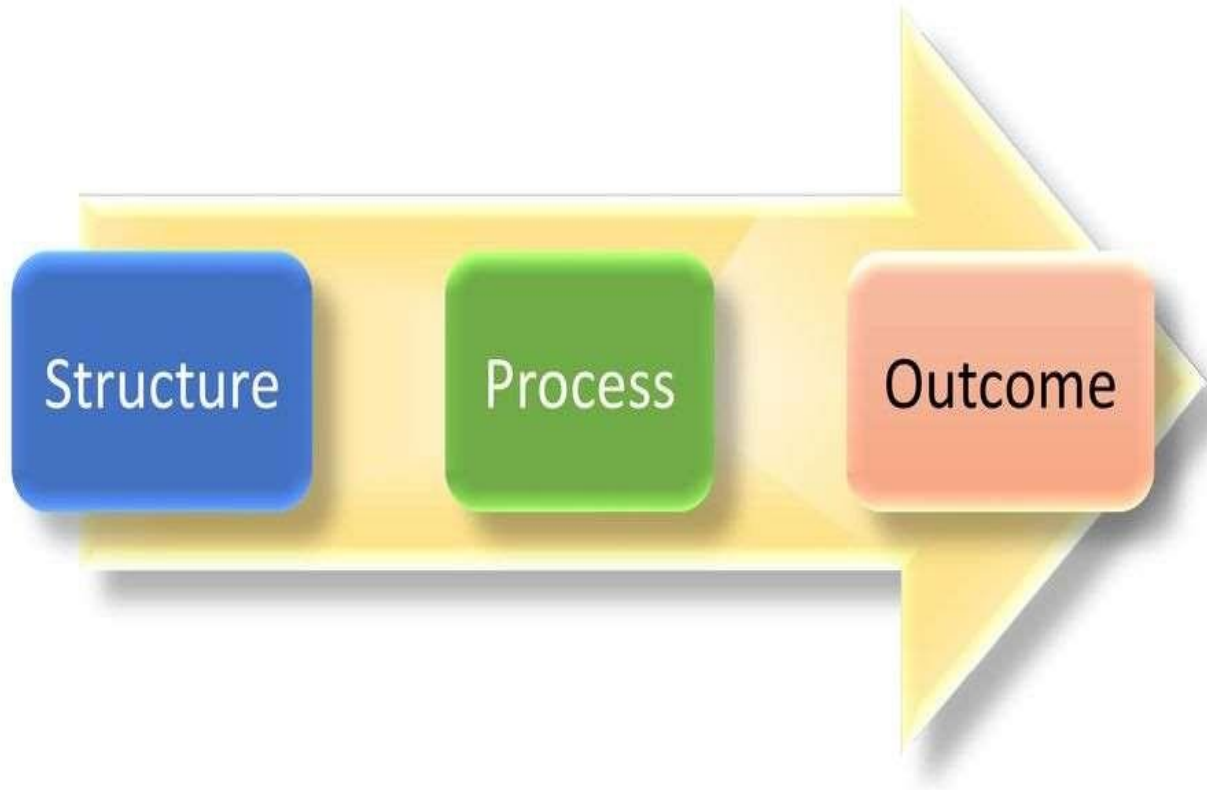




Customer focucs

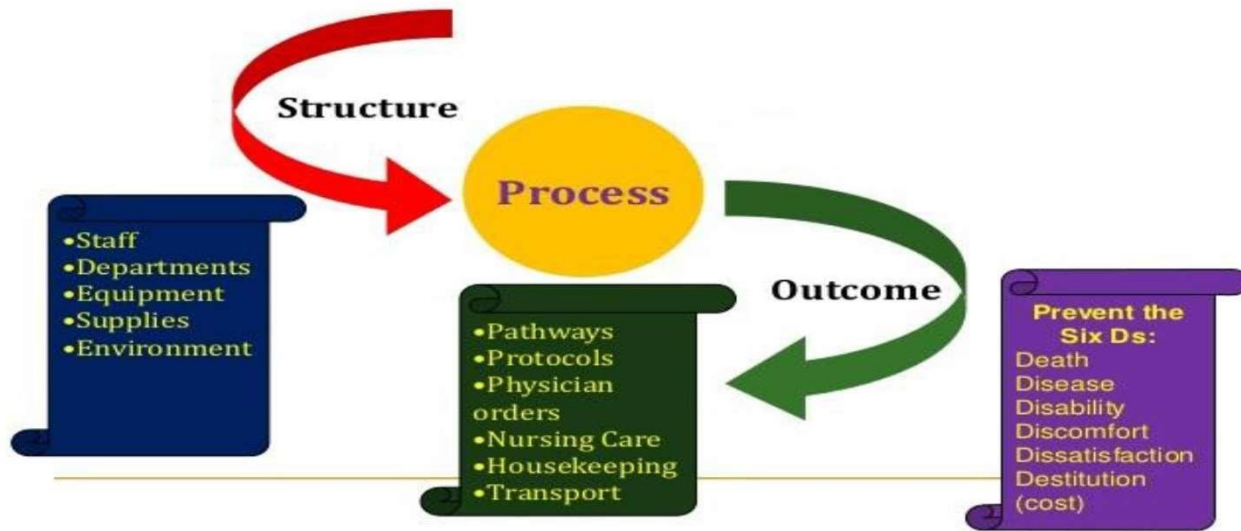
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Donabedian model



System

Health Care Model: Donabedian Model



System

Benefits of Providing Quality Services

- Increasing customer satisfaction and/or decreasing customer dissatisfaction; with subsequent increase in market share and revenues/profits.
- Reducing the cost of poor quality.
- Increasing staff productivity; due to increased morale and the standardization of the work processes.

Benefites
of quality
services

The Concept of “Value”

- Nowadays, consumers and insurers are demanding proof that the quality of the purchased care is worth the dollars paid.

$$\text{Value} = \frac{\text{Quality of care (service usefulness perceived by the patient)}}{\text{Cost}}$$

Assume that a patient can have a surgery (X) at either hospital A or hospital B. The level of care provided is the same and the same surgery team will perform the surgery in either of the two hospitals. If there is charges vary significantly between the two hospitals; then the patient will feel that he has received greater value for the price paid if he has the surgery done at the lower price hospital.

Concept
of value

أبعاد الجودة

Dimensions of Quality

Appropriateness

الملائمة

Effectiveness

الفاعلية

Efficiency

الكفاءة

Competency

الجدارة

Continuity

الاستمرارية

Safety

السلامة

Availability

الوصول للخدمات

Timeliness

التوقيت المناسب

Respect and caring

الاحترام والعناية

Dimensions of Quality

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Appropriateness: الملائمة

- The degree to which the care and the service provided are **relevant** to an individuals clinical needs , given the correct state of knowledge

- Correct suitable utilization of resource

Doing the right thing in accordance with the purpose .

Dimensions of Quality

Availability: (سهولة الوصول)

- The degree to which the care and the services are accessible and **obtainable** to meet individuals needs.

Dimensions of Quality

Competency : الجدارة

The practitioner's **ability** to produce both the health & satisfaction of costumers.

e.g. The degree to which the practitioner adheres to professional standards of care and practice .

Dimensions of Quality

Continuity : الاستمرارية

The **coordination** of needed healthcare services for a patient or specific population among all practitioners and across all involved organization over time.

Dimensions of Quality

Efficacy: القدرة / الامكانية

The **potential** , **capacity** or **capability** of a procedure or treatment to improve health status.

Dimensions of Quality



Efficiency: الكفاءة



the relationship between the **outcome** and the **recourses** used to deliver the care

Dimensions of Quality



Effectiveness: الفاعلية



The degree to which care is provided in **correct** manner , The degree to which a **desired outcome** is reached ; the positive results of care delivery

Effectiveness	Efficacy	Efficiency
Outcome	Power Of Resources	Using Resources to Produce Outcome

Dimensions of Quality

Respect and caring: الاحترام والمشاركة

The degree to which those providing services do so with **sensitivity** for individual's needs, expectations and individual differences.

The degree to which the individuals is **involved** in his or her own care and service decisions.

Dimensions of Quality

Safety: السلامة

The degree to which the health care intervention minimizes **risks** of adverse outcome for both patient and provider. (Organization environment free from hazards or danger).

Dimensions of Quality



Timeliness: الوقت المناسب



The degree to which care is provided to individual at the most **beneficial** or necessary **time** ;



The degree to which services are provided to customers in accordance with their perception of **promptness**.

Advice for Total Quality Management

Productive work is accomplished through process

Sound Customer-supplier relationships are absolutely necessary for quality management

The main source of quality defects is problems in the process

Poor quality is costly

Understanding the variability of processes is a key to improving quality

Quality control should focus on the most vital processes

Advices to quality fans



CPHQ

is a credential that reflects a medical professional's expertise in health care skills, knowledge, and experience. It is offered by the National Association of Healthcare Quality (NAHQ) and demonstrates proficiency in areas such as organizational leadership, performance improvement, health data analytics, and patient safety.

WHY CPHQ

Big number of healthcare institutions in KSA

Interested people for getting certificate

Transformation of healthcare system

Privatization of healthcare
خصخصة القطاع الصحية والتركيز على كفاءة الموظفين

Small number of quality personnel and managers who certified with CPHQ CPPS

Availability of trainers in KSA- Saudi Brand quality program

One of the requirements for being recognized quality Director

One of requirements for being CBAHI, CHI, JCI, Surveyor

تعميم

سلمه الله

سلمهم الله

سلمهم الله

سعادة أمين عام المدن الطبية والمستشفيات التخصصية

سعادة مدرء عموم الشؤون الصحية بالمناطق والمحافظات

سعادة الرؤساء التنفيذيين للتجمعات الصحية

السلام عليكم ورحمة الله وبركاته

تعميم وزارى

استناداً إلى المادة الخامسة من النظام الصحي السعودي الصادر بالمرسوم الملكي رقم م/11 بتاريخ 23/3/1423هـ، وإشارة إلى قرار مجلس الوزراء رقم 76 بتاريخ 22/3/1423هـ والقاضي بأن من مسؤوليات وزارة الصحة وضع قواعد ومعايير الجودة والتنوعية للرعاية الصحية وضمان تطبيقها.

وإشارة إلى ما تم ملاحظته من جودة مخرجات إدارات الجودة أثناء الزيارات الميدانية مما لا يخدم المصلحة العامة ويؤثر على جودة العمل والخدمة المطلوبة ولضمان الارتقاء بالجودة وتقديم خدمة صحية متميزة، تم تحديد الحد الأدنى من المتطلبات العلمية والفنية لمدرء ومشرفي الجودة وسلامة المرضى وذلك بعد العودة للإدارة العامة للشؤون القانونية لأخذ آرائهم في المتطلبات التي تم تحديدها، وعليه نأمل مراعاة التالي:

أولاً: عند تكليف مدرء ومشرفي الجودة وسلامة المرضى ومن في حكمهم في المديرية والمنشآت الصحية مراعاة الحد الأدنى من المؤهلات والمتطلبات التالية:

1. المؤهلات العلمية

1.1 بكالوريوس في إحدى التخصصات الصحية المهنية (مثل: طب، صيدلة، تمريض، إدارة صحية)، بالإضافة إلى

إحدى المؤهلات التالية:

1.1.1 ماجستير في إدارة الجودة أو في تخصص آخر في مجال الإدارة الصحية

1.1.2 شهادة احترافية في مجال إدارة الجودة الصحية مثل: CPPS، CPHQ

1.1.3 شهادة تصنيف الهيئة السعودية للتخصصات الصحية في مجال الجودة

Advices to quality fans



how to develop and use
key performance indicators
to measure and improve
your business outcomes.

شكرا