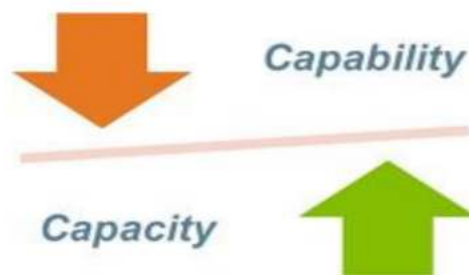


Efficacy



produce the desired effect or outcome, as already shown, e.g., through scientific research (evidence-based) findings.

- The power of a procedure or treatment to improve health status.



OUTCOMES





الجمعية السعودية للعلاج الطبيعي
Saudi Physical Therapy Association

^{K P I S}
Medical
Infinite Giving
عطاء بلا حدود



Vaccine efficacy and effectiveness

Mediecen efficacy and effectiveness

Efficiency



- The relationship between the outcomes (results of care) and the resources used to deliver care.



- "The relationship of outputs (services produced) to inputs (resources used to produce the services)"



Prevention/Early Detection



PREVENTION



- The degree to which interventions, including the identification of risk factors, promote health and prevent disease.



Respect and Caring

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



WHAT
DO
YOU
EXPECT



- The degree to which the individual or a designee is involved in his or her own care and service decisions





Safety

SAFETY

- The degree to which the healthcare intervention minimizes risks of adverse outcome for both patient and provider.

RISK





Key dimensions of quality

Key Dimensions

Explanation

Appropriateness

the care & services provided are relevant to individual's needs (correct, suitable & judged by peer), doing right thing in accordance to the purpose.

Availability

The healthcare service can be obtained in the face of financial, organizational, procedural, emotional & cultural to meet individual needs (accessible)

Competency

The degree to which adheres of professional / organizational standard of care / practice (satisfaction / privilege), practioner's ability to produce health and satisfaction of customer.

Continuity

The coordination of needed healthcare services for patient among all healthcare providers across organization/s over time (integration, communication)



Effectiveness

The degree to which the **provided** are achieved **desired outcomes is reached**
+ve result of care delivery

Efficacy

The **capability of the care** to produce the desired outcomes , the power of procedure and ttt to improve health

Efficiency

The relationship between **outcomes** (results) and **resources** used (inputs) (**cost effective**)

Prevention / Early Detection

Identification of risk factors / prevention of diseases (**risk assessment**)

Respect and Caring

The degree to which those providing services do **with sensitivity** for the individual's **needs, expectations**, differences and involve the individual in decision of care (**patient centered**)

Safety

The degree to which the healthcare intervention **minimizes** risks of adverse outcome **for both** patient & provider / minimizes risks of organizational environment (**risk reduction**) , environment is **free** from hazard or danger.

Timeliness

The degree to which the healthcare intervention **at the most beneficial or necessary time.**



Basic concepts of quality

Quality should be **defined by** the recipient of care or service.

➤ Quality /performance management process:

planning ,systemic and organization wide to the **monitoring analysis** **improvement** of organizational performance there by continuously improving the quality of patient care and services provided and likelihood of desired patient outcome.

Evaluation of patient **outcome** and effectiveness of diagnosis and treatment must be placed with in the context of appropriate use **of available** resources and level of care

Always monitoring for **adverse outcome**

Observe **risk issue** as well as the expected positive outcome





Business sector

Before employers **concerned** only about **increasing cost** of care but now they are also requiring proof that the quality of care received is **the best possible of dollar spent** and that **adverse outcome** are minimized
Value:



framework that is utilized for quality management program of facility
value depend on the result not input and always should defined by customer

$$\text{value} = \frac{\text{Quality of care x outcome}}{\text{cost (total cost of full cycle of care)}}$$





Value-based healthcare:

healthcare delivery **model** in which providers, including hospitals and physicians, are **paid based** on patient health outcomes. Under value-based care agreements, providers are rewarded for **helping patients improve their health, reduce the effects and incidence** of chronic disease, and live healthier lives in an evidence-based way.

Value-Based Health Care Benefits





Value = Quality + Outcome of care / Cost of care

The goal from a **value-based healthcare system** is **transparency** enabling consumers to compare the quality and price of healthcare services and make informed choices.





➤ Transparency:

Enable customer to **compare** the **quality** and the **price** of healthcare service and make informed choice to **provide the value** everyone wants , all stakeholder must agree on compatible definitions and measure of value.

- **Frontline** staff should be involved in the process (process owner)

Everyone in organization committed to and actively involved in continuous improvement of the quality of patient care





Four cornerstones for value based healthcare improvement

- Develop interoperable health information technology (HIT): Sharing electronic health record information requires setting national HIT standards and a certification process.
- Measure and publish quality information.





Four cornerstones for value based healthcare improvement

- Measure and publish price information.
- Promote quality and efficiency of care: offering pay-for-performance incentives to all providers.





Prevention Costs

- Quality Planning
- Capability evaluations
- Quality improvement training and projects

Appraisal Costs

- Incoming inspection
- In-process and final testing
- Product and process audits

Internal Failure Costs

- Scrap -> rework -> shortages and delays in supplies
- Downtime -> capacity decrease
- Analysis work -> process improvements, product re-design or downgrading

External Failure Costs

- Complaints
- Processing and analysis work
- Re-supply
- Compensation to the customer
- Sales Reductions
- Loss of sales to existing customers
- Bad quality reputation
- Loss of sales to new customers



Cost of poor quality



▪ **Any cost** that **would not** have been **expended** if quality were perfect” Cost of scrap, rework, reordering replacement parts for defective items, missing items is cost of poor quality.

▪ The total cost of quality is the *cost* of the **effort to eliminate errors and defects**, **plus** the *cost* of **defects that remain**. That is, when we spend money to prevent or remove a defect, we save money at the other end, when the customer gets a working product.

COPQ (Cost of Poor Quality)

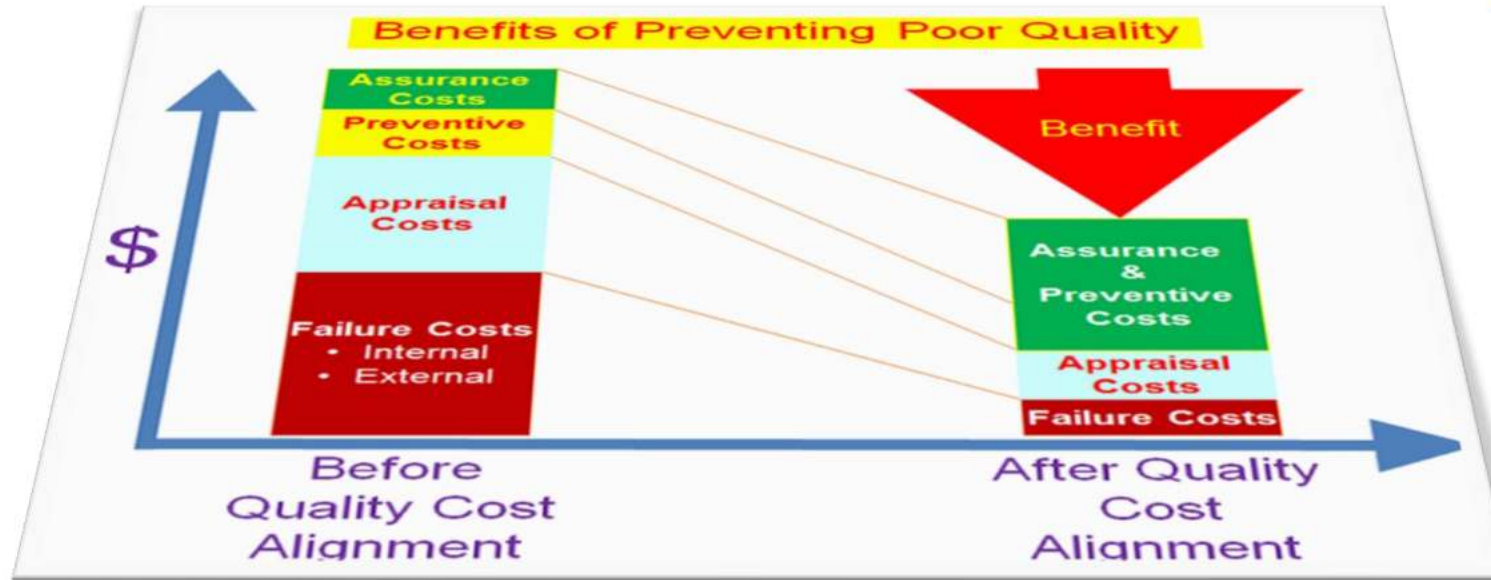


Average COPQ approximately 15% of Sales



Cost of quality

Poor quality:
Internal: customer do not know about it (rework, scrap)
External: customer know about it (warranty work, lost business)



Good quality:
Preventive create Q.system in org. as paper work, training, equipment, time to do.

Appraisal Testing, checklist, inspection

Conformance costs spent during the project to avoid failures or to **ensure quality**

Non-Conformance costs spent during and after the project because of failures **due to poor quality**





➤ Integrated healthcare:

Refer to

interprofessional healthcare is an **approach** characterized by **high degree of collaboration** and communication among healthcare professional (physician , nurses , insurers , nonclinical servers) in this environment they are **tracking** data and **monitoring** and **analyzing** it for any opportunities of **improvement** all care giver will follow **guideline and pathway.**



Guideline
Systematic and scientific way lead to how to diagnose and treat

pathway
optimal sequencing and timing of intervention for the patient



- Healthcare quality frame work based upon **TQM philosophy** and continuous improvement.

TQM

Is a broad management philosophy, espousing **quality** and **leadership commitment** that provides the energy and the rationale for implementation of the process of **Continuous Quality Improvement (CQI)** within the organization wide Quality Strategy (**add value to all customers**).

- Structured approached to overall the org. management adding value to customer long-term success through customer satisfaction





DEFINITION OF TQM



- TQM is a management approach for an organization, centered on quality, based on the participation of all its members and aiming at long-term success through customer satisfaction, and benefits to all members of the organization and to society
- **TQM** Definitions:
 - Focussing on customers satisfaction.
 - Provides best quality product at lowest possible price
 - Prevention of defects, target is zero defects





It is the involvement of the entire organization in a process of quality improvement to provide value.



All functions and all employees have to participate.





Focusing on meeting customer needs and organizational objectives.

Continuous improvement in all work, from high level strategic planning and decision-making, to detailed execution of work elements on the shop floor.

H I G H L E V E L





Key concepts of TQM

- Continuous Quality Improvement (aim of TQM) reflecting in:
 1. **Increase** Customer Satisfaction.
 2. **Increase** Productivity.
 3. **Increase** Profits.
 4. **Increase** Market share.
 5. **Decrease** Costs.

key concepts of TQM

- Top management leadership.
- Creating corporate framework for quality
- Transformation of corporate culture.
- Customer focus.
- Process focus.
- Collaborative approach to process improvement.
- Employee education and training.
- Learning by practice and teaching.
- Benchmarking.
- Quality measurement and statistics.
- Recognition and reward.
- Management integration.

