



MOHAMED EL DIB

1. the **type of organization** . (gov or non gov)
2. it is for **profit or not for profit**.
3. the **mission, vision, and values** of the organization
4. **patient population**.
5. **type of services offered**, type of practitioners utilized.
6. **geographic and environmental factors** .

Definition of quality

Impacted by

- body of **senior managers** representing with in a firm and **quality specialists** who meet periodically to identify quality problems and devise appropriate solutions of these problem.

- consists of the **administrative, physician, and nurse leaders** and key organization staff who serve as an **oversight committee** for all quality activities (clinical and non-clinical) of the organization and including community members and/or previous patients.

1. **Promote quality improvement**
1. **Provide technical support**
2. **Set goal and time frame**
3. **Prioritize the opportunities of improvement**
4. **Establish performance improvement team**

Responsibilities (Develop/Modify-Approve PI Plan/Prioritize-Select-over see and support PI teams)

1. **eliminate all redundant bodies.**
2. **reduce the need for multiple meetings and duplicative reporting**
3. **ensure appropriate and timely communication** throughout the organization

High level information (Graph)/ Findings by highlighted memo

Leadership role

Quality council

Accountability structure



Quality language

Staff must know the common terms of quality

W can not improve everything because of **lack of resources**

Organisation important function

How can we prioritise the project

- High risk
- High cost
- High volume
- Problem prone

Effective Structure

Structure

Performance Improvement

Performance: what is done and how well it is done to provide healthcare .

1. Performance improvement program **structure**
2. Performance improvement **plan**
3. **Implementation** of performance improvement program
4. **Dissemination** of performance improvement information
5. **Team**
6. Practitioner **appraisal** process
7. **QM & PI orientation** and training and education

Elements of a Quality/Performance Improvement Plan:



Improve process

Decrease variation/reduce defect

Six Sigma

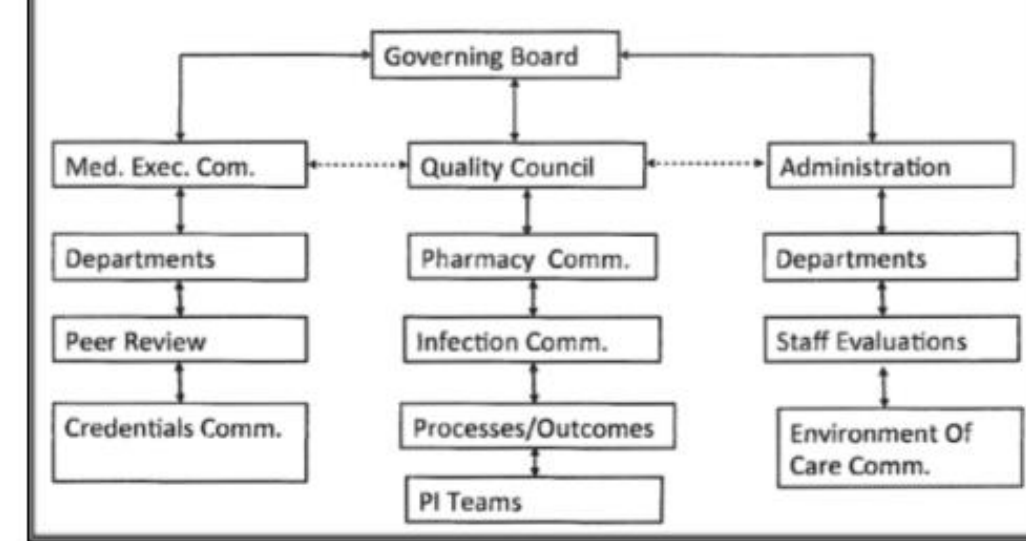
Eliminate waste/non added value

Lean

5S tool

- Sort** evaluates what is needed and what non-value added items/steps can be deleted.
- Store** consists of examining the effectiveness of the order of steps in the process, and reorganized to increase efficiency and productivity.
- Shine** consists of streamlining the process to eliminate additional processing time. Standardize work phase is when the process steps are standardized
- Standardize** work phase is when the process steps are standardized
- Sustain** the process can be monitored and refined in order to maintain the new processing time..

QM/PI INFORMATION FLOW



Information flow & reporting

Periodic reporting

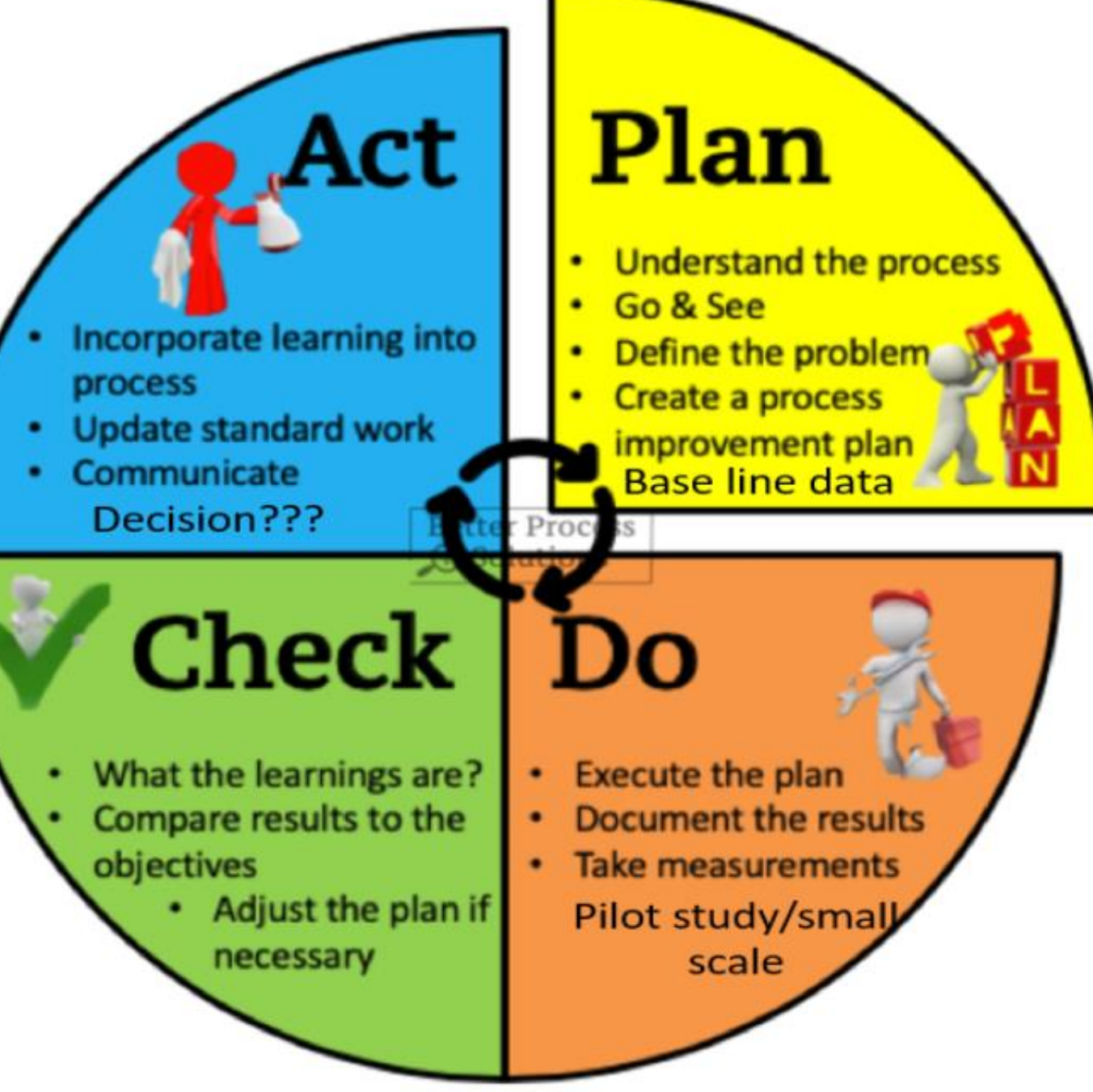
information flow

Balance score card

Dashboard	Balance score card
Support Operational decision	Support strategic plan
Monitor in real time (Performance monitoring)(snapshot of business performance)	Performance management(Progress toward target)
Real time feed	Monthly snapshot (retrospective)
Display performance (KPI)	Display Progress (metric against target)
Visualise performance to understand the current status (NOW)	Align KPI, Objective and action to see the connection between them



PDCA



DEFINE

MEASURE

ANALYZE

IMPROVE

CONTROL

Supplier	Input	Process	Output	Customer
Patient	Patient Information / Systems	• Triage/Reception • Patient Assessment • Assign bed & Admissions • Deliver Care	• Discharge Decision	Ward Clerk
Ward Clerk	Discharge Decision	• Discharge decision/activities	• Patient discharge papers	Nurse
Nurse	Patient Discharge Papers	• Patient discharge	• Discharge	Patient

Step 1: We have identified a process that will involve a patient ward clerk and nurse.

Step 2: In some cases, such as the first row of processes, we link together multiple high level processes.

Step 3: The outputs of one process become the input of the next row

Step 4: Identify the Customer(s) that will receive the corresponding outputs from each process step.

Step 5: Identify the input(s) necessary for the Process to function properly (this will typically be the output of the previous row)

Step 6: Identify the Supplier(s) of the corresponding input(s) (this will be the supplier from the previous row)

Six Sigma Belt Colors	
White Belts	Work on local problem-solving teams but not part of Six Sigma teams Have an awareness of Six Sigma aspects
Yellow Belts	Participate as project team member Reviews process improvements that support the project
Green Belts	Leads Green belt projects and teams Assist with the data collection and analysis for Black Belt projects Integrate Six Sigma implementation into their primary jobs
Black Belts	Leads problem-solving projects Trains & coaches project teams
Master Black Belts	Dedicate all their professional efforts to Six Sigma Concentrates on Six Sigma implementation Trains and coaches Black and Green Belts

Type of WASTE

