

Six Aims of Healthcare Quality

MGMT 415

MODULE ONE ASSIGNMENT

Safety

- Description of the Aim: Safety in healthcare aims to avoid harm to patients while providing care. This involves preventing errors, injuries, accidents, and infections that may occur during treatment.
- Measurement Example: Rate of hospital-acquired infections.
- Improvement Example: Implementing strict hand hygiene protocols can reduce infection rates.



Effectiveness



DESCRIPTION OF THE AIM: EFFECTIVENESS ENSURES THAT CARE IS BASED ON SCIENTIFIC KNOWLEDGE AND PROVIDES BENEFICIAL OUTCOMES. IT INVOLVES DELIVERING SERVICES BASED ON EVIDENCE-BASED PRACTICES TO ACHIEVE THE BEST POSSIBLE RESULTS FOR PATIENTS.



MEASUREMENT EXAMPLE: PERCENTAGE OF PATIENTS ACHIEVING TARGET BLOOD PRESSURE LEVELS.



IMPROVEMENT EXAMPLE: UTILIZING EVIDENCE-BASED GUIDELINES FOR HYPERTENSION MANAGEMENT CAN ENHANCE EFFECTIVENESS.

Patient-centeredness

- Description of the Aim: Patient-centeredness involves providing care that respects and responds to individual patient preferences, needs, and values. It emphasizes the importance of involving patients in decision-making processes and ensuring that care is tailored to their unique circumstances.
- Measurement Example: Patient satisfaction scores.
- Improvement Example: Incorporating patient feedback into care plans can improve patient-centeredness.



Timeliness

- Description of the Aim: Timeliness aims to reduce delays in receiving and providing care. It ensures that patients get the care they need promptly, which can improve outcomes and patient satisfaction.
- Measurement Example: Average waiting time for emergency room patients.
- Improvement Example: Implementing a triage system to prioritize urgent cases can enhance timeliness.

Efficiency



Description of the Aim: Efficiency involves maximizing resource use to achieve the best outcomes. This includes minimizing waste, optimizing resource allocation, and ensuring that healthcare services are delivered in a cost-effective manner.



Measurement Example: Cost per patient treated.



Improvement Example: Streamlining administrative processes can improve efficiency.

Equity

Description of the Aim:
Equity ensures that care is provided fairly and without discrimination. It aims to provide equal access to healthcare services for all individuals, regardless of their socioeconomic status, ethnicity, or other personal characteristics.



Measurement Example:
Disparity in treatment outcomes between different demographic groups.



Improvement Example:
Implementing cultural competence training for healthcare providers can promote equity.

References

- Amalberti, R., Staines, A., & Vincent, C. (2022). Embracing multiple aims in healthcare improvement and innovation. *International Journal for Quality in Health Care: Journal of the International Society for Quality in Health Care*, 34(1), mzac006. <https://doi.org/10.1093/intqhc/mzac006>
- IMO. (2023). *Six Domains of Health Care Quality*. <https://www.ahrq.gov/talkingquality/measures/six-domains.html>