

Healthcare Quality Orientation

MGMT 415

Module Eight Assignment

Introduction to Healthcare Quality

Introduction to healthcare quality
concepts

Importance of healthcare quality in
patient outcomes

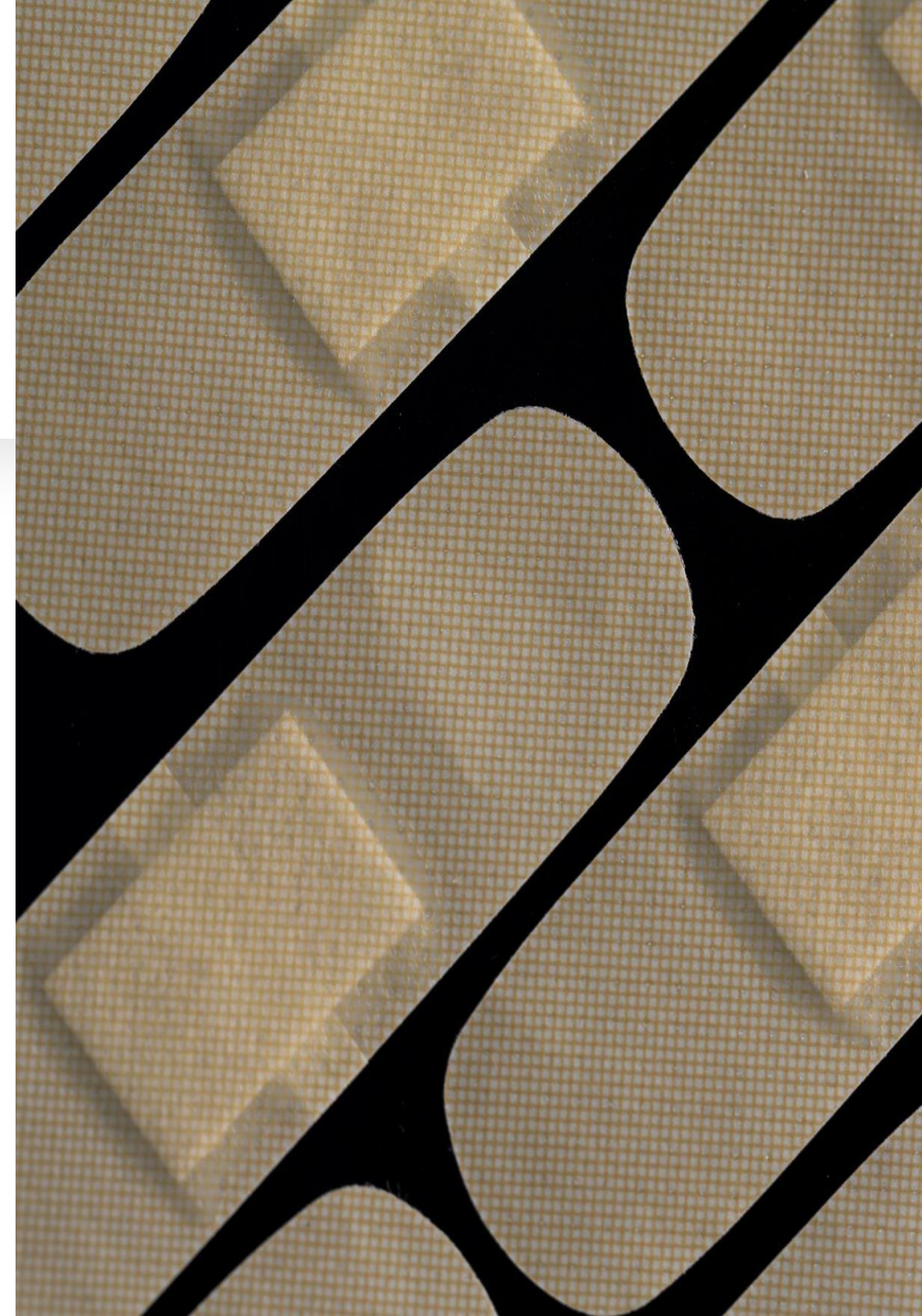
Overview of the Six Aims of Healthcare
Quality

Outline of the presentation

Objectives of the orientation

Safe

- Minimize risks and harm to patients
- Implement and adhere to strict protocols
- Proper hand hygiene practices
- Robust infection control protocols
- Protect patients and healthcare providers



Effective



- Consistent application of evidence-based practices
- Adherence to clinical guidelines
- Improve patient health outcomes
- Integrate clinical expertise with research evidence
- Example: Managing chronic conditions like diabetes



Patient-Centered

- Respect patients' preferences, needs, and values
- Personalized care plans
- Patient involvement in decision-making
- Cultural competence in care
- Patient satisfaction surveys

Timely



Reduce wait times and harmful delays



Streamlined appointment scheduling



Efficient patient flow management



Immediate response to urgent care needs



Technology in scheduling and reminders

Efficient



Eliminate waste in healthcare processes



Optimize resource use



Improve workflow efficiency



Apply Lean principles in healthcare



Standardize procedures and reduce unnecessary tests

Equitable

Provide uniform quality of care

Address disparities in healthcare

Ensure care regardless of personal characteristics

Train healthcare providers on implicit bias

Community outreach programs

Examples of Healthcare Quality Issues

- High-quality care example: Diabetes management program
- Improved patient outcomes and reduced readmissions
- Low-quality care example: Medication mismanagement
- Negative consequences for patient safety
- Lessons learned from both examples



Strategies to Identify Causes of Healthcare Errors

- Root Cause Analysis (RCA)
- Identify underlying issues and implement corrective actions
- Steps in conducting an RCA
- Failure Mode and Effects Analysis (FMEA)
- Anticipate failures and mitigate risks



Tools and Models for Improving Healthcare Quality



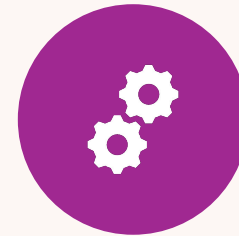
PLAN-DO-STUDY-ACT
(PDSA) CYCLE



FOUR PHASES: PLAN,
DO, STUDY, ACT



APPLICATION
EXAMPLES IN QUALITY
IMPROVEMENT



PRINCIPLES OF LEAN
SIX SIGMA: REDUCE
WASTE, IMPROVE
PROCESSES



BALANCED
SCORECARD: ALIGN
ACTIVITIES WITH
STRATEGY

Recommendations for New Employees

1

Encourage continuous education and training

2

Pursue professional development opportunities

3

Engage in quality improvement projects

4

Participate in quality improvement committees

5

Foster a culture of excellence

Evidence-Based Practice & Accrediting Bodies



Relevant practice: Infection control protocols



Step-by-step integration into daily operations



Research shows a reduction in infections (WHO, 2016)



The Joint Commission: Enhancing care quality



Benefits and challenges of compliance

References

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