

HEALTH CARE QUALITY

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Introduction

Healthcare quality is a complex concept influenced by several factors. It reflects how well healthcare services improve the health of individuals and communities.

The main goal is to deliver high-quality care that enhances life, treats illnesses when possible, and extends life expectancy.

Assessing healthcare quality involves detecting issues through diagnosis and working to reduce health risks.

COMMISSION'S EFFORTS TO ENHANCE HEALTHCARE QUALITY

The commission recognized significant issues in healthcare quality and emphasized the need for systematic improvements. To address these challenges effectively,

Five specialized subcommittees were established:

1. Consumer Rights

This subcommittee introduced a healthcare bill of rights, outlining both the protections and responsibilities of patients.

2. Performance Measurement

Focused on enhancing the accuracy and reliability of healthcare evaluations by improving performance metrics.

3. Quality Improvement

Chaired by a nurse, this team worked on fostering a culture of quality improvement and eliminating internal and external barriers to progress.

4. Public Responsibility

Explored the public's role in safeguarding and promoting the quality of healthcare services.

5. Errors in Healthcare

Errors occur when a planned activity is not executed as expected or when an incorrect strategy is used to achieve a goal. There are two types of mistakes: planning mistakes and execution errors. These errors can harm the patient, and some of them might have been preventable.

Types of Quality Problems

MISUSE, OVERUSE, AND UNDERUSE IN HEALTHCARE

- **Misuse** : refers to avoidable complications that prevent patients from fully benefiting from a service.
- **Overuse** : occurs when a service is provided in a way that the harm caused outweighs the benefits.
- **Underuse** : happens when a necessary service is not provided, potentially leading to a negative outcome for the patient.

goal of improvement the health care quality

1. Enhancing Patient Safety

Focuses on preventing patient injuries during care, reducing medical errors, and improving overall safety standards in healthcare delivery.

2. Effectiveness

Ensures that care aligns with scientific evidence, providing services based on the latest research and evidence-based practices.

3. Improving Patient-Centered Care

Prioritizes respect for each patient's preferences, needs, and values, involving them in all decision-making processes.

1. Timeliness

Minimizing waiting times and delays for both patients and healthcare providers.

2. Enhancing Efficiency

Reducing waste—whether in equipment, supplies, ideas, or energy—ensuring optimal use of resources.

3. Promoting Equity

Ensuring that the quality of care is consistent and does not vary based on personal factors like gender, ethnicity, location, or socioeconomic status, with a focus on closing racial and ethnic health gaps.

Rules to guide care delivery and impose the health care System

1. Continuous Healing Relationships

Care should be provided whenever patients need it, fostering ongoing relationships between patients and healthcare providers.

2. Customization Based on Patient Needs and Values

Healthcare systems should address common needs while also being flexible enough to accommodate individual patient preferences and choices.

3. The Patient as the Source of Control

Patients should receive the information they need and be empowered to control decisions related to their healthcare, based on their own preferences.

4. Shared Knowledge and Free Flow of Information

Patients should have unrestricted access to their own medical information as well as relevant clinical knowledge.

5-5. Decision Making Supported by Evidence

Healthcare decisions should be grounded in the most reliable scientific evidence available, ensuring that patients receive the most effective care based on current research.

6. Safety as an Integral System Feature

Patient safety should be a core element of the healthcare system, with safeguards in place to prevent harm caused by the care process itself.

a. Minimizing Waste

The healthcare system must operate efficiently, ensuring that both resources and patient time are used wisely, avoiding any unnecessary waste.

b. Collaborative Care Among Professionals

Healthcare providers should work together, sharing expertise and resources, to offer coordinated and comprehensive care, enhancing the overall quality of treatment for patients.

How would a national health care report affect efforts to improve quality?

1. Performance Comparison and Standards

Healthcare providers should have clear benchmarks to evaluate their performance, comparing it against national standards to drive continuous improvement and consistency in care delivery.

2. Promoting Accountability and Openness

By making national healthcare data publicly available, the system fosters greater transparency. This allows both patients and healthcare professionals to easily assess the quality of care, ensuring that providers remain accountable for their services.

Making Informed Decisions: By utilizing data, policymakers can make smarter choices about where to allocate resources and what laws to implement or revise. This also supports healthcare professionals in making decisions that lead to better health outcomes.

Prioritizing Evidence-Based Practices: National data allows healthcare providers to gain deeper insights into the effectiveness of various treatments and interventions, helping to improve care quality through the promotion of evidence-based approaches.

Patient-Centered Care: National reports may include metrics on patient outcomes and satisfaction, encouraging healthcare systems to prioritize patient-centered care. This highlights the critical role of patient experience in the overall quality of healthcare.

what are example of quality improvement initiation in health care?

1. **Minimizing Hospital-Acquired Infections (HAIs):** Implementing strict hygiene protocols and infection control practices to reduce the risk of infections acquired during hospital stays.
2. **Enhancing Medication Safety:** Ensuring accurate prescribing, dispensing, and monitoring of medications to prevent errors and adverse drug events.
3. **Reducing Hospital Readmissions:** Improving discharge planning and follow-up care to lower the chances of patients returning to the hospital unnecessarily.
4. **Improving Communication and Care Coordination:** Strengthening collaboration among healthcare teams to ensure seamless and effective patient care across all stages of treatment.
5. **Advancing Evidence-Based Practices:** Encouraging the use of treatments and interventions that are backed by scientific research to improve care outcomes.
6. **Optimizing End-of-Life Care:** Providing compassionate, personalized support that aligns with patients' values and preferences during their final stages of life.

THE SIX SIGMA



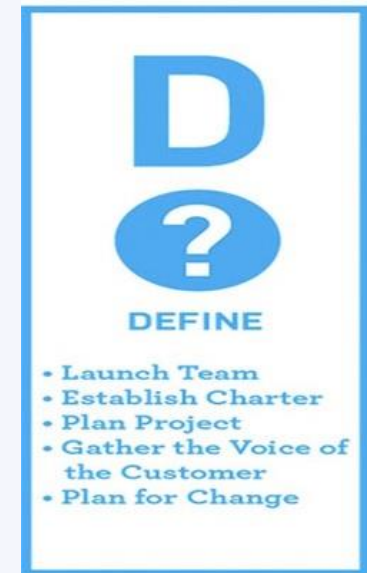
SIX SIGMA METHODOLOGY IN HEALTHCARE:

DMAIC is the Core Concept of Six Sigma.

Let's explore how the DMAIC process can support healthcare institutions through some key guidelines:

1. Define Phase:

In this phase, the problem is identified and the goals of the project are clearly outlined. For example, this may involve identifying specific areas in patient care that require improvement, such as long emergency room wait times, shortages of essential supplies, medication errors, or poor communication among staff.



2. Analyze Phase:

In this phase, the data collected during the Measure phase is carefully examined to identify the root causes of problems. When focusing on medication errors, common underlying causes may include:

- **Human Error** (e.g., misreading medication labels, dosage calculation mistakes).
- **Communication Breakdowns** (e.g., misunderstood verbal orders, inadequate shift handoffs).
- **System Failures** (e.g., outdated or unclear protocols, lack of digital tools for prescribing).
- **Environmental Factors** (e.g., frequent distractions, excessive workload, staff shortages).



3. Control Phase:

This phase ensures the long-term sustainability of the improvements implemented during the Improve phase. The goal is to maintain progress and prevent regression by embedding effective practices into daily operations. For example:

- **Implement Electronic Prescribing Systems** to reduce the risk of human error.
- **Mandate Double-Checks for High-Risk Medications** (e.g., anticoagulants, opioids) to enhance safety.
- **Establish Clear Communication Protocols** (e.g., standardized handoff procedures) to minimize misunderstandings and promote consistency in patient care.



SIX Sigma

Note: Six sigma is derived from the statistical bell curve, where one sigma denotes one standard deviation from the mean. The process is considered to have an "extremely low" defect rate if its six Sigma values are three above and three below the mean.

The Benefits of Six Sigma in Healthcare

Healthcare organizations can enhance the quality of patient care by gaining a deeper understanding of patient needs and expectations. Six Sigma has proven to significantly impact patient care, operational efficiency, and overall management in the healthcare sector—resulting in both cost reduction and improved quality.

Whether it's accelerating the transfer of patients from the emergency department to inpatient rooms or streamlining laboratory turnaround times, Six Sigma helps healthcare institutions optimize resources, eliminate waste, and achieve better outcomes. This ultimately contributes to reduced costs and increased patient satisfaction.

Many healthcare institutions have successfully integrated Six Sigma into their quality improvement initiatives with measurable success.

Example of health care organisations in America that have successfully adopted six sigma as part of their quality improvement methods

Several healthcare organizations in the United States have successfully adopted Six Sigma as part of their quality improvement initiatives:

1. Rapides Regional Medical Center:

By applying Six Sigma to reduce defects in the emergency department, the hospital significantly decreased patient wait times, increased patient intake capacity, and achieved annual savings of over \$9.5 million.

2. Women & Infants Hospital of Rhode Island:

This hospital implemented Six Sigma to improve its embryo transfer process, resulting in a 30% increase in success rates for the procedure.

Competencies for all health care professional

- **Provide Patient-Centered Care:**

Deliver care that is respectful of, and responsive to, individual patient preferences, needs, and values.

- **Collaborate Within Interprofessional Teams:**

Work effectively with professionals from various disciplines to ensure coordinated and comprehensive patient care.

- **Apply Evidence-Based Practice:**

Integrate the best current evidence with clinical expertise and patient values to make informed care decisions.

Speak up: use to prevent healthcare error

- . * SPEAK UP (TALK IF YOU HAVE ANY QUESTIONS)
- PAY ATTENTION TO THE CARE YOU RECEIVE.
- EDUCATE YOURSELF (KNOW YOUR DIAGNOSIS AND ITS REASONS).
- ASK (MAKE YOUR FAMIL A ADVOCATE FOR YOU).
- KNOW (KNOW THE MEDICINE YOU ARE TAKING).
- USE(USE THE HOSPITAL CLINIC THAT CARES ABOUT SAFETY AND .QUALITY)
- PARTICIPATE(PARTICIPATE IN ALL DECISIONS RELATED TO YOUR TREATMENT).

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THANK YOU