

Quality Improvement Plan
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Quality improvement plan

The company United health group is a famous company in the USA. This company has mainly produced a quality improvement plan for the improvement of different sectors in the healthcare systems. This company mainly provides the best quality services to the patients that are safe to the patients and that are delivered to all the patients promptly and follow-up them properly. Quality improvement plans can be defined as basic guidance documents which indicate what kinds of responsibilities the health depends on to provide ultimate care to the patients. The healthcare center UnitedHealth Group has taken multiple initiatives regarding quality manager plans to manage the quality of services to their patients.

Goals

The goals of the United health group are to provide healthcare to all people and give them healthier lives¹. Not only that, but they also help the system in this company to work and give their best to the patients and human beings. They provide treatment and care to all patients effectively. They fulfill all the needs of the customer. The company mitigates all the risks and gives its best services to them. The company UnitedHealth Group has multiple goals to maintain the quality of its services. To standardize their process of giving care to the patients they follow their initiatives of quality management plans². Another important goal of this healthcare center in this context is to achieve predictable results such as achieving ultimate proficiency in solving the health-related issues of the patients.

Principles

Integrity

The company wants to provide honesty, follow their profession properly, and hear all the problems of the patients. Integrity is one of the most important factors in the health department. So, the professionals need to have an overall sense of worthiness to treat the patients.

¹ Riley, Katie, et al. "Reducing hospitalizations and costs: a home health nutrition-focused quality improvement program." *Journal of Parenteral and enteral Nutrition* 44.1 (2020): 58-68. <https://aspenjournals.onlinelibrary.wiley.com/doi/pdfdirect/10.1002/jpen.1606>

² Urquhart, Alexandra, et al. "Learning from patient safety incidents involving acutely sick adults in hospital assessment units in England and Wales: a mixed methods analysis for quality improvement." *Journal of the Royal Society of Medicine* 114.12 (2021): 563-574. <https://journals.sagepub.com/doi/pdf/10.1177/01410768211032589>

Relationship

They create good quality relationships with the patients and help them to live happily and longer with fewer mental problems. Healthcare professionals need to have the quality to build friendly relations with the patients and also with their families³. It helps the patients to boost their confidence in recovering from the disease they suffer.

Performance

They provide the best quality services to the patients and the result is that the hospital stay is average and the treatment cost is low and affordable⁴. Though the overall performance of this healthcare center is quite praiseworthy, they need to put some effort into gathering the information that patients want from them. It will be very useful to make their preference more attractive.

Compassion

They can understand the pain, concern, distress, suffering, and emotional resonance of the company. The healthcare representatives also need to have the quality to understand the actual pain and difficulties of the patients along with having the quality of showing compassion to them.

Innovation

The company wants to innovate something new which will give the best services to the patients. They decide to innovate new techniques such as telehealth, immunotherapy, or 3D printed devices to provide more appropriate care to the patients⁵.

Customer-focused

They mainly want to focus on the customers and fulfill all the needs and requirements of them.

Recovery focused

³ McNab, Duncan, et al. "Development and application of 'systems thinking principles for quality improvement.'" *BMJ open quality* 9.1 (2020): e000714. <https://bmjopenquality.bmj.com/content/bmjopenquality/9/1/e000714.full.pdf>

⁴ Abu-Rumman, Ayman, et al. "The impact of quality framework application on patients' satisfaction." *International Journal of Human Rights in Healthcare* 15.2 (2022): 151-165. https://www.researchgate.net/profile/Faisal-Al-Madi-2/publication/352293696_The_impact_of_quality_framework_application_on_patients%27_satisfaction/links/60c26fbc299bf1949f496afb/The-impact-of-quality-framework-application-on-patients-satisfaction.pdf

⁵ Robert, Glenn, et al. "Exploring the sustainability of quality improvement interventions in healthcare organizations: a multiple methods study of the 10-year impact of the 'Productive Ward: Releasing Time to Care' programme in English acute hospitals." *BMJ Quality & Safety* 29.1 (2020): 31-40. <https://qualitysafety.bmj.com/content/qhc/29/1/31.full.pdf>

The company mainly focuses on the recovery of patients and gives them the best services for their well-being.

Responsible for this plan

The company is mainly responsible for giving the best services and products to its patients. They always want to focus on the customers and fulfill their needs in possible ways. The persons who will be mainly responsible for the quality improvement plan are the quality manager or the project manager⁶. The quality manager assures the roles in the company and the quality and controls the experts to perform their work accurately and promptly. This person mainly establishes and devises the standard and the procedures in the services of healthcare. They mainly want to maintain the safety and health quality that will be provided to the patients. The healthcare center should have the ultimate responsibility of caring for the patients⁷. The purpose Of the UnitedHealth Group is to provide ultimate care to patients by hook or by crook.

Identification of Members of the Quality Improvement Committee

The members who are mainly related to the committee of quality improvement are the quality executives and the medical experts, contractors of managed care. They are mainly responsible for the guidance which is provided to the company or the organization⁸. Their guidance helps the health care company to take the initiative for improving the quality of the services and accredited the particular and best service to the patients.

⁶ Sherman, Jodi D., et al. "The green print: advancement of environmental sustainability in healthcare." *Resources, Conservation and Recycling* 161 (2020): 104882. <https://par.nsf.gov/servlets/purl/10214653>

⁷ Hunt, David Francis, et al. "Ethical considerations in quality improvement: key questions and a practical guide." *BMJ open quality* 10.3 (2021): e001497. <https://bmjopenquality.bmj.com/content/bmjopenquality/10/3/e001497.full.pdf>

⁸ Bhat, Shreeranga, et al. "Lean Six Sigma for the healthcare sector: a multiple case study analysis from the Indian context." *International Journal of Quality & Reliability Management* 37.1 (2020): 90-111. https://www.researchgate.net/profile/Ahmed-Zaid-2/publication/341043587_The_Impact_of_Total_Quality_Management_and_Perceived_Service_Quality_on_Patient_Satisfaction_and_Behavior_Intention_in_Palestinian_Healthcare_Organizations/links/5eaaac3592851cb26766e00a/The-Impact-of-Total-Quality-Management-and-Perceived-Service-Quality-on-Patient-Satisfaction-and-Behavior-Intention-in-Palestinian-Healthcare-Organizations.pdf

Quality Improvement Committee Meeting Frequency, Format, and Cost

The members of the company meet with each other at the interval of one or two years. They mainly follow up on all the data and take major actions based on that. They mainly assume what can be the cost of improving those services. Not only that, but they also decide how they will provide their best services and innovate something new to fulfill all the needs of the patients. The healthcare authorities need to have the procedure of quality improvement meeting frequency promptly. The reason is to increase the efficiency of the health officials to deal with the problems of the patients. However, this healthcare center maintains its equity improvement programs based on routines. Though maintaining the procedures are quite costly, quality management ultimately can support the overall functions by giving ultimate care to the patients.

Quality Improvement Initiative 1: Improving Patient safety indicator

The company should implement some changes in technology like the medical electronic record system of medical care of the patients, and improve the staff awareness to mitigate the risks in the patients⁹. Apart from that, taking new initiatives such as telehealth, convenient care, and artificial intelligence can be very useful for this company to improve patient safety indicators.

Quality improvement initiative 2: Improving Inpatient indicator

The company should improve the quality of the services and give the best services to them as this will help them to give the best care to the patients.

Quality improvement initiative 3: Improving prevention indicator

The issues should be identified by the company and removed for giving the best care to the patients. This will help them to improve the condition of their health.

Quality improvement initiative 4: Improving pediatric quality indicator

The company should find out the health care of the children and give them proper medicine and services to overcome all the problems and mitigate all the risks regarding that.

Quality Improvement Tools to analyze data

The tools which are used to analyze the data based on quality improvement are the PSAT tool. This tool measures the structure of the program to develop and implement some services according to the patients. Not only that, but they also use process maps and run chart tools to

⁹ Elwyn, Glyn, et al. "Coproduction: when users define quality." *BMJ quality & safety* 29.9 (2020): 711-716. <https://qualitysafety.bmj.com/content/qhc/29/9/711.full.pdf>

follow up and assume the care of the patients. The data collection tool is also used to analyze the care of outdoor patients¹⁰. The diagram and tool help the company to measure the health of the childcare. These tools can be helpful for the company to collect and analyze all the data and improve the quality according to that.

Quality improvement indicator 1

Item	Description
Indicator name	Quality Indicator of Patient Safety
Definition	The indicator of patient safety is used to measure the adverse events that are experienced by the patients. The type of numerical value that is used in this indicator is a percentage, number of occurrences, and frequency.
Quality improvement data collection mechanism	The data is collected in this indicator by using two levels and that is the area level and the provider level. At the area level, the data is collected from different areas and the places where this is seen in most of the patients. At the provider level, the data is collected from some patients who have faced different complications in the hospitals or health care ¹¹ . This type of data is collected by the organization and divides some persons into different areas to collect the information.
Quality improvement tool selected	PSAT tool

¹⁰ Phelan, Amanda, et al. "Review of developments in person-centred healthcare." (2020). <https://openarchive.usn.no/usn-xmliui/bitstream/handle/11250/2753283/2020McCormackReview.pdf?sequence=2&isAllowed=y>

¹¹ Shah, Adnan Muhammad, et al. "Mining patient opinion to evaluate the service quality in healthcare: a deep-learning approach." *Journal of Ambient Intelligence and Humanized Computing* 11 (2020): 2925-2942. https://www.researchgate.net/profile/Adnan-Shah-4/publication/335634737_Mining_patient_opinion_to_evaluate_the_service_quality_in_healthcare_a_deep-learning_approach/links/6016fb20299bfb33e3d2d93/Mining-patient-opinion-to-evaluate-the-service-quality-in-healthcare-a-deep-learning-approach.pdf

Assessment frequency	The quality improvement committee assesses the information regularly as this is related to patient safety ¹² . The information can help the committee to find out the problems and resolve that for giving safety to the patients.
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Quality improvement indicator 2

Item	Description
Indicator name	Quality Indicators of Inpatient
Definition	The quality indicator of inpatients provides an assumption on the quality of care to all the patients. This mainly measures whether the care is properly given to the patient or not. This indicator includes the mortality rate during surgical procedures and the medical conditions of the patient. This can also get to know from this theory that the procedures are misusing, overusing or underusing to give the services to the patients ¹³ . The type of numerical value that is used in this indicator is the percentage and rate which help to understand whether the care is useful for the patient or not.
Quality improvement data collection mechanism	The data is collected in this indicator by follow-up of the patients regularly. As this can help the company to get information about the care of the patients. They can improve care by collecting all the pieces of information.
Quality improvement tool selected	Process map and the run charts tools

¹² Tortorella, Guilherme, Desirée H. van Dun, and Amanda Gundes de Almeida. "Leadership behaviors during lean healthcare implementation: a review and longitudinal study." *Journal of manufacturing technology management* 31.1 (2020): 193-215. https://ris.utwente.nl/ws/portalfiles/portal/153091591/JMTM_02_2019_0070.pdf

¹³ Lee, Shoo K., et al. "Outcomes and care practices for preterm infants born at less than 33 weeks' gestation: a quality-improvement study." *Cmaj* 192.4 (2020): E81-E91. <https://www.cmaj.ca/content/cmaj/192/4/E81.full.pdf>

Assessment frequency	This is assessed also in the gap of 2-3 days, as this gap can help to get to know whether the patient is fine and healthy or not. This can also assess the improvement of the patient and also get to know the care of them.
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Quality improvement indicator 3

Item	Description
Indicator name	Quality Indicator of Prevention
Definition	The quality indicator of prevention is mainly identifying all the issues regarding the care of the outpatient by follow-up them after discharge from the hospital ¹⁴ . This indicator mainly uses the data from the discharge of the hospitals to find out the admissions that are not repeated for giving high-quality care to the outpatients. The type of numerical value that is used in this indicator is error rate, percentage, and frequency. This all tells the issues with the care of the outpatients.
Quality improvement data collection mechanism	The data is collected in this indicator by collecting the information monthly from hospitals. The data will show whether the outpatients are facing issues or not with care. The patients are getting proper care or not after discharge from the hospitals.
Quality improvement tool selected	Data collection tool
Assessment frequency	In monthly basis

¹⁴ Khanra, Sayantan, et al. "Big data analytics in healthcare: a systematic literature review." *Enterprise Information Systems* 14.7 (2020): 878-912. <https://www.tandfonline.com/doi/pdf/10.1080/17517575.2020.1812005>

Quality improvement indicator 4

Item	Description
Indicator name	Indicators of Pediatric Quality
Definition	The indicator of pediatric quality is mainly measuring the health care of the children. The type of numerical value that is used in this indicator is frequency, percentage, and rate.
Quality improvement data collection mechanism	The data is collected from the hospital discharge as this will give them specific information of them ¹⁵ .
Quality improvement tool selected	Diagrams and charts
Assessment frequency	Weekly basis

Initiative Outline

Quality improvement initiative 1: Improving Patient safety indicator

Description

This indicator is used to measure and adverse events that are adversely experienced by the patients. Various types of numerical values are used in the indicator as a percentage and number of cases of frequency.

Quality improvement data collection

The data has been collected by the indicator which was divided into two labels one is area level and the other one is provider level¹⁶. At this level of the area, the data has been collected from many places and different areas and where there is most of the patients may see at the

¹⁵ Chen, Mei, and Michel Decary. "Artificial intelligence in healthcare: An essential guide for health leaders." *Healthcare management forum*. Vol. 33. No. 1. Sage CA: Los Angeles, CA: SAGE Publications, 2020. <https://journals.sagepub.com/doi/pdf/10.1177/0840470419873123>

¹⁶ Lorts, Angela, et al. "The creation of a pediatric health care learning network: the ACTION quality improvement collaborative." *Asaio Journal* 66.4 (2020): 441-446. https://myactioneducation.org/wp-content/uploads/2020/07/The_Creation_of_a_Pediatric_Health_Care_Learning.98568.pdf

level of provider, In that cases, the data have been collected from those patients who had faced a different type of problems in the health care. All the data is collected by the organization and it is dividends by some person into different arias for collect the information.

Quality improvement tool

PSAT tools

PSAT is one kind of health tool all over the world. It can improve patient's health and it can develop their health condition. The VHA of patient safety assessment tools has been implemented to assist health managers and staff and an objective assessment of patient health programs. It is survey tools that can allow anyone access to document the status of a variety of safety issues¹⁷. This survey was created on a local and national level also. It is a web-based application that can be accessed through a mobile, computer, or any adobe flash. It is a way to promote the safety and health care of all patients around the world and also helps to reduce the risk factor of adverse events. Hospitals can use it whenever they need to use or practice for patient health. To extend to this in the world they might be needed to implement that service as much as they can.

Assessment frequency

The quality of improvement the committee assesses regularly as it is related to the patient's safety. The information can help the committee to find the issues and solve problems to give safety to the patients.

Quality improvement initiative 2: Improving Inpatient indicator

Description

The quality indicator of impatience provides quality care to the patient. This mainly determines when the care is properly given to the patient or not. This indicator includes the mortality rate during the surgical procedure and also the medical condition of the patient. It can also get to know from this theory that the procedures are misusing, overusing, and underusing to give the treatments to patients.

Quality improvement data collection

¹⁷ Jukić, Miro, Jelena Antišić, and Zenon Pogorelić. "Incidence and causes of 30-day readmission rate from discharge as an indicator of quality care in pediatric surgery." *Acta Chirurgica Belgica* 123.1 (2023): 26-30. https://www.researchgate.net/profile/Miro-Jukic/publication/351425275_Incidence_and_causes_of_30-day_readmission_rate_from_discharge_as_an_indicator_of_quality_care_in_pediatric_surgery/links/61bb82e64b318a6970e79717/Incidence-and-causes-of-30-day-readmission-rate-from-discharge-as-an-indicator-of-quality-care-in-pediatric-surgery.pdf

The data is collected and connected by following up with the patient regularly. It can help companies to give information about the patient's health and care details. They can improve their care by collecting each piece of information.

Quality improvement tool

Possess maps are a main quality improvement tool that is used to visualize matter and also health care¹⁸. It is a complicated process, which is delivered. It is used to ordain by step the flow of the process, that is the time identifying and also handoffs outputs which can be visualized and also studied due to the complexity of healthcare, design, and quality of improvement.

Assessment frequency

This can also gap of 2 or 3 days and this gap can give you information regarding their health and whether the patient's health is good or not. This can also detect the patient's improvement and health and also get to know how they will take care of them.

Quality improvement initiative 3

Indicator name: Quality improvement of prevention

Definition: The quality improvement of prevention is mainly to identify the issues a patient has after discharge from a hospital. It is about follow-up regarding the care of an outpatient. It mainly uses the data from the discharge of the hospitals to find out that the admissions are not repeated for giving high-quality care to the outpatients.

Quality improvement data collection mechanism: For this prevention purpose it is necessary to collect information from hospitals every month¹⁹. These data will show if the outpatients are getting proper care or not after discharge if they are facing any issues or not. So it is an effective indicator for preventing diseases.

Quality improvement tool: The data collection method helps a lot in the healthcare industry. It helps to check if a patient is getting proper care or not after discharge from a hospital. Data collection can help to prevent existential diseases and helps in forecasting pandemics. Data collection and analysis allow medical professionals to treat patients better. With the help of huge collecting data analysis of any disease and its treatment becomes quicker. Patients get better and quicker treatment with this practice. It can play an ideal role for both research and

¹⁸ Lee, Shoo K., et al. "Outcomes and care practices for preterm infants born at less than 33 weeks' gestation: a quality-improvement study." *Cmaj* 192.4 (2020): E81-E91. <https://www.cmaj.ca/content/cmaj/192/4/E81.full.pdf>

¹⁹ Fusar-Poli, Paolo, et al. "Preventive psychiatry: a blueprint for improving the mental health of young people." *World Psychiatry* 20.2 (2021): 200-221. <https://onlinelibrary.wiley.com/doi/pdf/10.1002/wps.20869>

accelerate progress to prevent disease and population health. The goal of data analytics in healthcare is to predict and solve a problem before it gets too late.

Assessment frequency: This data collection from hospitals process should happen every month to make it more effective in case of prevention from diseases.

Quality improvement initiative 4

Indicator name: Improving pediatric quality indicator

Definition: Pediatric quality mainly addresses measuring the healthcare of children. Frequency, Percentage, and Rates are the numerical values used for this indicator. Parents as well as children and young people can complete this measure.

Quality improvement data collection mechanism: All the data are collected from the hospital discharge records and those will give specific information regarding this indicator which will help to maintain the quality of the pediatric indicator²⁰. In this indicator data collection will help a lot to identify potential quality and patient safety.

Quality improvement tool: Pediatric charts are showing the distribution of selected body measurements in children. These charts are used by pediatricians, nurses, and also by parents to track the growth of infants and children²¹. The percentile curves illustrate the distribution of selected body measurements in children. Growth charts are not to be used as a diagnostic instrument but these are the tools that contribute to forming an overall health picture for the child being measured. Children need lots of nutrients for their development. A balanced and healthy diet can strengthen a child's immune system. It also helps him to maintain a healthy weight, bones, and brain development²². A healthy diet chart includes foods from all five food groups like proteins, fruits, vegetables, grains, and dairy. Foods saturated in fat, with high sugar and salt should be within the limit.

Assessment frequency: This action should be monitored every week to improve its quality. For health purposes, it needs to be done.

²⁰ Albahri, Ahmed Shihab, et al. "IoT-based telemedicine for disease prevention and health promotion: State-of-the-Art." *Journal of Network and Computer Applications* 173 (2021): 102873. <https://drive.google.com/file/d/1N0DOtzkV9wJpICX9H2yMriE2CNZ1-JL0/view?pli=1>

²¹ Giannakopoulos, George, et al. "Mental health promotion and prevention interventions in families with parental depression: A randomized controlled trial." *Journal of Affective Disorders* 278 (2021): 114-121. https://www.researchgate.net/profile/Tytti-Solantaus/publication/344342058_Mental_health_promotion_and_prevention_interventions_in_families_with_parental_depression_A_randomized_controlled_trial/links/60dc78ce299bf1ea9ed26c7f/Mental-health-promotion-and-prevention-interventions-in-families-with-parental-depression-A-randomized-controlled-trial.pdf

²² Rodziewicz, Thomas L., and John E. Hipskind. "Medical error prevention." *StatPearls [Internet]. Treasure Island (FL): StatPearls Publishing* (2020). http://www.saludinfantil.org/Postgrado_Pediatrica/Pediatrica_Integral/papers/Medical%20Error%20Prevention%20-%20StatPearls%20-%20NCBI%20Bookshelf.pdf

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