



NR.12.1.13 Glucometer.

NR.12.1.14 Nebulizers.

NR.12.1.15 Blood warmers.

NR.12.1.16 ECG machines.

NR.12.2 The Nursing department has a process to maintain adequate supplies and linen to meet patient needs.

NR.12.2.1 Critical levels are identified.

NR.12.2.2 Ordering requests are made when critical levels are reached and as needed.

NR.12.2.3 There is an emergency backup process when there are issues/delays receiving supplies.

NR.12.2.4 There is a method to track issues with supplies and linen so that patterns can be studied for quality improvement.

Standard Intent:

Nursing Department ensures adequate essential supplies (including linen) and equipment needed for each unit in order to provide safe patient care, the supplies and equipment vary from unit to units as per the scope of care (as in substandard NR.12.1.1 through NR.12.1.16. As these resource needs may change or may not be fully met, the Nursing department need to identify the minimum critical level for re-ordering , a top up system could be implemented, This helps ensure that adequate supplies and equipment and other resources are available to meet patients' needs at all times. A process should be in place that addresses how to respond to resource shortages to ensure safe and effective care for all patients. The process involves items mentioned in substandard NR.12.2.1 through NR.12.2.4

Quality Management & Patient Safety Standard Intents

QM.1 Hospital leaders support a hospital-wide continuous quality improvement program.

QM.1.1 Hospital leaders provide resources required for the continuous quality improvement program, including human, financial, and time resources.

QM.1.2 Hospital leaders actively participate in quality improvement activities including improvement teams.

QM.1.3 Hospital leaders implement the recommendations resulting from the continuous quality improvement program.

QM.1.4 Hospital leaders support staff to make and participate in quality improvement initiatives and to attend quality improvement educational activities.

Standard Intent:

The leaders, members in supervisory levels and the entire staff of the Hospital are expected to involve in quality implementation in the Hospital. Hospital leaders are required to provide resources needed for the continuous quality improvement initiatives, including human, financial, and time resources.

The Hospital is expected to have the structure for performing high-quality care and improve its performance. This should include policy and procedures, plans, materials, and equipment.

There should be a continuous quality improvement and initiatives. It is expected that the Hospital works on developing expectations or standards of quality for inputs, processes, or outcomes. The hospital must have a multidisciplinary quality improvement committee that has members from the leadership group (the hospital director, medical director, nursing director, quality management director). Hospital leaders participate in quality improvement activities including improvement teams and implement the recommendations resulting from the continuous quality improvement program.

QM.2 Hospital leaders support staff training on their roles and responsibilities related to the continuous quality improvement program.

QM.2.1 Staff are trained on quality improvement by qualified professionals.

QM.2.2 Training on quality improvement includes the utilization of quality improvement methodologies and tools (e.g., PDCA, lean six sigma, cause-and-effect analysis, process map, Pareto chart, brain storming).

QM.2.3 Staff are trained (formally or through orientation and mentoring) on continuous quality improvement in accordance with their roles and responsibilities in the quality improvement program.

Standard Intent:

The leaders and other members of the hospital staff need to have proper education on quality concepts. The awareness of quality in the Hospital is expected to be translated ultimately into a successful quality involvements and improvement.

The leaders are the ones who drive the quality initiatives and activities, therefore, they should be familiar with the basic concepts and tools used in continuous quality and the basic data analysis

QM.3 The hospital has a quality management department that is directed by a qualified individual.

QM.3.1 The hospital has a quality management director responsible for directing all aspects of the quality management department.