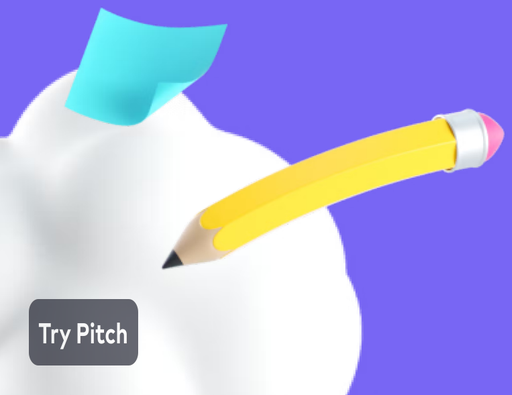
Quality Management in Healthcare

Ensuring Patient Safety, Efficiency, and Consistency



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Defining Quality

What is **Quality** in **Healthcare**?
Based on the **Institute of Medicine** definition:

Safety

Avoiding harm to patients from the care that is intended to help them

Effectiveness

Providing services based on scientific knowledge to all who could benefit

Timeliness

Reducing waits and sometimes harmful delays for both those who receive and those who give care

Patient-centeredness

Providing care that is respectful of individual patient preferences

The Problem (The "Why")

Why **Quality Management** is **Critical**

The Statistic

Up to **98,000 deaths** occur annually in hospitals due to preventable medical errors (IOM Report)

The Root Cause

Most errors are not caused by incompetent people, but by **faulty systems, processes, and conditions**

The Goal

To move from a reactive culture ("who is to blame?") to a proactive culture ("how do we fix the process?")

Methodology – The PDCA Cycle

Continuous Improvement: The PDCA Cycle

A standard management method adapted for hospitals:

01

Plan

Identify the problem (e.g., high infection rates) and analyze root causes

02

Do

Implement a specific solution or pilot program (e.g., new sanitation protocol)

03

Check

Monitor data and compare results against the objectives

04

Act

If successful, standardize the solution. If not, adjust and repeat

Workshop workshop workshop workshop

A party without a cake is just a meeting. A workshop without a cake is still a workshop.

Approaches

Lean Management:

- Focus: **Removing Waste** (Time, Motion, Inventory)
- Example: Reducing the time a nurse spends walking to get supplies so they can spend more time with patients

Six Sigma:

- Focus: **Reducing Variation**
- Goal: Ensuring every patient receives the exact same high standard of care, minimizing defects to near zero

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REAL WORLD CASE STUDY

Case Study: The Surgical Safety Checklist

The Innovation:

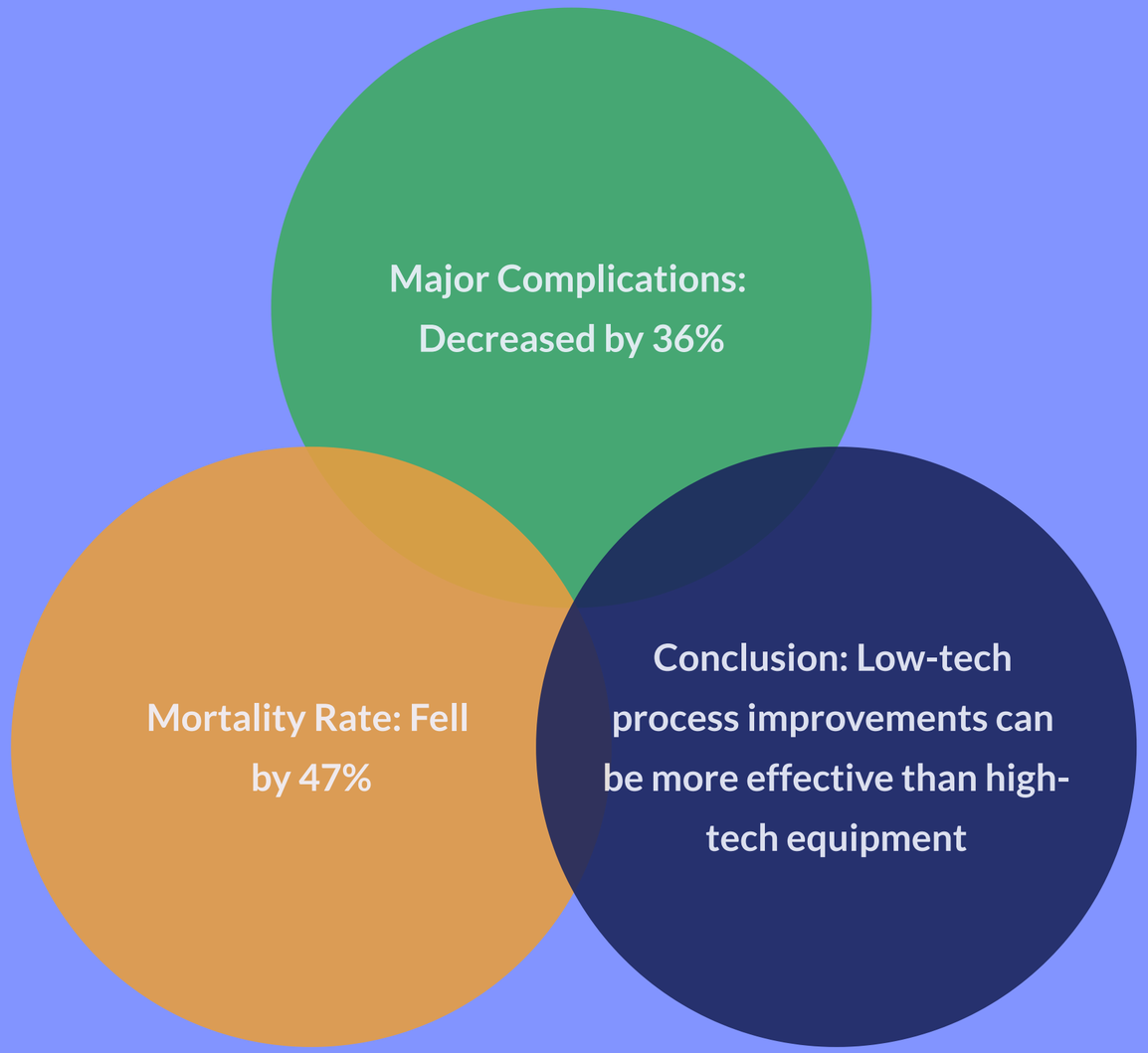
Dr. Atul Gawande and the WHO introduced a simple 19-point checklist for surgery.

Key Steps included:

- Confirming patient identity
- Confirming the correct surgical site
- Verifying sterility of equipment
- Anticipating critical events

The Impact (Results)

The Results: Saving Lives with Process
Results from a global study (8 hospitals worldwide)



THE FUTURE OF QM

- Predictive Analytics: Using AI to forecast ER patient inflow and optimize staffing
- Electronic Health Records (EHR): Seamless data sharing between specialists to prevent conflicting prescriptions
- Wearable Tech: Monitoring patient vitals remotely to ensure quality of care after discharge

Conclusion

Key Takeaways

Quality Management in healthcare is a matter of life and death, not just efficiency

We must focus on **fixing systems**, not blaming individuals

Methodologies like **PDCA** and **Checklists** provide structure to complex environments

The Vision: Reliable, safe, and efficient care for every patient, every time

Thank you

https://github.com/PJATKrepo/WDZ.git

Pitch

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