**Continuous Quality Improvement (CQI) in Healthcare**

Student’s Name

Institutional Affiliation

Course

Date

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There are two factors I consider with high regards especially now that I am a prospective healthcare manager and they include driving continuous improvement and maintaining high quality standards. It is important to note that several quality frameworks and key regulations exist that every healthcare organization has no other option but to comply. This is done in a bid to ensure that all of them offer compliant, effective, and safe patient care.

The conditions for coverage (CFCs) and the conditions of participation (CoPs) are established by the Centers for Medicare and Medicaid Services (CMS). All healthcare facilities that are certified by Medicaid and Medicare are expected to comply with all the conditions without fail. A wide range of clinical and operational requirements can be found in the regulations ranging from patients’ rights, infection control protocols, and responsibilities of the governing body. Compliance with CMS standards is not optional and any instance of non-compliance can end in a facility getting fined, losing certification, or even total closure.

The Joint Commission and the National Committee for Quality Assurance (NCQA) are the other two regulatory bodies on top of CMS. The NCQA (2021) has for many years provided certification programs and voluntary accreditation. The programs seek continuously evaluate the quality improvement processes and clinical performances of healthcare organizations. It is worthy to note that an estimated 22,000 healthcare programs and organizations in the United States are certified and accredited by The Joint Commission (n.d). This allows for the establishment of very rigorous standards of both quality and safety.

Continuous Quality Improvement (CQI) is very essential in the healthcare industry because it allows organizations to identify opportunities for tracking outcomes, enforce changes, and improve in a proactive manner. This mindset of continuous evaluation and refinement is very important especially when it comes to delivering the highest quality of patient care and maintaining regulatory compliance (Institute for Healthcare Improvement, n.d.). Healthcare facilities are aware that without a vibrant CQI program they are at a risk of harming patients, suffering from operational efficiencies, and getting penalized.

As a healthcare manager, departmental compliance with external standards and regulations would not be debatable. This would be done by me establishing a comprehensive policy development, continuous monitoring and auditing, and staff training. Also, I would ensure that detailed quality assurance plans are created, root course analyses of adverse events conducted, and data analytics leveraged to located areas and needs requiring improvement.

Quality care cannot be achieved without having a competent clinical and non-clinical staff. Having known this and as a competent healthcare manager, I would ensure that there is a rigorous hiring process, training procedures, and performance evaluation protocols. This is very crucial for me because it would help me ensure that all my team members have the necessary abilities, skills, and knowledge. Therefore, I would consider implementing competency-based assessments, providing continuous education and skills development opportunities, and then have the top performers recognized and rewarded.

In today’s world, no healthcare manager can afford to ignore the role technology plays in supporting quality and safety within the sector. Microsoft Excel and Tableau are examples of some of the robust data management and analytics tools that make it easy for managers to collect, visualize, and derive insights from key performance indicators. Others like electronic health records and computerized physician order entry systems come in handy in helping managers minimize errors, enhance care coordination, and improve the overall patient experience.

**References**

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