



Total Quality management And patient safety

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1- Quality Concepts.

Definition of key concepts:

Quality:

Having high degree of excellence doing right things right first time it is a cost – reduction.

“Quality of product as the degree in which it fulfills the requirement of the customer. It is not absolute but it judged or realized by comparing it with some standards”.

Crosby defined as **“Quality is conformance to requirement or specifications”.**

Juran defined as “Quality is fitness for use”. “The quality of a product or service is the fitness of that product or service for meeting or exceeding its intended use as required by the customer.”

ISO 9001: "The degree to which a set of inherent characteristics fulfills requirements."

Quality of care:

It is provide comprehensive components of care based on community facilities to reach the optimal health services.

Quality assurance:

It is an ongoing process **that ensures the delivery of agreed standards. These agreed standards** should make sure every educational institution, if which the quality is assured, has the potential ability to achieve a high quality of content. Quality assurance must not be confused with accreditation. The goal of quality assurance is to improve education and therefore it should take place on all levels (course, program, and institution and its sub-divisions) and be a continuous process.

Criteria of standards:

- ☐ Credibility.
- ☐ Stability.
- ☐ Realism.
- ☐ Clarity.
- ☐ Modernity.

Quality circle

According to **Juran**, **quality circle** defined as “a group of work force level people, usually from within one department, who volunteer to meet weekly (on company time) to address quality problems that occur within their department.”

Quality control:

Quality Control (QC) may be defined as “a system that is used to maintain a desired level of quality in a product or service”. It is “a systematic control of various factors that affect the quality of the product”.

Quality Improvement:

Quality Improvement (QI) involves continuously monitoring, analyzing, and improving of systems and procedures throughout the agency.

Quality management:

Quality management ensures that an organization, product or service is consistent. It has four main components: quality planning, quality assurance, quality control and quality improvement.

Total Quality Management (TQM):

“Total Quality Management is an effective system of integrating the quality development, quality maintenance and quality improvement efforts of various groups in an organization so as to enable marketing, engineering, production and service at the most economical levels which allow for full customer satisfaction”.

Evidence-based services care:

It uses the best available research on the safety and effectiveness of specific practice to help guide health care decisions and to facilitate optimal outcomes.

Six sigma :

Is a process of management methodology that provides a systematic means of developing and improving processes by Eliminate waste, rework, and mistakes. Increase customer satisfaction and Increase profitability and competitiveness.