Hospital Case Study

Quality Assurance and Control

Objective	Standards	Assurance	Control
Rescheduling procedures decreased by 75%	Decrease by 75%	Review scheduling requirements and process design to ensure that they address the most common scheduling issues.	
Test software features as they are completed.	Track rescheduling incidents and what caused them. Compare rescheduling statistics before and two months after scheduling system implementation.		
Budget is $750,000	$750,000 or less	Monitor project charges in weekly project financial reports provided by the finance department.	Measure the total project charges provided by the finance department after all contracts and charge codes are closed.
Project execution complete by 11/30/20 before grants expire	Finish on or before 11/30/20	Monitor the forecast project finish date in the project schedule at the end of each week.	
Monitor and manage risks that would delay the project.	Identify the date when the acceptance test completes successfully.		
Software must run on all current computer platforms	100%	Develop a software test with several key scheduling features. Run the test with each current computer platform when the vendor is selected and after every software update that the vendor releases.	Validate that the software passes the test with no errors.

Objective	Standards	Assurance	Control
Decrease average procedure wait time to less than 30 minutes	Average wait time < 30 minutes	Review scheduling requirements and process design to ensure that they address the most common scheduling issues.	
Test software features as they are completed.	ROA > 12%		
Evaluate demand versus availability of rooms, equipment, and staff to determine the percentage of delays that are due to shortages.	Track wait times and what caused them, if available. Compare wait time statistics before and two months after scheduling system implementation.		
Reduce procedure errors by 50%	Decrease by 50%	Test diagnostic equipment in the same room to check for interference.	Test diagnostic equipment in a room in the new wing and validate that there is no interference.
Hospital is the first choice by more than 60% of residents	First choice by 60% or more	Review past surveys to identify primary reasons for patient dissatisfaction.	
Review requirements and process designs to ensure that they address scheduling issues identified in surveys.	Measure results from new customer satisfaction surveys related to scheduling. Percentage of people ranking the hospital as first in scheduling is greater than or equal to 60%.		
Hospital's return on assets is greater than 12%	ROA > 12%	Monitor ROA in weekly hospital financial reports provided by the finance department.	Measure the ROA provided by the finance department two months after all contracts and charge codes are closed.