

Preparation of Quality Improvement Plan



Prepared By :

Rola Bou Assi, Inaam Nassrallah

Quality & Pedagogic Department

Lebanese University –Faculty Of Pharmacy

OUTLINES

➤ Controlling

- Importance of Controlling
- Control process
- Type of Control
- Steps in the Control process

➤ Quality Improvement Plan

- Definition of Quality Improvement Plan
- Benefits of Quality Improvement Plan
- Steps of Quality Improvement Project
- Steps to Develop a QIP
- Communications Polling Question
- Conclusion

Controlling

Importance of Controlling

- Final link to the management functions of:

- Planning
- Organizing
- Leading

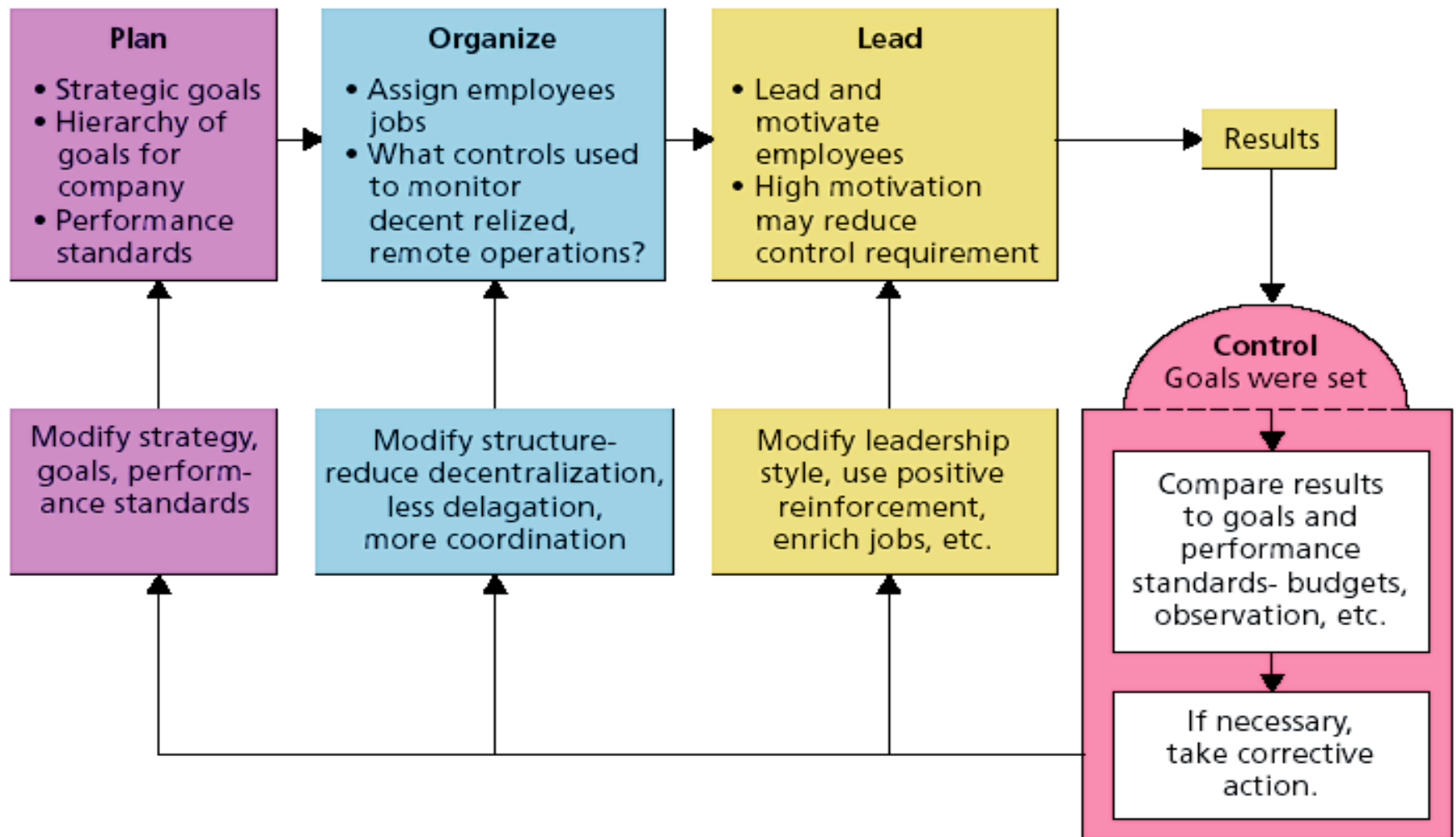


What is the control process?

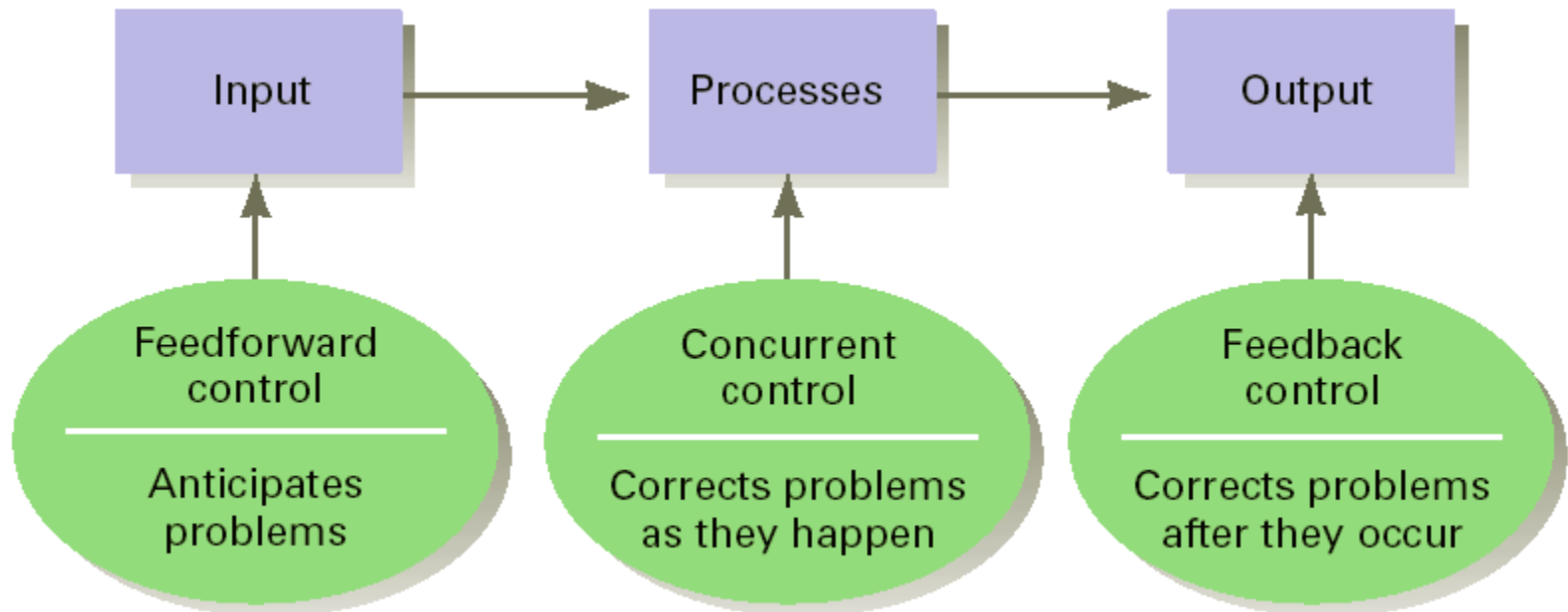
➤ Controlling

- The process of measuring performance and taking action to ensure desired results.
- Has a positive and necessary role in the management process.
- Ensures that the right things happen, in the right way, at the right time.
- Organizational learning and after-action review.

Controlling Process



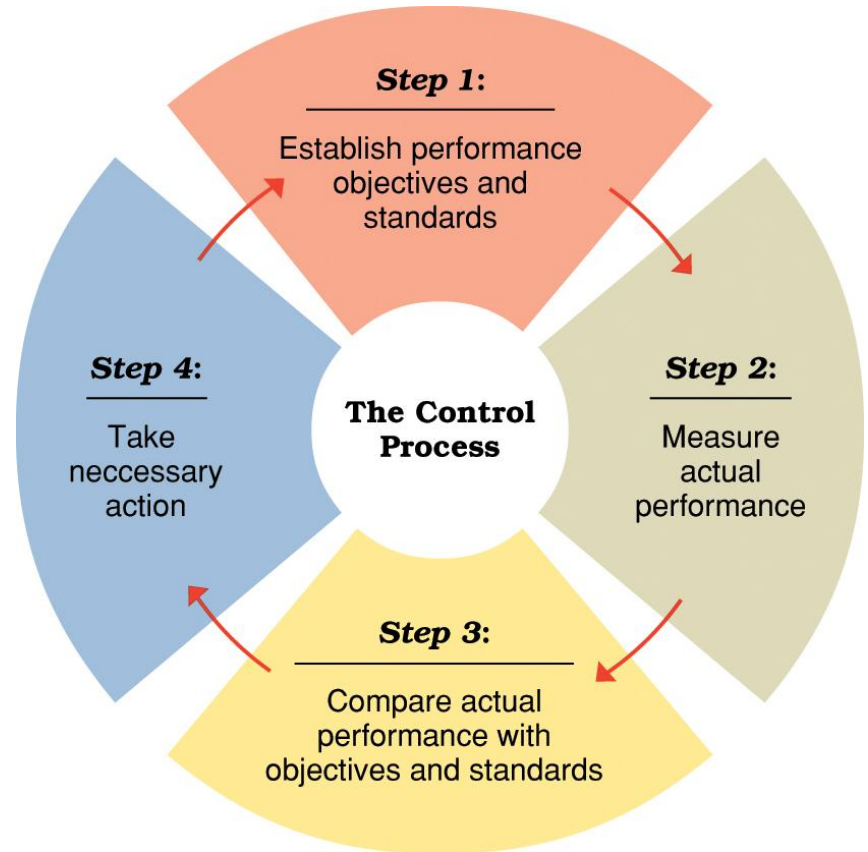
Types of Control



Steps in the Control Process

➤ Steps in the control process:

- Step 1 — establish objectives and standards. (KPI)
- Step 2 — measure actual performance.
- Step 3 — compare results with objectives and standards. (GAP analysis)
- Step 4 — take corrective action as needed.



Quality Improvement Plan(QIP)



Audience Questions

- **Why** should a Department build a Quality Improvement Plan?
- **What** should it include?
- When should it prepare?
- **Who** should be involved in developing the plan?
- **How** will this help us in our accreditation activities?



Definition of Quality Improvement Plan

- *Quality improvement* Plan(QIP) is a basic guidance document about how a Department will **manage, deploy, and review** quality improvement throughout the organization.
- Updated regularly to indicate what you are doing, how you are doing, and plan to do in the future.
- It is not a one time event

Benefits of Quality Improvement Plan

- Serves as the foundation of the commitment of Department to continuously improve the quality of the services it provides to its organization.



Steps of Quality Improvement Project

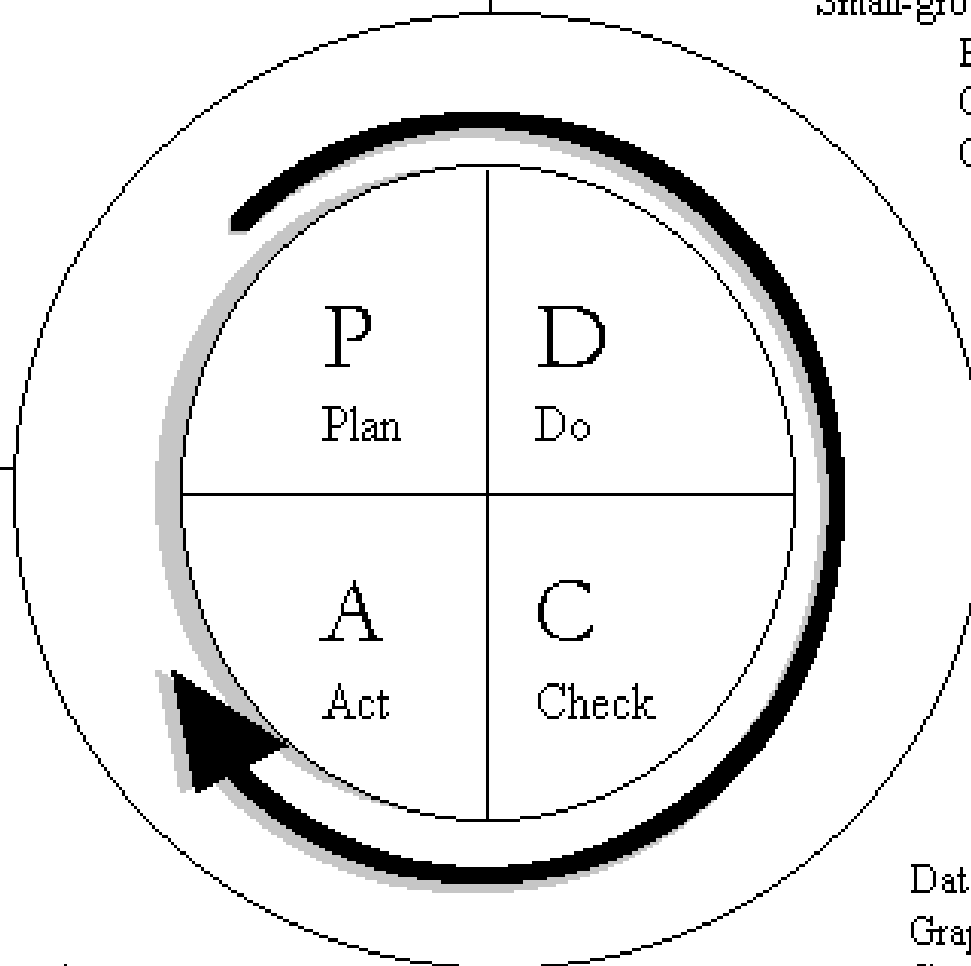
1. Identify an issue
2. Build a team to address it
3. Define the problem
4. Choose a target
5. Test the change
6. Reconsider or extend the improvement efforts

**PLAN for changes to
bring about improvement**

Customer/supplier mapping
Flowcharting
Pareto analysis
Brainstorming
Nominal group technique
Solution/fault tree
Evaluation matrix
Cause & Effect diagrams

**DO changes on a small
scale first to trial them**

Small-group leadership skills
Experiment design
Conflict resolution
On-Job training



**CHECK to see if
changes are working
and to investigate
selected processes**

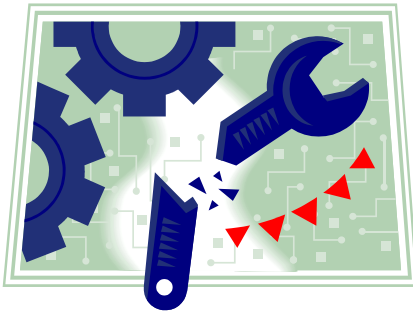
Data checksheets
Graphical analysis
Control charts
Key performance indicators

**ACT to get the
greatest benefit
from changes**

Process mapping
Process standardisation
Controlled reference information
Formal training for standard processes

1. Identify an issue

A process that is causing **concern** or a **possible opportunity** for a positive change.



2. Build a team to address it Representation from groups involved this step is critical.



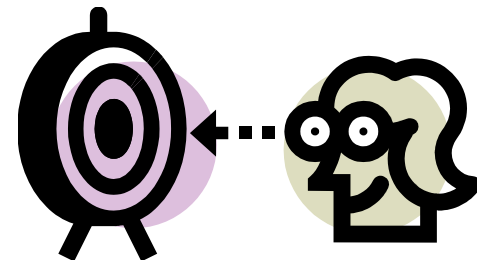
3. Define the problem

Identify and carefully describe what it is you really want to improve; the source of the problem you are confronting, etc.



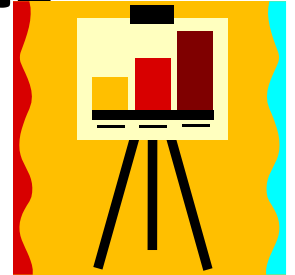
3. Choose a target

Introduce and evaluate interventions, using quality improvement tools and skills



5. Test the change

Data measures to determine when a process change over time is likely to be due to chance and when it is not



6. Reconsider or extend the improvement efforts

Reconsider, sustain, and/or extend process improvements



Steps to Develop a QIP

STEP 1: Establish a **Steering committee**

This committee should be with specific terms of reference from all departments and staff at all levels **piloted** and **directed by the Head of department**

- It has the following responsibilities:

1. **Identify** and **approve** the areas in the Organization that needs to be improved using one of the quality improvement tools (QIT):
 - Implement relevant and effective actions to prevent the problem from occurring again
(These areas can vary from projects to services, produces and departments).

(This identification should be based on proper and adequate assessment yielding in concrete data and information that are measurable).

2. **Devise**, with all concerned parties in the Organization , the necessary actions and steps to improve the assigned specific area that need to be enhanced. (The action steps should be detailed, specific and explicit).

3. **Allocate** the necessary resources for implementing the set corrective actions, assign responsibilities for each task in the action plan and set timelines for each step to be fulfilled.

4. **Review** the improvement plan and **make** the necessary modifications in order to achieve its objective.

CONT....

Step 2: Start **the assessment and Measurement** phase

the organization, and at a sub level the departments, have to:

1. Identify and assess key areas for improvement.
2. Identify and state the rationale behind the data collection
3. Describe the measurement process of the problem. Use a variety of audit and quality tools to collect data about the problem.
4. Define the ways and sources to get the data
5. Describe the necessary systems to access and utilize data
6. Set the goal/ objective of improvement

Step 3: Analysis of Data

**The organizations, and at the sub level the department,
have to:**

- 1. Define **what and how** to analyze data collected about the defected area**
- 2. Describe the analysis process**
- 3. Issue analysis reports**

Step 4: Plan for improvement

1. Define specifically the **objectives** that need to be reached.
The objectives should follow the S.M.A.R. T approach
2. Start the **rationale** for improvements
3. Set the **action plan** for reaching the objectives
4. Assign **responsibilities and staff** to fulfill the action steps
5. Set **timeline** to achieving each step in the process of fulfilling the objective.

CONT....

Step 5: Evaluation

Check the action plan to see if the Department has reached its objectives:

- 1. Collected data for evaluation**
- 2. Analyze data and assess where the action plan has failed or succeeded**
- 3. Take the necessary actions and set a new plan of improvement**

Communications Polling Question

How do you share the QIP work with others?

- a) Email/Post all staff as projects are completed
- b) Presentations at all staff meetings
- c) Regular Newsletters
- d) All of the above



Conclusion

Quality Improvement Planning is an essential step to show management commitment on the strategic level.



The QIP should:

- Have S.M.A. R.T.E.R Objectives
- Clear Rationale (why this objective has been chosen?)
- Targeted KPI
- Clear action and steps towards fulfilling the set objective
- Clear delineation of responsibilities
- Specific timelines for each task mentioned

A close-up photograph of a yellow soccer ball hitting a black goal net. The ball is positioned in the upper right quadrant, partially obscured by the net's mesh. The net is made of black cord and is attached to a wooden frame, which is visible on the left side. The background is a bright, overcast sky. The word "Objectives" is superimposed in the lower center of the image.

Objectives



Questions