

A background image showing a stethoscope and a pen resting on a clipboard, all in a dark, muted color palette. The stethoscope is positioned diagonally across the frame, with its chest piece near the bottom center. The pen is positioned horizontally across the upper right portion of the frame.

Patient Safety and Quality Improvement 101

GLOBAL HEALTH CONFERENCE
NOVEMBER 2020

Objectives

- To understand why Patient Safety and Quality Improvement is foundational to today's healthcare delivery
- To know the meaning of the basic vocabulary of patient safety/quality improvement
- To Understand the basic PS/QI methods

Traditional Patient Safety/Quality Improvement

“To Cure Sometimes

To Relieve Often

To Educate Unceasingly

To Comfort Always”



Overarching Aim for HC

- In the patient's words: "They give me exactly the help I need and want exactly when I need and want it"
- Thus the ideal 21st Century HC System evaluates the care through the patient's eyes

Why Bother with Pt Safety/Quality?

- Do You Have an Ethical Responsibility to Consistently Provide Good Patient Care?

Is your community better off because your healthcare facility is present in it?

Questions to ask in Evaluating Healthcare Outcomes – Evidence Based Medicine

1. What **portion** of your patients are receiving care in line with current best practice (evidence-based medicine)?
2. How does the healthcare you provide need to **change** to reflect **best practice** (evidence-based medicine)?
3. Do your healthcare professionals / managers have the **skills** and **support** to make these necessary changes?