

HEALTHCARE QUALITY AND PATIENT SAFETY CONCEPTS

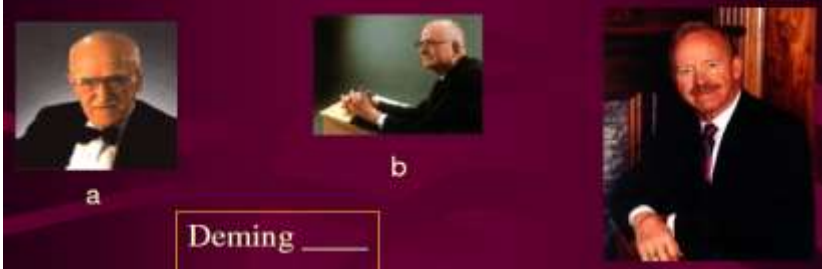
*Dr/ Rania El Sharkawy ,
Professor of clinical chemistry , MRI
MBBch ,
MSc. of clinical & chemical pathology,
TQM-healthcare – AUC,
American Board of Healthcare Quality(HQCB-CPHQ)
Specialist of clinical pathology,
Quality manager-MRI labs
President of the Egyptian society of healthcare quality and patient safety*

lecture overview

- 1- What is quality ?**
- 2- The components of healthcare system in any healthcare setting**
- 3- The Key dimensions of health care quality**
- 4- The patient safety goals**

Quality Leaders

Who's Who?



a

b

c

Deming ____

Juran ____

Crosby ____

The image shows a quiz slide titled "Who's Who?" with a dark purple background. It features three portraits labeled 'a', 'b', and 'c'. Below the portraits is a list of names with blank lines for identification: Deming, Juran, and Crosby.

Quality Quotes

Joseph M. Juran's

"Quality must be the number one priority of the organization."



Definition of quality

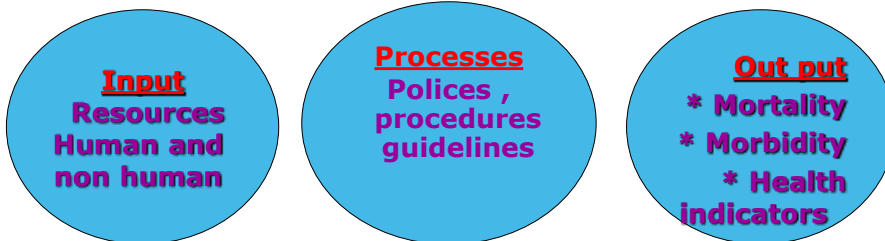


Quality means doing the right things **right** from the first time and every time

- **Standards**
- **Guidelines**



Component of health system



Types of customers

"**External customers**" include the patient, family, and others **outside** the organization receiving services from the organization or vendors.

"**Internal customers**" are those performing work, but dependent on others performing work, **within** the organization.



Types of customers

External Customers

- ▶ Patients
- ▶ Families
- ▶ Suppliers
- ▶ Referral Physicians
- ▶ Media

Internal Customers

- ▶ Physicians
- ▶ Nurses
- ▶ Admin.
- ▶ Workers
- ▶ Pharmacist
- ▶ HR staff

Dimensions of Healthcare Quality



KEY DIMENSIONS OF QUALITY CARE/PERFORMANCE

The following **11 key dimensions** of quality care/performance provide the **framework for quality management activities** in all healthcare settings and a balanced and well integrated quality, cost, and risk perspective.



Key Dimensions of Quality of Care / Performance



1- Appropriateness:

- The degree to which the care and the services provided are **relevant** to or **in accordance** with the individual's clinical needs

e.g:

Expected health benefits

(increased life expectancy , relieved pain)

Exceeds the negative consequences

(morbidity and mortality)

by the procedure that is done

Key Dimensions of Quality of Care / Performance



2- Availability:

Accessible, obtainable to meet customer needs.

- Availability:

Accessible, obtainable cardiac catheterization upon need by the patient

Key Dimensions of Quality of Care / Performance

3-Competency:

The **practitioner's ability** to produce both the health and satisfaction of customers.

- ▶ Continues professional development :
CPD is the component of learning and development that occurs after the formal completion of postgraduate



Key Dimensions of Quality of Care / Performance

4- Continuity:

The delivery of the needed healthcare as a coherent, unbroken succession of services . The coordination of care

e.g Continuity:

- 'case-management'
- 'multidisciplinary team working'

Key Dimensions of Quality of Care / Performance

5- Effectiveness:

The degree to which care is provided in **the correct manner**, to achieve **the desired outcome**

Doing the right things right.



6- Efficacy:

The **potential capacity or the capability** of the care to produce the desired outcome, as through scientific research.

Key Dimensions of Quality of Care / Performance

7- Efficiency:

The relationship between the **outcomes** (results of care) and the **resources** used to deliver care (with least resources)



Key Dimensions of Quality of Care / Performance

8- Prevention / Early detection:

- ▶ The degree to which interventions promote health and **prevent** disease

9- Respect and Caring:

- ▶ The degree to which those providing services do so with **sensitivity for the individuals' needs, expectations** .
- ▶ The degree to which an individual is **involved in his/her care decisions**.

Key Dimensions of Quality of Care / Performance

10- Timeliness:

The degree to which care is provided to the individual at the most beneficial or necessary time (promptness)

11- Safety:

- ▶ The degree to which **reduce the risk** in the care environment





National Patient Safety Goals



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Background

- The National Patient Safety Goals (NPSGs) were established in 2002 to help accredited organizations address specific areas of concern in regards to patient safety
- The first set of NPSGs was effective January 1, 2003
- The Patient Safety Advisory Group advises The Joint Commission on the development and updating of NPSGs



2015 National Patient Safety Goals - Pg. 22

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Patient Identification



Goal 1:

Improve the accuracy of patient identification.



▀ Using **two** patient identifiers, not including patient's room or location

▀ **Before administering** medications, blood, or blood products

▀ **Before taking** blood and other specimens for clinical testing

▀ **Before providing** treatments and procedures

- Use a two-person verification process
- Use BCTA: Bar Code Enabled Transfusion Administration



Improve Communication

Goal 2:

Improve the effectiveness of communication among caregivers.

Improve Communication

- ▶ Report critical results of tests and diagnostic procedures on a timely basis.

- ▶ *Written procedures for critical results management*

- ▶ ***Evaluate the timeliness of reporting***

Improve Communication

- ▶ The complete verbal and telephone order or test result is :
 - 1- written down by the receiver of the order or the test result
 - 2- read back
 - 3- Is confirmed by the ordering person

Medication Safety

Goal 3:

Improve the safety of using medications.

Medication Safety

- **Labeling occurs** when **any medication or solution is transferred** from original packaging to another container
- Labels include name, strength, quantity, diluent and volume, prep date, exp date when not used within 24 hours, exp time when less than 24 hours
- Verify both verbally and visually.
- 2 people required if the person preparing is NOT the person administering.
- Discard medication found unlabeled.
- All meds reviewed by entering and exiting staff responsible for med management

Clinical Alarm Safety

Goal 4:

Ensure correct site surgery , correct procedure , correct patient

Universal Protocol for Preventing Wrong Site, Wrong Procedure, Wrong Person Surgery

- ▶ Conduct a preprocedure verification process.

- ▶ **TIME OUT** pre-procedure
 - correct patient
 - correct procedure
 - correct site

Health Care-Associated Infections

Goal 5:

Reduce the risk of health care-associated infections.

Health Care-Associated Infections

- ▶ Comply with either the current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines or the current World Health Organization (WHO) hand hygiene guidelines.

Health Care-Associated Infections

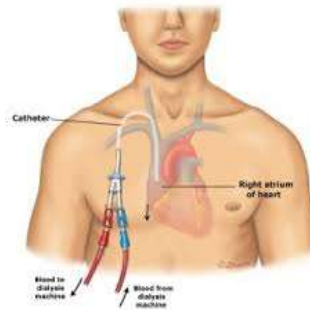
- Implement evidence-based practices to prevent health care-associated infections due to multidrug-resistant organisms in acute care hospitals.

- *Set Goals for Improving hand cleaning.*



Health Care-Associated Infections

- Implement evidence-based practices to prevent central line-associated blood stream infections.



By using.....

Use of antiseptic for skin preparation during central venous catheter insertion

Use of standardized protocol to disinfect catheter hubs and injection ports before accessing the ports

Health Care-Associated Infections

- Implement evidence-based practices for preventing surgical site infections.



By using.....

- *Administer antimicrobial agents for prophylaxis for a particular procedure*
- *When hair removal is necessary, use a method that is cited in scientific literature or endorsed by professional organizations*

Health Care-Associated Infections

- Implement evidence-based practices to prevent indwelling catheter-associated urinary tract infections (CAUTI).

By using.....

- *Insert indwelling urinary catheter according to established guidelines.*
 - *Limit use and duration*
 - *Use aseptic techniques for site preparation, equipment and supplies*

Reduce Falls

Goal 6:

Reduce the risk of patient harm resulting from falls.

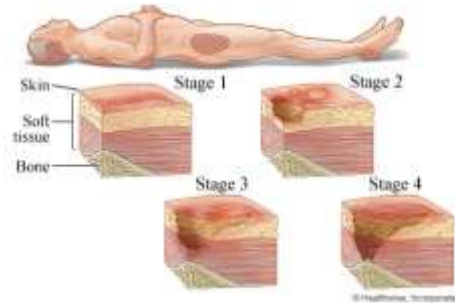


- ▀ Initial assessment and reassessment of the patient when there is a change in his conditions or medications
- ▀ Measures shall be taken to reduce the risk to those prone to fall risk
- ▀ Monitoring of results shall be taken in consideration

Pressure Ulcers

Goal 7 :

Prevent health care-associated pressure ulcers .



Risk Assessment

Goal 8:

The organization identifies safety risks inherent in its patient population.

By using.....

- *Risk assessment*
- *Address the patient's immediate safety needs and most appropriate setting for treatment*
- *Provide suicide prevention information (such as crisis hotline) to patient and family.*
- **Assessing and Protecting Patients with Suicidal Ideation or Intent**



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For more information...

- ▶ The National Patient Safety Goals for each program and more information are available on The Joint Commission website at www.jointcommission.org
- ▶ Questions can be sent to the Standards Interpretation Group at 630-792-5900 or via the Standards Online Question Form



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