

Summer Training Report

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Abbreviations

TQM – Totally Quality Management

CQI –Continuous quality Management

AUG –Ascending Urethrogram

CCTA- Coronary Computed Tomography Angiography

PD- Peritoneal Dialysis

PP- Proportion of Patient

ACIC-Advanced Cardiovascular Imaging Consortium

PHC –Primary Health Care

NHS - National Health System

HMO – Health Maintenance Organization

EMR- Electronic Medical Record

Hb- Hemoglobin

PART – 1

REPORT ON SUMMER TRAINING

**Continuous quality improvement and its
Impacts in healthcare organizations**

ABSTRACT

The research paper proposed the continuous quality improvement impacts in healthcare organization in this research paper there is review of literature on various studies related to this topic and it is fully based on secondary data this research paper there are review of literature of different studies and articles, and total quality management or continues quality improvement management studies describe the impacts and initiatives taken in the hospitals to improve the quality and patient safety outcomes and the clinical outcomes of diabetes and dialysis and CTAA impacts by the measures has been taken from the continuous quality improvement in hospitals. The literature review is based on the impacts on the different disease and patient safety and quality in first literature review is described that the patient target and safety is increased in the hospital and in the other study that the diabetic clinics outcomes and patient safety is very effective and in another study appropriate Use of Coronary Computed Tomography Angiography is very much possible associated with the continuous quality improvement initiative and measures and the data has been collected from the various articles and from the different platforms and all the literature reviews are based on the data has been collected and This research paper proposed to evaluate that the continuous quality improvement impacts and initiative has the effective impacts in hospital organization after that the results which is evaluated is that the continuous quality improvement has positive impacts on the hospital organization and conclusion has been evaluated on the basis of the results and the suggestion are also given on the basis of studies and literature reviews of the articles.

Keywords: continuous quality improvement, quality management, impacts, outcomes, initiatives.

INTRODUCTION

TQM is an main subject and a question in healthcare organizations it is also known as continuous quality improvement management i.e. hospitals from last two or three decades and there is also increased attention towards the quality is due to government policy and rules , and also due to the influence of the patient and customer . As a results, the role of patients are changed are as a customer in the healthcare organizations, or same as a direct manager strategic partner who took parts in a every main decisions taken in the procedures. Continuous quality improvement has no exception it is widely used in the various healthcare organizations and hospitals. In healthcare services there are three definitions distinguished TQM from other approaches:

"CQI is a comprehensive strategy of organizational and attitude change for enabling personnel to learn and use quality methods, in order to reduce costs and meet the requirements of patients and other customers"

CQI – is totally about the two main things: a management belief and a management practice ". They propose four "distinguishing functions", which are often defined as the cores of better management are as follows:

- Allowing medical staff and hospital administration to improve and analyze procedure;
- Abandon a standard that the primary determinants of quality are patient preferences and the term "customer" describes the patient and providers both in the procedure
- Professional rules and past standard departmental are developed an associative approach.
- Given encouragement to procedure analysis and change and also for the rational data-based cooperative approach.

The purpose of this research is to provide a framework for impacts the continuous quality improvement management concept healthcare organizations and hospitals

OBJECTIVE

To study the continuous quality improvement and its impacts in healthcare organizations.

REVIEW OF LITERATURE

In this literature review McFadden, Kathleen L.; Stock, Gregory N.; Gowen, Charles R. III explains the importance of the study. This research paper proposed that the study that how CQI inventiveness are very impactful associated to quality and patient safety outcome measures. In this study the secondary data is collected from several hospitals and combined with the patient safety outcome data from several hospitals and healthcare organizations the data is collected from the nurses and hospital staff and patients. The study also emphasize on the leadership style which eventually affect the continuous quality improvement initiatives. The study results explains that the significance of using CQI to functionally improve the procedure quality in hospitals, and patient well-being climate to enhance patient safety results. The results of both the things simultaneous implementation of CQI initiatives measures and patient well-being climate gives results to greater combined benefits. Although CQI is positively impactful and related with improved process quality, CQI initiatives are also related with higher hospital-acquired condition rates, a measure of patient well –being.

In this another literature review the study shows that the impact of Continuous quality improvement can improve glycemic control for HMO patients with diabetes. In this study the CQI process has taken in clinic and the comparison has been taken from the another similar clinic where there is no process of continuous quality improvement .Diagnostic and pharmacy databases are used by adults with diabetes are recognized in both the clinics .The charges and Glycosylated hemoglobin (HbA1c) values and out-patient utilization are estimated for all patients with diabetes in both the clinic for the twelve months before and eighteen months after initiation of the continuous quality improvement initiatives . According to the study the data has been evaluated and its results that the initiative measures are not associated with increased outpatient charges or utilization of outpatient visits. The study conclude according to the authors O'Connor PJ1,Rush WA,Peterson J,Morben P,Cherney L,Keogh C, that participation of medical staff and administration in a continuous quality improvement procedure can enhance patients' glycemic control in few

HMO without any increment in the utilization or charges. HMO should examine continuous quality management as one good intervention which is impactful to enhance diabetes results.

In this another study shows the impact of CQI on clinical outcome in peritoneal dialysis this is the study based on the overall evaluation and calculation of the data from a hospital records of six years, the time duration between 1 July 2005 and 30 June 2008 taken the data from before organized outcomes monitoring has been implemented, and the time duration 1 July 2008 and 30 June 2011 shows the time when a CQI initiatives measures are taken. Cardiovascular status, Peritonitis incidence, causes of death, patient and technique survival and drop-out were compared between the groups. The predominant underlying kidney diseases were chronic glomerulonephritis and diabetic nephropathy in the 370 patients of the group and the 249 patients of the control group. After implementation of the CQI initiative, the peritonitis rate's has been declined. It is observed in the control group that there is significant increases in cardiothoracic ratio and interventricular septal thickness and Ultrasound parameters of cardiac structure were normally not changeable in the CQI group, Patient survival at 1, 2, and 3 years was normally increased in the CQI than in the control group. Applications of the CQI initiative also shows to significantly improve technique in the continuous quality improvement group compared with in the other group after 1, 2, and 3 years respectively. Implementation of a continuous quality improvement procedure into a PD plan can normally enhance the quality of therapy and its results.

In this study review of literature describe the Impact on CCTA when there is appropriate use of CQI initiatives taken ,The study was performed with regular follow-up (July 2010 to December 2010) intervention (July 2008 to June 2010), pre-intervention (July 2007 to June 2008), and interval throughout which patients were signup in the ACIC at 47 hospital and different healthcare organization and there is education which is given on the regular basis to mentioning medical staff . The comparison between the AUG is in 3 periods. The study group included 25,387 patients. Compared with the pre-intervention period, there is more

increase in suitable and there is decrease in unsuitable, and also decrease in uncertain, and decrease in unclassifiable scans at the time of regular follow ups. On the basis of the data is evaluated on the study (23.4% increase in suitable and 60.3% decrease in unsuitable and 40.8% decrease is unknown and 41.7% unmark able) between regular checkup and pre-intervention , change in CCTA mention by provider specialty were cardiology, Kavitha M. Chinnaiyan, Patricia Peyser, Tauqir Goraya, Karthikeyan Ananthasubramaniam, Michael Gallagher, Ann DePetris, Judith A. Boura, Ella Kazerooni, Chad Poopat, Mouaz Al-Mallah, Souheil Saba, Smita Patel, Steven Girard, Thomas Song, David Share and Gilbert Raff discussed that the approach of a organized continuous quality improvement and significance of appropriate lack of analysis were connected with a possible enhancement in the part of CCTA analysis meeting AUC fully mentioning medical staff skills .

In this literature review A. Nicolucci M. C. Rssi A. Arcangeli G. De Bigontina D. Fava S. Gentile C. Giorda I. Meloncelli F. Pellegrini U. Valentini ,G. Vespasian explains that the We calculated the impact of a CQI initiatives are taken by a various diabetes clinics working in the NHS . The method for the evaluation is that there are total 95 centers are taken or involve in this study out of which 67 centers are fully joined the process of CQI initiatives in the year of 2004 which is called the group A and the 18 are joined in the year of 2007 which is group B it is all done in the before and after the study, in this study the all the centers used EMR systems. All the knowledge and related information regarding the quality initiatives are taken out in year in the time duration of 2004 to 2007. The overall calculation and data analysis were normally unspecified and the outcomes were taken out in the end of the year. The evaluation criteria is that the quality initiatives between the two groups of centers in the whole 4 years, A health administrator guide quality enhancement effort, based on the organized calculation of daily data, is impactful in improving the performance of more number of diabetes clinics. Also it will help in the high number of patient targets so the continuous quality improvement has positive impact or its very effective impact on the diabetic clinics.

METHODOLOGY AND DATA COLLECTION

The research paper proposed has analytical study which is using qualitative method of study, the research design is based on the literature review and there are few articles has been studied for the research paper The research has used secondary data for the interpretation of the results The secondary data is collected from the literature reviews and the health providers and patients and different healthcare organization and also from the Google scholar, pub med. Studies conducted in original PHC which demonstrated some conflation of CQI silent feature and assessed some factors of implementation were included. The research paper is fully based on the secondary data. The method for the sample is used randomized sampling method.

RESULT

According to the literature reviews the research paper proposed that the impact of continuous quality improvement managements in healthcare organization and in hospital which is associated with the diseases that the impact is positive or negative related to the diseases like diabetes, coronal heart disease and many other diseases so the result is related to this disease in hospitals. Review of literatures of different studies it results that the initiatives taken in continuous quality improvement is very effective and positive related to the process quality and the patient safety. In other study that the impact of continuous quality improvement control can improve glycemic control for HMO patients with of diabetes in similar clinics and this study results that the which have certain measures and the initiative related to the CQI is very impactful possible method to improve the diabetic outcomes in the different hospitals, according to the literature review, the other study which is impact of continuous quality management on the clinical outcome of peritoneal dialysis in hospitals or in healthcare organization and results shows that the continuous quality improvement initiative has been taken in few years in the result of the is very impactful and positive in peritoneal dialysis outcomes and by the record data is showing that the because of continuous quality improvement measures it improves statically. In the another study the Impact of a CQI Initiative on Appropriate Use of Coronary Computed Tomography Angiography it results that the there is significant improvement and very impactful in the CCTA by the initiatives and measures of continuous quality improvement taken in hospital and the another study literature review has the calculate the impact of a CQI effort implemented by a network of diabetes clinics in which the data is taken from the anonyms hospitals and centre's in which the measures are taken of continuous quality improvement which is very effective and help in the increase in the patient target .

The table shows that the initiatives taken are positive and impactful in healthcare organization:

Continuous quality	Assessment	Sample	
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improvements impacts	involve	taken from	Effects
On the patient safety and outcomes	Involve 149 hospitals	Nurses , staff and patients of the hospitals	Increase in the patient target number
On the diabetic	Involve two similar diabetic clinic	Feedback from the patient	Positive
On the peritoneal dialysis	Involves General physicians and nurses and patients	From the registry records of the 6 years	Positive
On the CTAA	Involve 47 hospitals	From the patient undergo compared test of AUG	Positive
Impacts on the clinic with diabetic network in NHS	Involve 18 diabetic clinic	From the routine check up and data of the blood pressure >100 patients	Number of patient increases and it is positive method.

The results of different studies shows that the continuous quality management in healthcare is very impactful and its initiative are very.

DISCUSSION

The main objective of the studies was to determine the impact of CQI in healthcare organization the results from this study shows that there is a positive impact of continuous quality improvements in hospitals and its is also relatively connected to some of the major disease if the continuous quality measure are taken then the target of patient safety is also increased its very effective and impactful also, While there are few imbricate and maybe few combination within few studies of these unlike aspects , In addition, few qualitative studies employed explains theoretical features to enhance the collection or analysis of data. It is well understood that CQI initiatives and measures improve the quality and patient safety outcomes in the hospitals according to definition of continuous quality improvement require organized data events, and testing procedures structured with daily and regular conditions in brain; goal to change daily work procedure; associative groups; main pre-established aims; sets of main changes; using data feedback and evidence relevant to the problem to implementers. In this research paper there is discussion on the how impactful is the continuous quality improvement in hospitals so and how its initiative helps o improve the quality and effectiveness of the hospitals and if summarize the research paper the result indicates that the positive impact of the continuous quality management in hospitals, and the studies literature reviews demonstrate the correlation between the impacts and the diseases and the patient safety outcomes and measures. And there is further implementation is needed to establish in this research paper

CONCLUSIONS

The conclusion of the research paper is that the continuous quality improvement management has the positive impact on the quality in any of the organization and it also concludes that culture of any healthcare organization there is no relatively important for the CQI management and also in the patient safety outcome it very effective and impactful and overall research paper concludes that the CQI has the positive impact in the hospitals and the initiatives and measures which are taken are also very impactful for the quality of the hospitals .on the basis of the table that the impacts in different hospitals which takes initiative of continuous quality improvement have positive impact in there patient target and safety and quality and also very effective According to the literature reviews the different studies shows conclusion of the research paper that the data collection and the methodology used is on secondary data and the research paper proposed the various studied the research paper is based on the literature reviews and accordingly the result has been evaluated and the continuous quality improvement management has the positive impacts and in hospital the healthcare organization

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PART – 2

REPORT ON ONLINE COURSE

COURSE NAME

FUNDAMENTAL OF PROJECT PLANNING AND MANAGEMENT

DESCRIPTION OF COURSE

This course is affiliated by university of Virginia done by the E-learning platform that is coursera . As a Project Management Institute (PMI®) Registered Education Provider, the University Of Virginia Darden School Of Business has been approved by PMI to issue 12 professional development units (PDUs) for this course, which focuses on core competencies recognized by PMI. (Provider #2122) and the teaching is given as lecture videos, seminars and project form . the syllabus of the course comprise of four week schedule.

- In the end when the four weeks complete to earn the Course Certificate need to earn a passing grade on each of the required assignments—these can be quizzes, peer-graded assignments, or programming assignments. Videos, readings, and practice exercises are there to help you prepare for the graded assignments.

Across settings, planning principles and execution methodologies can offer ways in which projects can be run more effectively and efficiently. Project management provides organizations (and individuals) with the language and the frameworks for scoping projects, sequencing activities, utilizing resources, and minimizing risks. This is an introductory course on the key concepts of planning and executing projects. This course identifies factors that lead to project success, and learn how to plan, analyze, and manage projects. Learners will be exposed to state-of-the-art methodologies and to considering the challenges of various types of projects. And by the end of this course the learner should be able to describe an intended project in a complete project plan review and evaluate own and others' project plans critically

OBJECTIVE OF THE COURSE

The objective of this course is virtually every organization runs a project either formally or informally and the main objectives are to understand the project planning and management and the execution and risk factors of any project.

- In the first week of the course the objective is properly define the concept of project planning and management also the how to organize a project and the project success and failure rate and by the end of the first week project life cycle is also described.
- In the second week of the course the objective of the course is how to plan a project and the process of scoping and the how to sequence project task and how to determine the project duration and the critical path and the effective changes to project to fulfill all the objectives
- In the third week the objective is what are the risky factors for the project and the identification and assess of the project risk and also the scheduling and delaying risk of project and the finally the budgeting and the cost analysis risk.
- And in the final week the objective is to plan to action or the execution phase of the project and the eared value and who are going to execute this project and then completion of the project.

These are the objectives in this course throughout the weeks and to project definition it will lead to execution then completion of any project.

COURSE CONTENT

The fundamental of project planning and management contents are :

1) In the first week course content are :

WELCOME TO THE WORLD OF PROJECTS

- What is project?
- How do we define a project?
- Considering the organization and stakeholders
- Project success and failure
- The making of boyhood ad British airways t5
- Project life cycle

• GRADED : THE FUNDAMENTALS

2) In the second week of the course

THE IN AND OUTS OF THE PROJECT PALNNING

- Why plan?
- Detailed scoping
- Identifying dependencies
- Determining the completion and critical path
- How do we schedule?
- What if I don't like planning? making changes
- Reflecting on common mistakes
- Virginia festival of book

• GRADED : PROJECT PLANNING

3) In the third week of the course

IT'S A RISKY WORLD AND THEN THE UNEXPECTED HAPPENED

- Identifying and assessing project risk
- A more realistic timeline part 1
- A more realistic timeline part 2
- Cost analysis risk
- Planning of ambiguity
- Lumi juice case study

• **GRADED: PROJECT RISK**

4) In the final week of the course

READY, SET, GO: PROJECT EXECUTION

- From plan to action
- Earned value
- Those who execute
- Agile, Scrum, Kanban
- Salesforce.com case study
- Quiz on earned value
- Project management in the wild
- Course conclusion

• **GRADED : PROJECT EXECUTION**

LEARNING METHODOLOGY USED IN COURSE

The learning methodology used in this course is very properly defined.

- The lectures and videos are very good and easy to understand.
- The ppts are also given in the end of the every week and the detailed descriptions are in the form of ppt so it is very helpful to understand the concepts of this course.
- There is also different case study are given as assessment to better understanding of this course.
- In this course assignment are also given and the passing grade is required for the next assignment.
- In this course reading materials are also given and some of the books are given related to this course
- In this course they are using the good examples in the video for properly understand the concepts.
- And the assignment can be re-attempted to improve the grades.
- And in this course there are quizzes, peer graded assignment and the programming assignment to make it more understanding and meaningful.

KEY LEARNING'S FROM THE COURSE

The key learning's from the course the fundamentals of project planning and management are:

- ❖ The first learning is that how to initiate , define and organize a project in respect to all the success and failure risk factors
- ❖ The second learning is that how to develop a plan and also includes the detailed scoping and schedule risk and analysis and delaying factors of the project and determining the critical path
- ❖ Also learn the basic skill of how to make tornado charts in Microsoft excel
- ❖ The next learning from this course how to assess and prioritize and management of risk of project.
- ❖ The skills which are learn from this course is risk analysis , project planning and project management .
- ❖ And finally the learning's leads to how to execute project with the use of earned value and how to monitoring and controlling till the project completion.

CERTIFICATE OF THIS COURSE

