

Quality improvement of Small health care organization in rural area of barmer district, Rajasthan

Rahul Kumar Singh (0057)
MBA– Rural Management
Batch: 2019–21

Under the Guidance of Pro.Ratna verma Associate Professor
IIHMR, University jaipur Rajasthan.

CONTENTS

- ❖ **INTRODUCTION.**
- ❖ **CONCEPT OF QUALITY.**
- ❖ **DIMENSIONS OF HEALTH CARE QUALITY.**
- ❖ **QUALITY OF CARE.**
- ❖ **QUESTION TO BE ADRESS.**
- ❖ **CHALLENGES IN QUALITY HEALTH SYSTEM.**
- ❖ **PRINCIPLES OF IMPROVING QUALITY.**
- ❖ **GOALS OF QUALITY IMPROVEMENT.**
- ❖ **SOME INDICATORS OF QUALITY.**
- ❖ **Improving quality :approaches**
- ❖ **CONCLUSION**

INTRODUCTION

- ❖ Traditional thinking would say that quality is conformance to specifications, that is does the product do what it designed to do?
- ❖ Quality is one of the key decision in operations in today highly competitive global market .
- ❖ Vital to increase profits reduce cost and improve customer satisfaction.
- ❖ Difficult term to define as it can mean different things to different people.

CONCEPT OF QUALITY

Basic concepts of health care quality

- ❖ Healthcare organizations
- ❖ Definitions of healthcare quality
- ❖ Dimensions of health care quality
- ❖
- ❖ Aspects of health care quality
- ❖ Total quality management.
- ❖ Health care indicators.

DIMENSIONS OF HEALTH CARE QUALITY

Appropriateness- the degree to which the care and service provided are relevant to the individuals clinical needs ,given the current state of knowledge.

Availability - the degree to which the care and services are accessible and obtainable to meet the individuals clinical needs.

Competency- the practitioners ability to achieve both desired clinical outcomes and patients satisfactions .

Efficiency - the optimum utilization of resources to produce the desired outcomes.

Prevention- the degree to which are promote health and prevent disease.

QUALITY OF CARE

- ❖ Uniformity in process- standards and norms, reduce error, reduce waste, reduce cost.
- ❖ Accreditation- nabh ,manyata.
- ❖ Legal issues- consumer protection
- ❖ Social and economic benefits.
- ❖ Increase the health status.

QUESTION TO BE ADRESSED?

- ❖ Quality improvement?
- ❖ Why quality improvement?
- ❖ How to measure quality improvement?
- ❖ What tools we need?

CHALLENGES IN HEALTH QUALITY

- Health organizations are complex system-
- Clinical standard not enough.
- Cultural and organizational challenges.
- Competing power structure –politicians, doctors, department, managers.
- Build capacity to manage these complexities.

PRINCIPLES OF IMPROVING QUALITY.

- Transparency- sharing information.
- Ethical practice- professionalism .
- Evidence based practice- science.
- Top down and bottom up- balance .
- From blame to improvement-culture.
- Accountability – everybody business.
- Information sharing and communication- bring sustainability

GOALS OF QUALITY IMPROVEMENT.

- ❖ Evidence based care(doing the right things)
- ❖ Equality (all patients need and all are equal)
- ❖ Consistent care(every time there is a need).
- ❖ Not discrimination(belief of casteism, gender sex, birthplace)

SOME INDICATORS OF QUALITY.

- ❖Waiting time(not>30 mts.)
- ❖Number of dehydration deaths in diarrhea.
- ❖Number of ipd admissions(not>10%opd)
- ❖Number of lama cases.
- ❖Number of mlc patients.
- ❖Number of cases needle stick injury(not>5%).
- ❖Number of new born where birth weight not recorded.

IMPROVING QUALITY : APPROACHES

Traditional

- norm
- Training
- aids

QUALITY ASSURANCE

Team work

Process analysis

Data monitoring

Collaborative

Change process sharing experience

Competition

Best practices

CONCLUSION

➤ what to expect from healthcare?

Fundamentally ,delivery of healthcare should be

- ❖ Safe
- ❖ Effective
- ❖ Patient centered
- ❖ Timely
- ❖ Efficient
- ❖ Accessible
- ❖ Equitable
- ❖ Consistent with good outcomes .

Thank you