

Variety of Approach for Improving Healthcare Quality Management

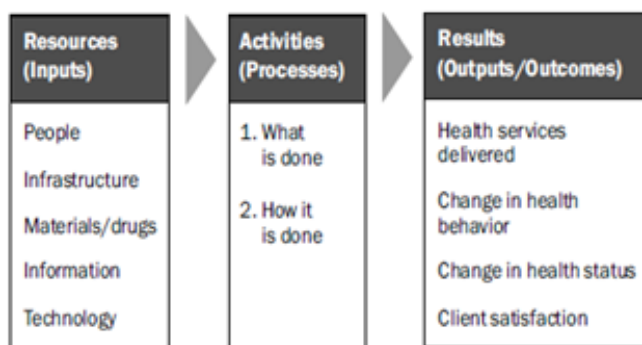
Zurab Baratashvili

PHD student of Ivane Javakhishvili Tbilisi State University

In recent years, methods for improving and managing the Healthcare quality and medical care have become increasingly diverse. This was facilitated by a number of factors such as the abundance of experience gained in the field, the increasing importance of cost-effectiveness of health services, the increase in the diversity of medical services, and the increase in expectations from patients.

Avedi Donabedian wrote about the quality of health care: It is difficult to guarantee the quality - it is possible to increase the likelihood that the service will be good or better.

all approaches focuses to improve the quality of health care but not all approaches are equally effective in the same situation. It is important to ensure changes that bring scientific knowledge and experience to ensure that improvements are made as a result of the changes that will be measurable and relevant. Any method of quality management regardless of its characteristics necessarily consists of three elements which are such as resources, activities and results. The philosophy behind the QI approaches presented recognizes that both the resources (inputs) and activities carried out (processes) must be addressed together to ensure or improve the quality of care .



Source: Donabedian (1980)

It is important to remember that the fundamental concept of improvement provides that: 1. Performance is a characteristic of a system. 2. In order to improve, the system must be changed in ways that yield better results. 3. Various inputs in a system yield improvement only to the extent that they can effect change in that system. Changes should address not only the individual parts of a system.inputs, processes, and outcomes.but also the links between them.

There are basic four principles of quality assurance that hold true for all quality assurance activities, including QI. These principles are: **Client focus:** Services should be designed to meet the needs and expectations of clients and community. **Understanding work as processes and systems:** Providers must understand the service system and its key service processes in order to improve them. **Testing changes and emphasizing the use of data:** Changes are tested in order to determine whether they yield the required improvement. Data are used to analyze processes, identify problems, and to determine whether the changes have resulted in improvement. **Teamwork:** Improvement is achieved through the team approach to problem solving and quality improvement. Modern days also very popular approaches are principles of TQM (total quality Management) Today most managers agree that the main reason to pursue quality is to satisfy the customers. The American National Standards Institute (ANSI) and American Society Quality (ASQ) define quality as “The totality of features and characterizes of a care or service that bears on its ability to satisfy given needs”. The view of quality as the satisfaction of customer needs is often called fitness Healthcare Managers . The basic principle of TQM should be carried out using the 8 QM principles otherwise the resultant system will not satisfy the intent of the quality standards in the healthcare management system.

Customer focused organization Organizations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations

Leadership Leaders establish unity of purpose and direction. They should create and maintain the internal environment in which people can become fully involved in achieving the organization’s objectives.

Involvement of people People at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization’s benefit.

Process approach A desired result is achieved more efficiently when activities and related resources are managed as a process.

System approach to management Identifying, understanding and managing a system of interrelated processes as a system contributes to the organization’s effectiveness and efficiency in achieving its objectives.

Continual improvement Continual improvement of the organization’s overall performance should be a permanent objective of the organization.

Factual approach to decision making Effective decisions are based on the analysis of data and information.

Mutually beneficial supplier relationships An organization and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Some authors describe four points along this spectrum of increasing complexity that demonstrate the application of the methodology to different situations. These are:

Individual Problem Solving: The hallmark of this approach is that there is no interdependency in the improvement, which can be accomplished by one individual.

Rapid Team Problem Solving: This approach to improvement emphasizes accomplishing the results as quickly as possible through the elimination of all non-vital steps.

Systematic Team Problem Solving: This is a more rigorous approach that uses root cause analysis.

Process Improvement: This approach is used when the team is dealing with a core service process and where a permanent team continually follows up the process.

Despite many different approaches in Health care quality management and for improving quality of medical services, no one approach can be referred as universal because before implementing any approaches should be considered many factors which can affect in implementing process, that factors are country's population, community socio-culture and traditional diversity. It is critical important to adapt and not adopt the quality management system and approaches to have better result. A more sceptical and scientifically rigorous approach to the development, evaluation and dissemination of QI methodologies is needed, in which a combination of theoretical, empirical and experiential evidence is used to guide and plan their uptake. Our expectations of the evidence base for QI methodologies should be on a par with our expectations in relation to other forms of health-care interventions.

Effective strategies to implement quality indicators in daily practice in order to improve hospital care do exist, but there is considerable variation in the methods used and the level of change achieved. Feedback reports combined with another implementation strategy seem to be most effective.

References

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