

**QUALITY
IMPROVEMENT
101**

Quality Overview, Operations, Available Resources

Quality 101

A Healthy Quality Program Helps To:
Maintain a healthcare environment that promotes the delivery of high quality and safe patient care today
Reach for the delivery of care and services that is better tomorrow than what can be achieved today
Ensures that our healthcare organizations are reaching for futures that are designed to meet the changing needs of their communities so that people can always count on access to high quality patient care

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Quality 101

Avoid the Seven Erroneous Assumptions of Quality

- 1. Quality is a measure of goodness, luxury, extravagance or indulgence that needlessly wastes resources.
- 2. Quality is an intangible and therefore can not be measured. The complexity and art of medicine makes it impossible to measure quality.
- 3. There is an "economics" of quality. Quality is an expense that does not contribute to the financial health of our organization.
- 4. Leadership does not have to be actively involved for a quality program to be successful.
- 5. Quality is a factor of human error. It is a matter of our people choosing to not do what they are suppose to or what they have been told to do.
- 6. Quality originates in the quality department. The quality director is who we hold accountable for the success of quality in our organization.
- 7. The purpose of our quality program is to ensure regulatory compliance and achieve accreditation. The primary driver for changes in our program is a change in outside requirements from any one of these entities.

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Quality 101

The Eight Mistakes of Weak Quality

1. Quality activities are treated like a program with isolated tasks rather than a series of systems that create a process.
2. All efforts and changes in behavior are directed at the lower levels of the organization.
3. Leaders lead with the philosophy that it is impossible for people to do things this right all the time and the economics of quality require errors.
4. Most results are a by-product of crisis as management manages for today rather than tomorrow.
5. Leadership is poor at defining quality so people start creating their own definitions and measurements.
6. Quality efforts focus on checking, sorting and identification of mistakes after the fact rather than prevention.
7. Quality is not an equal to everything else that competes for the peoples' attention.
8. Resource and time consumption for managing today takes too many resources away from Planning for the future

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FLORENCE NIGHTINGALE
1820 - 1910

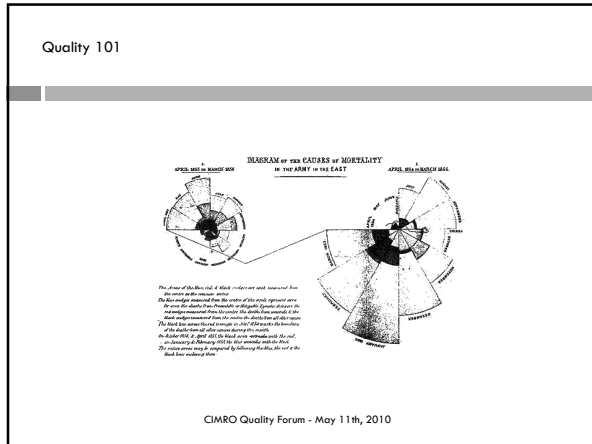
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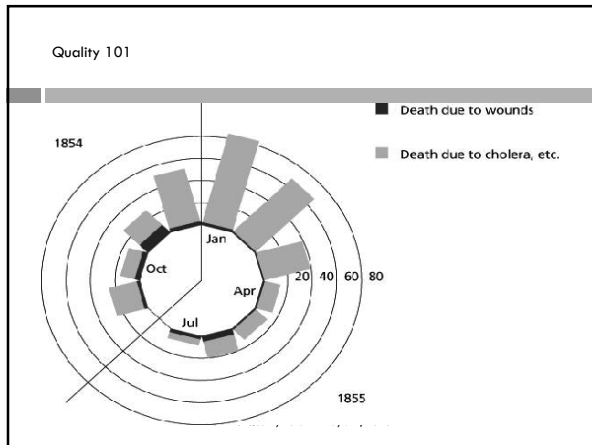
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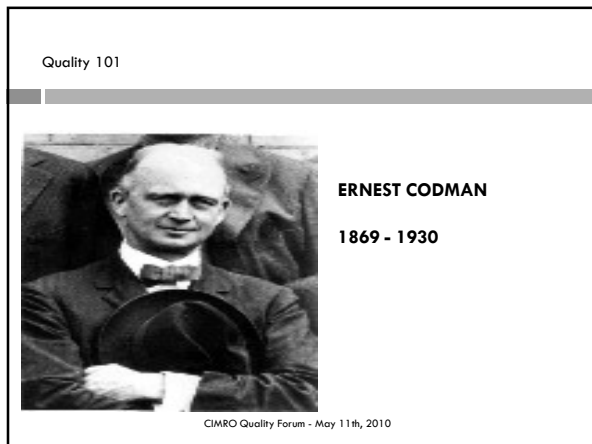


Crimean War
1854 - 1856


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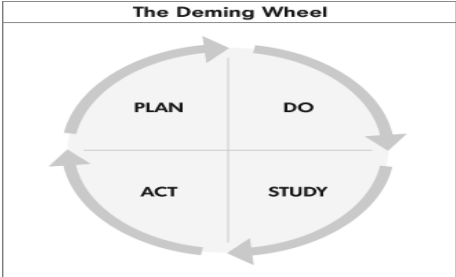
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**WILLIAM EDWARDS
DEMING**
1900 - 1993

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The Deming Wheel

PLAN DO
ACT STUDY

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Quality 101

To Err is Human

- 44,000 to 98,000 Deaths from Medical Errors
- "More than from motor vehicle accidents, breast cancer and AIDS....fifth leading cause of death."
- "Skilled and caring professionals can and do make mistakes."

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