



Session 1 Introduction to Quality

Change is a fundamental concept in improving the quality of healthcare

“Each system is perfectly designed to
get the results it achieves.”

Donald Berwick

Quality Management

“Total Quality Management is a systematic
managerial transformation designed to
address the needs and opportunities of all
organizations as they try to cope with the
increasing change, complexity and tension
within their environments.”

Donald Berwick, M.D.

Change

- All improvement is change
- All change is not necessarily an
improvement

How can quality be improved?

Traditional: norms, training, job aids,
supervision, material and equipment

+

QA: team work, process analysis,
monitoring of data, client focus, coaching

+

Collaborative: common problem, change package, sharing
experiences, positive competition, best practices, rapid spread

Case Study Exercise

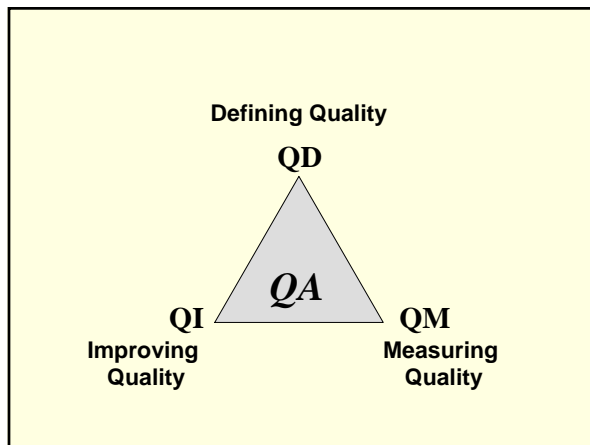
“What is Quality?”

What is Quality?

- Carrying out interventions correctly according to pre-established standards and procedures, with an aim of satisfying the customers of the health system and maximizing results without generating health risks or unnecessary costs.
-- Ministry for the Health of Rwanda, 2006

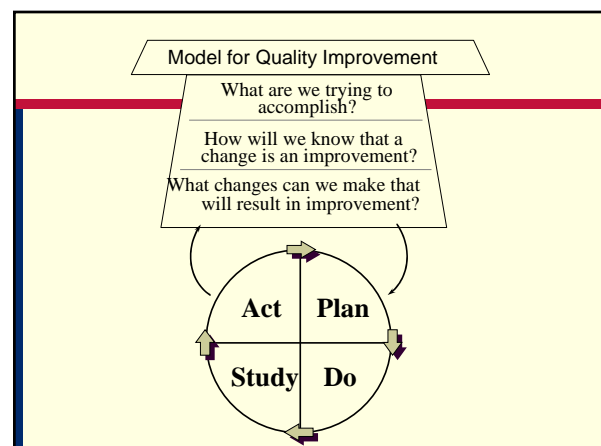
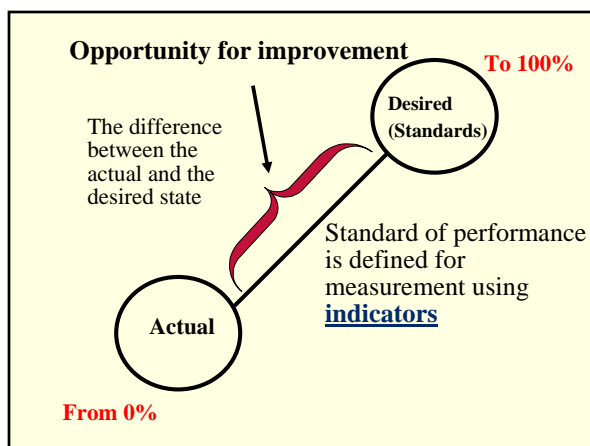
What is Quality Assurance?

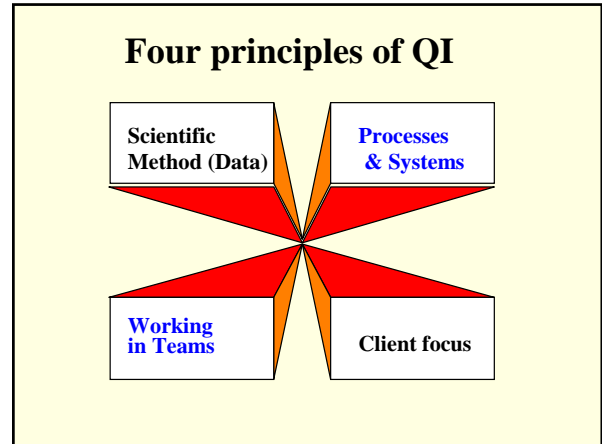
- All of the activities that make it possible to define standards, to measure and improve the performance of services and health providers so that care is as effective as possible.



Quality Assurance

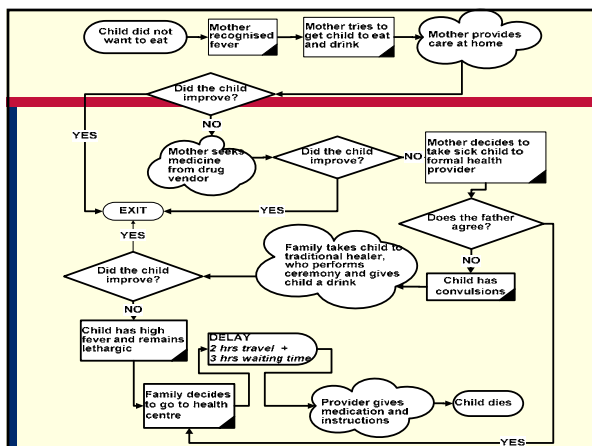
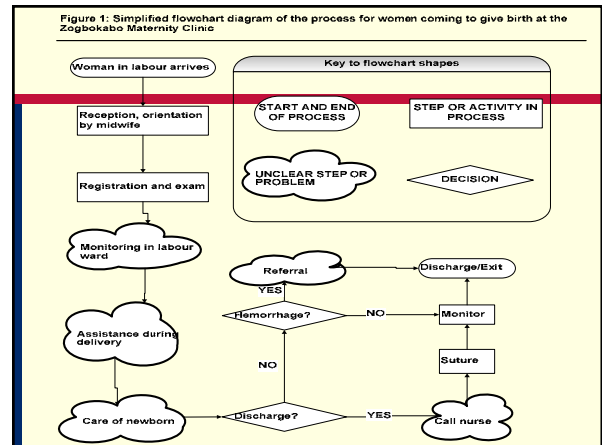
- Define Quality (Standards, norms, guidelines)
 - One cannot measure that which one has not defined
- Measure Quality (The variation in standards)
 - One cannot improve that which one has not measured
- Improve Quality (Comply with norms)





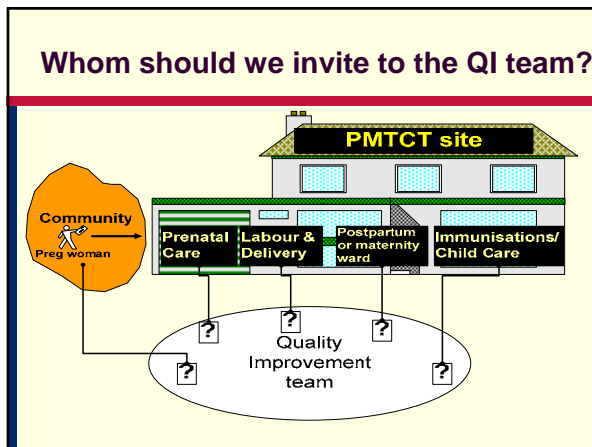
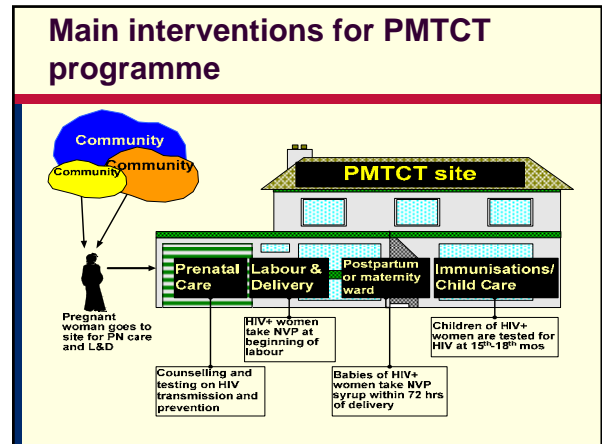
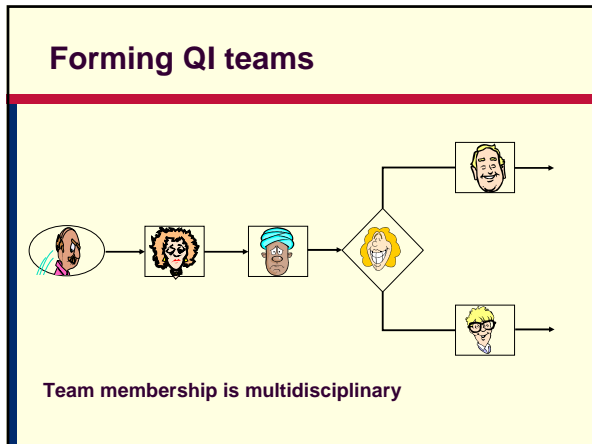
Focus on systems and processes

- What are systems and processes?
- Why focus on them?
- How?
 - Identify inputs, processes, outputs, outcomes, impact
 - Tool: flowchart (examples in next slides)
 - Involve participants of each key part of system of process in improving the process



Quality Improvement Teams

- Do the actual work of improving quality of care (QI):
 - Analyse system or process of care
 - Measure indicators
 - Test and implement changes using PDSA
- Team members represent all parts of system or process of care—why?



Discussion

- ### Focused conversation on linking QA to your work
1. What QA concepts do you remember?
 2. What were QA concepts that:
 - were familiar to you or reminded you of experiences at your work?
 - were new, strange or surprising to you? Why?
 - you particularly liked/disliked? Why?
 3. How could one use the concepts and tools within your work? What would be its advantages/disadvantages?
 4. Based on what you have learnt about QA, what will you commit to change at your work:
 - at the individual level (ie. what can you change)?
 - as an organization?

