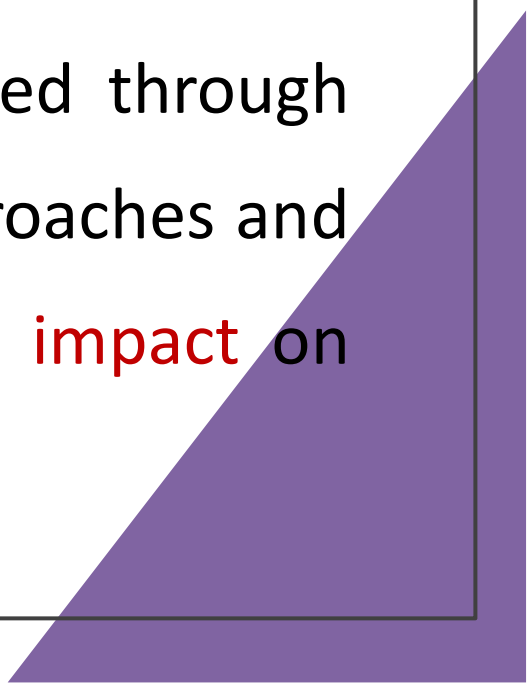


Quality

What is quality?

- The correct performance according to well defined Standards.
 - This performance should be executed through **safe** , **acceptable** and **affordable** approaches and procedures , which lead to **positive impact** on community health status .
- 

What is quality?

- Another definition of healthcare quality: is the extent to which health services improve desired health outcomes.
- The care should be based on the strongest Clinical evidence and provided in a technically and culturally competent manner with good communication and shared decision making.

Cost of Quality

- Cost of Achieving Good Quality

1. Prevention costs
2. costs incurred during product design
3. Appraisal costs
4. costs of measuring, testing, and analyzing

- Cost of Poor Quality

1. Internal failure costs
 - include rework, process failure, downtime, and price reductions
2. External failure costs
 - include complaints, returns, warranty claims, liability, and lost sales

Prevention Costs

1. **Quality planning costs:** costs of developing and implementing quality management program
2. **Product-design costs:** costs of designing products with quality characteristics
3. **Process costs:** costs expended to make sure productive process conforms to quality specifications
4. **Training costs:** costs of developing and putting on quality training programs for employees and management
5. **Information costs:** costs of acquiring and maintaining data related to quality, and development of reports on quality performance

Appraisal Costs

1. **Inspection and testing** : costs of testing and inspecting materials, parts, and product at various stages and at the end of a process
2. **Test equipment costs**: costs of maintaining equipment used in testing quality characteristics of products
3. **Operator costs**: costs of time spent by operators to gather data for testing product quality, to make equipment adjustments to maintain quality, and to stop work to assess quality

Total quality management

(TQM) is an integrated organizational effort designed to improve quality at every level.

Key Dimensions of Quality Care/Performance

1. **Safety**, the degree to which the risk of an intervention and risk in the care environment are reduced for the patient and healthcare providers.
2. **Timelines**, the degree to which needed services are provided to the patient at the most beneficial or necessary time.
3. **Effectiveness**; the degree to which the services are
 - provided in the correct manner, given the current state of knowledge to achieve the desired outcome for the patient.

4. **Efficacy**, the potential capacity or capability to produce the desired effect or outcome as already shown e.g. through scientific research (evidence based) findings.

5. **Efficiency**, the relationship between the outcomes and the resources used to deliver patient care.

6. **Patient centeredness**

Key concepts of TQM

- Top management leadership
- Creating corporate culture.
- Customer focus.
- Process focus.
- Collaborative approach to process improvement.
- Employee education and training.
- Learning by practice and teaching.
- Benchmarking (comparison with top competitors).