

Welcome to Quality Management 101

June 18, 2007

Partnerships in Implementing Patient Safety



Working Together for Patient Safety.

Introductions



Name



Position



Work Experience



Why Healthcare?

Agenda

- 8:00 Welcome/Introductions/Expectations**
- 8:15 Review of Agenda**
- 8:10 What is Quality and Quality Management?**
- 9:00 Break**
- 9:10 Overview of Quality Initiatives**
- 9:45 Systems Thinking**
- 10:15 Break**
- 10:30 Keys to a Successful Quality Management System**
- 11:25 Evaluation**
- 11:30 Adjourn**

Why we are here

Background of grant

- Establish community anticoagulation clinic
- Utilize quality principles of ISO 9000 to build framework for community cooperation
- Understand other quality concepts as needed
 - Lean, 6 Sigma, ISO 9000
- Involve the community

National Quality Forum Safe Practices

1. Creation of a healthcare culture of safety
18. Utilization of dedicated anti-thrombotic services that facilitate coordinated care management

Why is it important to our community?

- Unique opportunity to build a ***culture of quality and safety***
- Healthcare is fundamentally local
- Innovation is key and will be supported by payers and government agencies
- Cooperation will lead to more efficient resource utilization lower costs

Hypothesis

ISO 9001 quality principles can serve as a framework to develop a **system of care** that will improve communication, facilitate establishment of care pathways and safe practice interventions, and enhance the continuity of patient care in our community.

Brainstorming Exercise

What is the current state of healthcare in this community?

Forces supporting....

Forces against....



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Why is Quality Management important?

Why are you involved in healthcare?

What are we managing anyway?

What is the alternative?



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What type of Quality Management system is in place at your organization?

What options are available?...

- National Baldrige Award Program for Performance Excellence
- ISO 9000 Standards
- Lean
- 6 Sigma
- Theory of Constraints.....

Baldrige or ISO?

National Baldrige Award

- Strategic Planning
- Leadership
- Focus on patients, other customers, markets
- Measurement, Analysis and Knowledge Management
- Staff Focus
- Process Management
- Organizational performance results

ISO 9001

- Customer Focus
- Leadership
- Involvement of People
- Process Approach
- System Approach to Management
- Continuous Improvement
- Decision-Making on Facts
- Mutually beneficial supplier relationships

Five main clauses of ISO 9001

- ☐ Clause 4 – Quality Management System
- ☐ Clause 5 – Management Responsibility
- ☐ Clause 6 – Resource Management
- ☐ Clause 7 – Product Realization
- ☐ Clause 8 – Measurement, Analysis, and Improvement

Focus of ISO 9000: Documentation



**Say what you do,
Do what you say,
Record information,
Audit effectiveness**

Lean.....Two simple aims

- Increase **Customer Value**
- Eliminate Waste

Six Sigma.....

- Use of Statistics to decrease variation
- FMEA – Failure Mode Effects Analysis
 - How often?
 - How easily detected?
 - What is Severity?



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Common ground....

- Systems view
- Focus is on people
- Processes are mapped
- Leadership is essential
- Continuous improvement
- Organizational performance is measured



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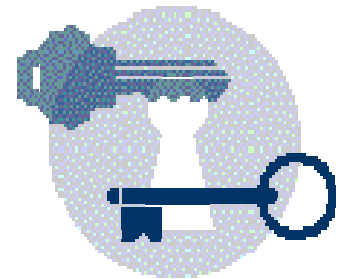
Introduction to Systems Thinking

In terms of.....

- Inputs – Processes – Outputs
- Inter-relationships
- SIPOC

8 Keys to Sustainable Quality Management

1. Customer Focus
2. Leadership
3. Involvement of People
4. Process Approach
5. System Approach
6. Continuous Improvement
7. Factual Approach to Decision-Making
8. Mutually beneficial supplier relationships



Basic requirements of Quality Management

- Determine why your organization exists
- Identify processes
- Map the process flow

Expectations of Top Management

- Leadership
- Commitment
- Active Involvement
- Driving force

Leadership Impact - QMS

- Vision/Values
- Involvement
- Commitment
- Education
- Workforce empowerment
- Open communications
- Sustainability
- Utilization of feedback

Critical Outcomes to QMS Success

- Document control
- External documents
- Staff participation
- Team approach
- Availability of documents
- Improved communication
- Reduced orientation time

Culture of Quality Management System

- Customer focused
- Cooperative problem-solving
- Team approach
- “Area experts”
- Continuous improvement
- Utilization of feedback
- Learning organization

Wrap up.....

- ❑ Final thoughts?
- ❑ Please complete evaluations

Thanks for your attention and participation!!