

Storyboard - 2014 Middle East Forum on Quality & Safety in Healthcare



Quality Improvement and Safety Management Mobilizing and Engaging for Quality

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Mobilizing & Engaging for Quality Program with coordinated & integrated system wide approach

DESCRIPTION: Paradigm shift of the traditional Quality management structure & process using **RADAR** - EFQM Excellence model where it clearly demonstrates the **Results** were part of coordinated system wide **Approach** through integration of Quality Program with many plans related to Policy, Quality & regulatory, Patient Safety, Environment care & safety, Infection prevention & control, safety culture & risk management, Clinical Research & Audit, etc. The **Deployment** of the approach was Assessed through integrated Key Measures and **Refined** for continuous improvement.

AIM:

To encourage a coordinated system wide approach to quality improvement, clinical excellence & patient safety activities while reducing duplication of efforts using RADAR concept.

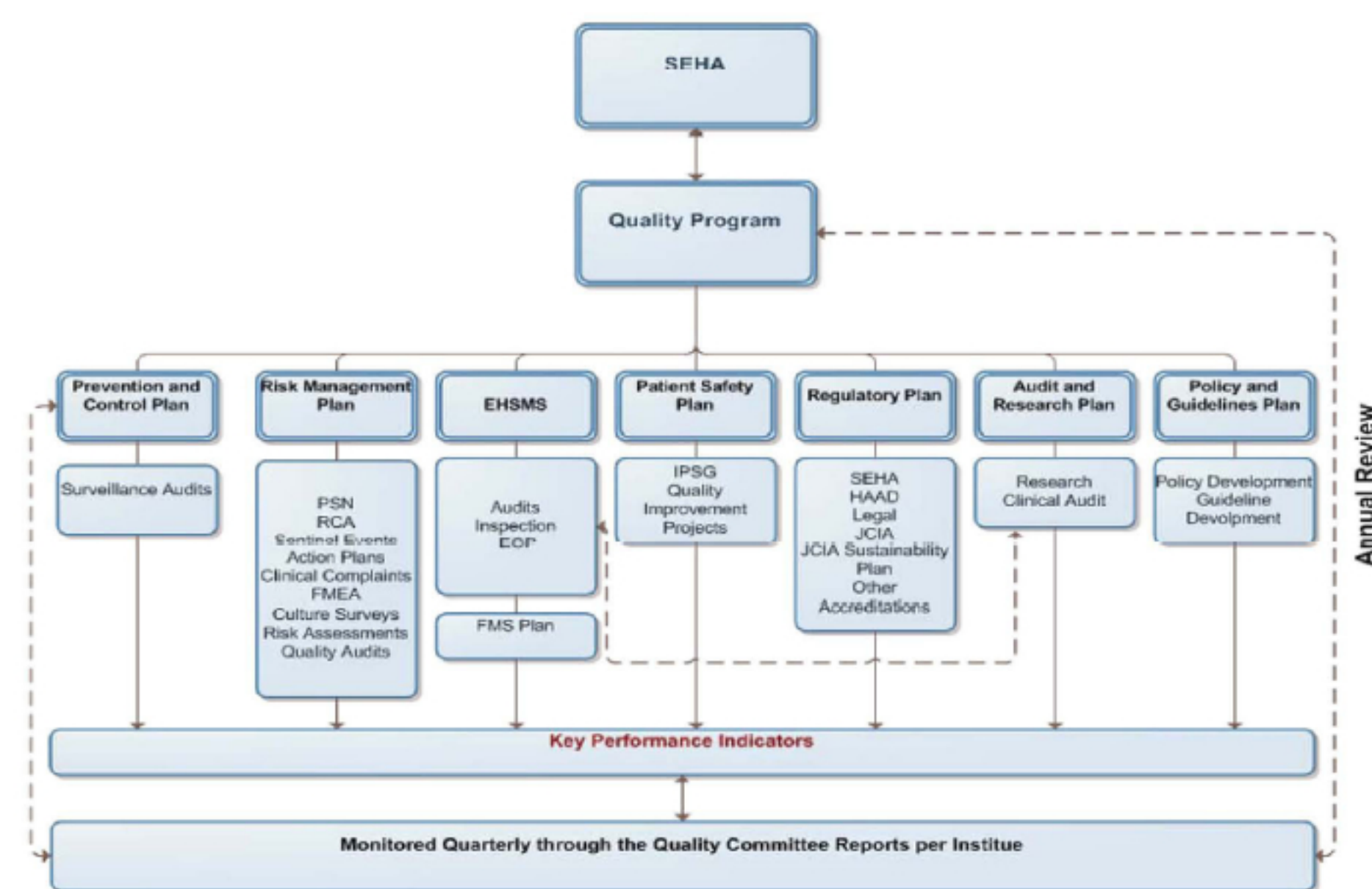
INTERVENTION:

Integrated the key hospital wide plans with related to Quality improvement & patient safety into the hospital wide Quality Program. To ensure hospital wide compliance with Quality program, key measures from each plan were communicated to all levels of Leadership and HODs & Managers were requested to submit the action plans for major gaps and presented to Quality Committee by Department Heads/Chairs. Process improvements & proactive Risk Assessments were planned, implemented & reported to Quality Committed as per annual schedule.

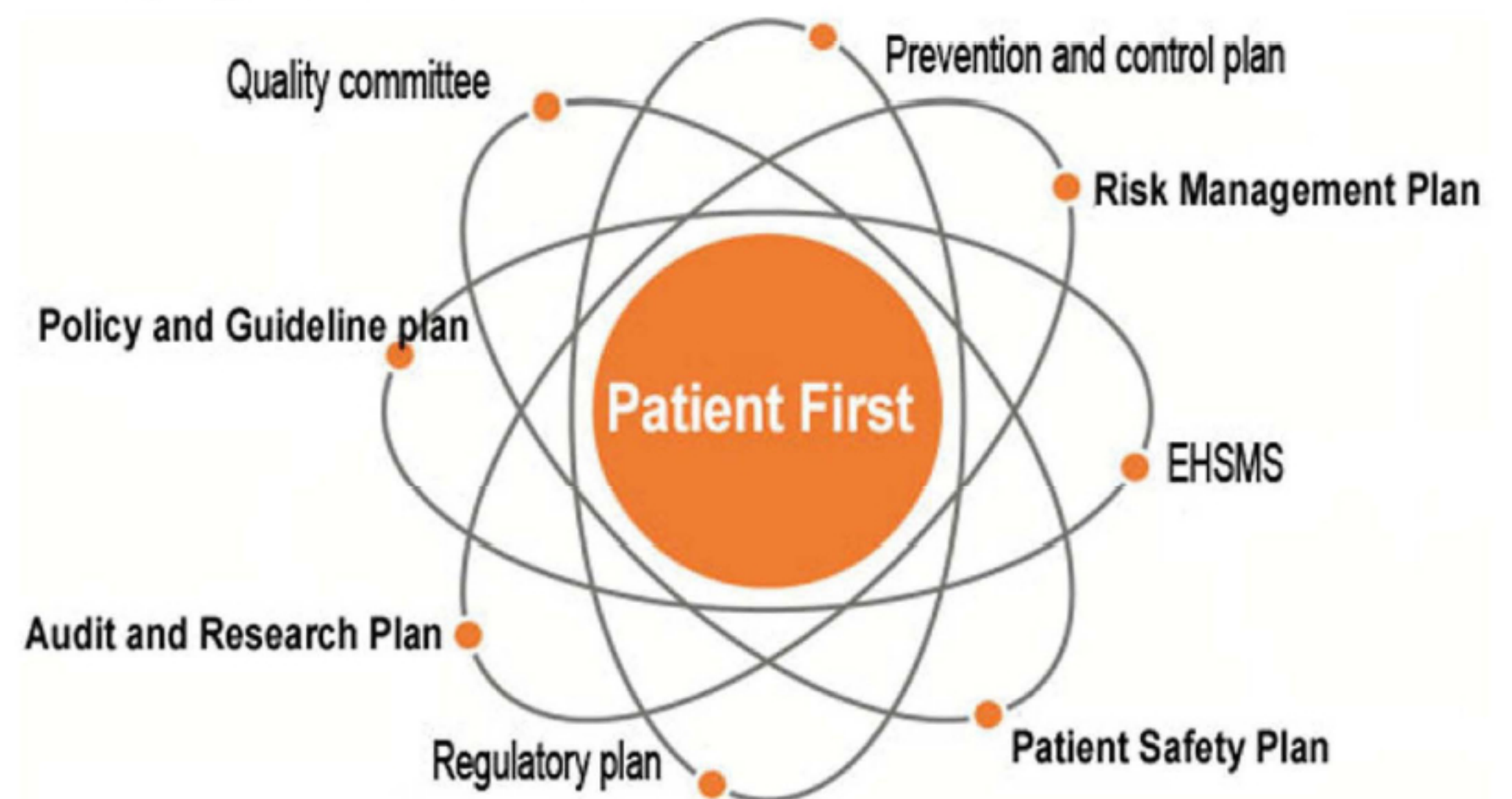
RESULT:

The success of this approach with paradigm shift was evident through the commitment & accountability by HoDs/Chairs & all levels of Leadership, improved system wide communication & Team approach of continuous improvement activities. Few examples of the success are listed below:

1. Integrated Structure of the Quality Program



2. Integration & coordination of the Quality Program keeping as 'Patient First'

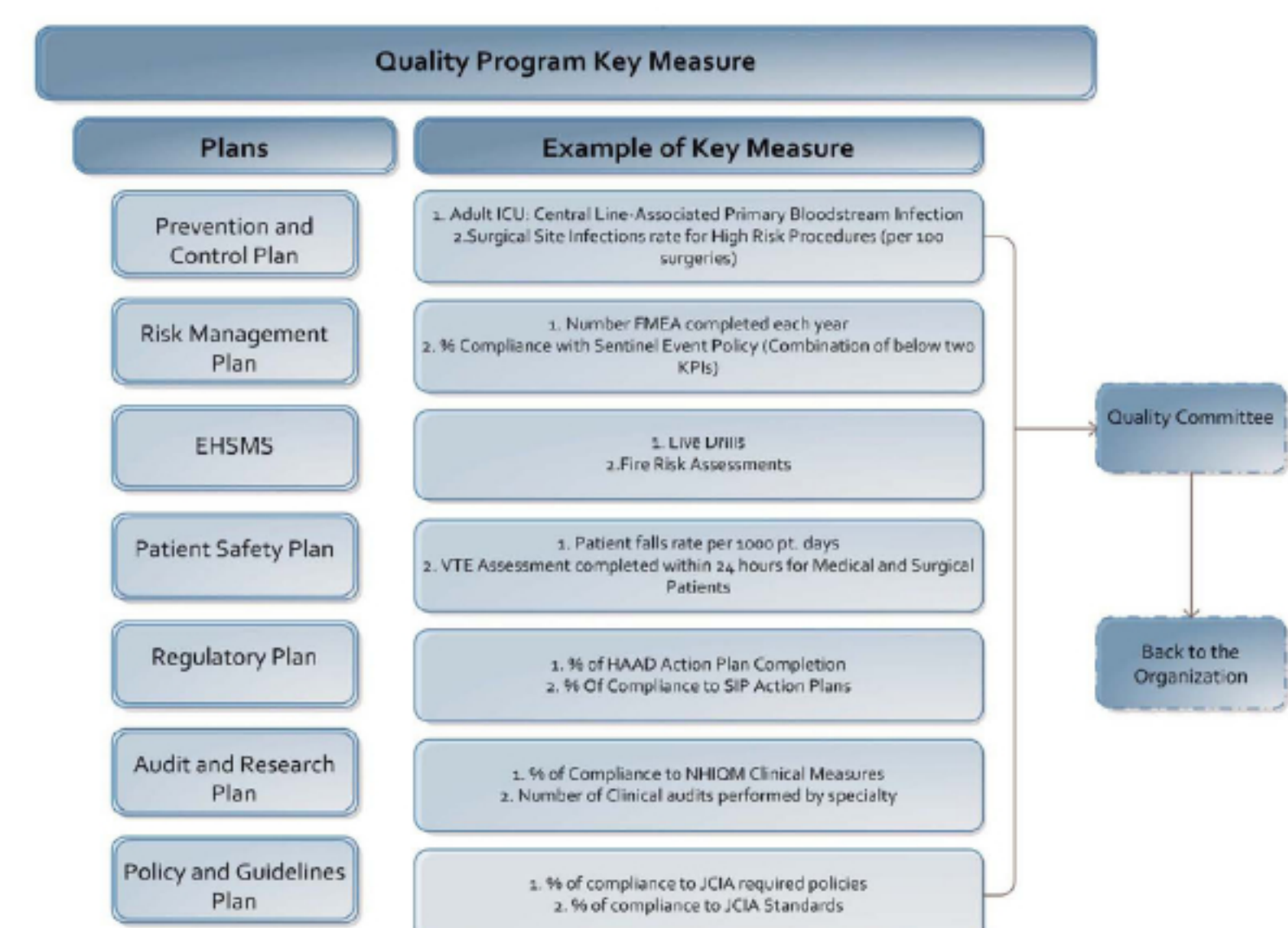


3. Coordination & Participation by Department/service in the Quality Committee.

Al Ain Hospital Quality Committee - Institutes/Departments participation to report measures from integrated Quality program

Date	Departments/Services	No of attendees
29 August 2013	FMI	13
23 October 2013	Surgical Institute Medical Institute Pharmacy Clinical Laboratory	22
20 November 2013	Child health ICU BSI ED	30
15 January 2014	WHI	17
28 January 2014	Medical Institute Surgical Institute Emergency	23
26 February 2014	Child health BSI Out patient ICU	21

4. Monitoring the Program.



NEXT STEP:

1. Continue monitoring and sustain the improvement.
2. Share the Best practice at national and international levels.