

## Quality Improvement System in Medicine Department, HGH

**PROBLEM:** There was no formal approach to improve, measure and monitor quality and safety of patient care provided by Medicine Department and its subspecialties. Furthermore, physicians needed regular training on quality & patient safety in order to integrate it into their daily practice.

**AIM:** To launch, achieve and sustain Performance Indicators for General Medicine and each subspecialty (atleast 1) by December 2013.

**Secondary objective:** - to impart regular training to clinicians in quality & patient safety principles, tools & techniques  
- Increase participation of physicians in quality & patient safety projects in the department

### TEAM:

- Medicine Quality Improvement Committee (Med-QIC)
- Physicians in Medicine Department

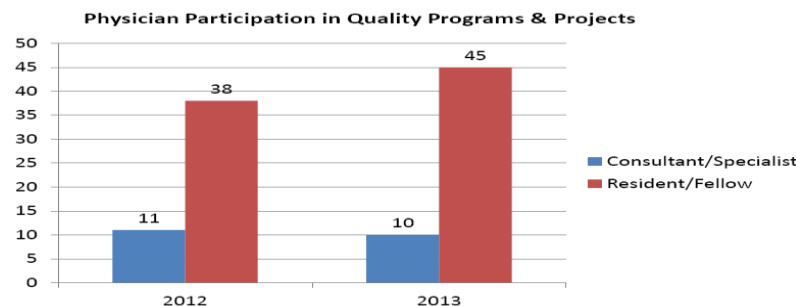
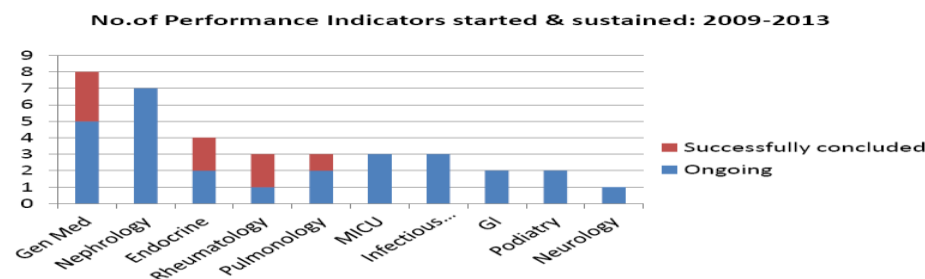
### PROJECT SPONSOR:

- Dr. Muna Al Maslamani, Chair-Medicine Quality; Vice-Chairperson, Department of Medicine

**INTERVENTION:** Performance Indicators are assigned to Gen Med and each subspecialty, and regularly monitored by Med-QIC Committee

- Training: Regular Monthly Quality Morning Lectures, and participation in CCITP training & projects, SBAR Training & mini-workshops
- Involvement: Clinicians at all levels are assigned to various quality & patient safety functions (Audits, Morbidity & Mortality committee, Guidelines committee, medical records review, IHI Best Care Always Campaign)

### RESULTS:



### CONCLUSIONS:

- The practice of developing & sustaining quality indicators has been embedded in the department
- There is increased physician engagement & participation in quality improvement activities
- The number of physicians with knowledge of quality improvement methodology has increased

### NEXT STEPS:

- Successfully sustaining ongoing projects
- Widening the scope of quality training to residents using various training forums
- Initiating guideline-based clinical audits