

Quality Improvement

Learning objectives:

In this session, the students will gain an understanding of:

- ✓ Basic concepts of quality improvement
- ✓ Importance of quality improvement
- ✓ Quality improvement model;
- ✓ Application of Deming cycle in nursing practice.

What is quality improvement?

Quality improvement (QI) is a process by which an organization can apply best practices care to obtain optimal level of efficiency, effectiveness and overall performance for their customers. Best practices are those care practices, process and approaches that, based upon research clinical expertise, are proven effective.

Continuous quality improvement:

Continuous Quality improvement (CQI) is a process of identifying areas of concern, collecting data on this indicator on an ongoing basis, analyzing and evaluating the data, and implementing needed changes.

Quality control:

It is a specific type of controlling refers to activities that monitor, evaluate, or regulate services provided to consumers. In nursing, the goal of quality care would be to ensure quality while meeting intended goals.

Importance of quality improvement:

Quality improvement is appropriate when there is a gap between knowledge and practice. An improved quality leads to following effectiveness:

1. Reduce costs through rework, fewer mistakes and better use of time and resources
2. Better services and products
3. Better outcomes
4. Increase staff satisfaction and customer's satisfaction.

Quality improvement model:

The Deming cycle or PDCA cycle is a continuous quality improvement model consists of a logical sequence of four repetitive steps for continuous improvement and learning: PLAN, DO, GHECK, and ACT.

It was first oriented in the 1920s with the famous statistics expert Mr Walter A. Shewhart, who introduced the concept of PLAN, Do, and SEE. In later total quality Management (TQM) guru and renowned statistician W. Edwards Deming modify the Shewhart cycle as: PLAN, DO, CHECK and ACT.

The PDCA model for improvement has 4 continuous steps:

1. PLAN
2. DO
3. CHECK
4. ACT

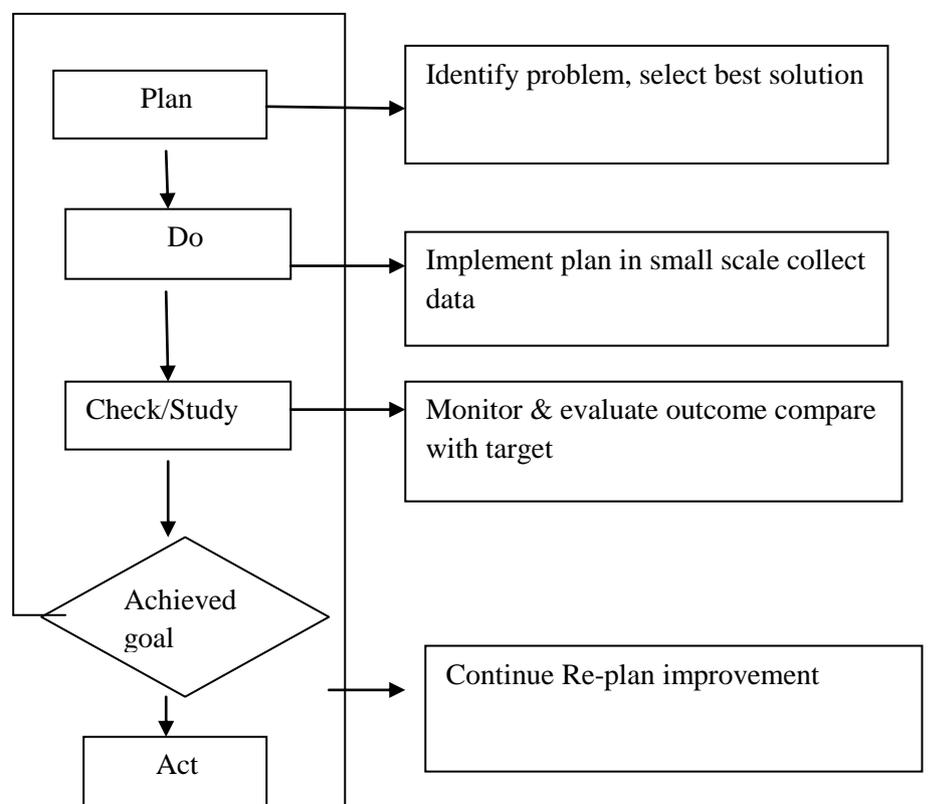
Plan: Plan is the improvement process and a test of the selected improvement

Do: Implementation of the pre-plan activities for quality improvement.

Check: Monitor and evaluate the process and results against objectives and specifications and report the outcome.

Act: Apply the actions to the outcome for necessary improvement

Application of Deming cycle in nursing practice (for patient safety):



We can implement Quality Improvement concept and PDCA cycle in our every step of work place and daily life like; nursing practice, education, teaching, project in order to improve the quality of services, increase clients satisfaction, achieve personal and organizational goal.