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Basic Concepts of Risk and Quality Management

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Quality Enhancement Concepts

Individuals always have more expectations of the health care industry, and this organization needs to put more effort into ensuring they provide appropriate healthcare services. Through patient trusting the health organization, I will ensure that quality procedures and services are offered as a quality team leader. Acauan et al. (2021) stated that a team leader is responsible for organizing the organization's projects, developing the meeting time, and maintaining the project to focus on goals. Therefore, I know healthcare organizations need to attain basic quality enhancement concepts to improve their services. One of the critical concepts is concentration on patients because the customer is an essential feature for any for-profit organization (Acauan et al., 2021). Although there are several non-profit organizations, they all aim to ensure patient satisfaction by using appropriate client interaction and enhancing their reputation. To achieve this, I would recommend that the employees be friends and develop a conducive interaction ecosystem where patients can freely present themselves.

Moreover, employees need to work in teamwork. Boaden & Furnival (2017) stated that working in cooperation ensures that employees can share knowledge and responsibility, which will aid in attaining the improvement goals. Also, through teamwork, individuals can enhance the areas they are not competent in and participate in the organization activity, which I believe shows their dedication to their job. Furthermore, another critical aspect is continuous improvement and learning, which allows them to maneuver new and emerging challenges. As healthcare employees, they are likely to encounter and experience certain challenging events, and this should allow them to explore more and learn to improve their competency. Finally, is the commitment to the healthcare difficulties because nothing will have direct flow because each day there will always be decisions to be made and challenging events which I believe will provide

experience. The management will be determined to help in these challenges and inspire employees to give their all.

Concept of Risk Management in Health Care Industry

Healthcare organization have concentrated their energy towards providing quality services and products to the patients. Therefore, this makes patients be the priority. Quality comprises of meeting patients' needs and expectations (Boaden & Furnival, 2017). Nevertheless, the healthcare industry, such as hospitals, faces significant risk factors that might influence their operations and reduce the quality of service they offer. To ensure the risks are minimized, employees and the management team will need to enhance the services continuously. Furthermore, many hospitals are working for the customer's interest; thus, many organizations will improve their systems and ensure reliability, such as work to ensure the patient expectations are attained and implement the best technology in the system. Nevertheless, some risks such as technology failure need to be managed to ensure that patients come to get their help in the hospital.

Most of the organizations face risks of overproduction of drugs because they did not consider working on measurement. Zipperer (2016) emphasized that measurement has three roles: recognizing current performance, realizing where there is need for enhancement, and assessing how variations in work procedures affect performance. Therefore, it will be vital for health care industries to use accurate data which is consistently reported. This will enable them to analyze the data and help evade the risks of overproduction of hospital products. For instance, this can especially work when producing drugs because the hospital has all the patient data. They easily calculate the consumption rate of certain medications in a specific period. Also, this will

decrease over-production and develop a culture for healthcare organizations to learn and depend on statistics for more consistent plans to deliver their services.

Decision-Making Information Required

The patient is very critical in healthcare organizations; therefore, most hospitals make decisions based on the customers' interests. Also, the hospitals have realized how vital it is to ensure the patients' decisions and favor them. In the decision choice procedure concerning danger and excellence, the management team needs to consider information about reliability in their systems. Genovese et al. (2017) stated that to ensure reliability is enhanced in hospitals, there is a need to understand failures when designing the system. This will comprise deciding on strategies that prevent failures in reaching the patient, developing processes and interactions that recognize the failures and choices that mitigate losses when they arise.

Moreover, individuals have varying cultures, traditions, beliefs, and hospitals because it comprises all these individuals and will also serve them. Therefore, the organization will need to consider this information during the decision-making process because patients can be affected by their beliefs. Boaden & Furnival (2017) stated that the management team can ensure quality management by looking at their performance if it meets the patients' expectations. This is critical and challenging because different patients have a varying expectation when they come to the hospital and decisions needs to consider all that. The main goal of quality management is to attain maximum patient fulfillment at the lowest overall cost to the hospital while continuing to enhance the procedures (Genovese et al., 2017). The information needed to be considered here is how patient data is collected and stored; this will help manage the risks of data loss. Also, the data will be used in understanding present performance. Other information to be considered in decision-making comprises the external forces that interfere with healthcare quality

management, such as state and federal regulations, large purchases, and voluntary accreditation standards.

Risk and Quality Management Tools

There are several tools utilized in risk and quality management, for instance, six sigma, Plan-Do-Study-Act (PDSA), ¹Root Cause Analysis (RCA) together with Failure Mode and Effects Analysis (FMEA). Lean manufacturing aims to eliminate inefficiencies that negatively affect performance (Johnson et al., 2018). The advantages of using lean six sigma in healthcare are to help in reducing cost through elimination of waste, increasing efficiency, decreasing variations in healthcare procedures, and realizing best practices. The disadvantage of this tool is that it creates bureaucracy and rigidity since it handles all the organization's processes, resulting in delays and innovation challenges. RCA aims to recognize and fix root causes to prevent the recurrence of adverse events (Johnson et al., 2018). RCA aids in realizing and recognizing defects and leading reasons for shortcomings and creating reasonable problem-solving methods.

Nevertheless, it has a problem presuppose because it assumes only one root cause of imperfection. Also, PDCA intends to establish a continuous model for continually enhancing the processes. It has the benefits of allowing control and examination but has limited planning for changes for more extended periods. Finally, FMEA is a tool aimed to determine what failure modes are and how they occur (Johnson et al., 2018). FMEA has the advantage of realizing failure points and authorizing system integrity, and evaluating failure modes and their effects. However, the disadvantages of FMEA comprises being different from other susceptibility audits because it requires continuous updates.

Challenges in Decision-Making

Doctors face several challenges when making risk and quality decisions. For instance, most of them have doubts about the choices available. For example, they do not know if patients can make their decisions; hence the provider ends up making decisions on behalf of the patient, they might not see the outcome. Also, providers face challenges when they encounter insistent clients who withdraw from treatment despite the doctor knowing the decision can result in death. Also, doctors face challenges in emergencies where they cannot make their own decisions, resulting in the doctor making the decision. There is a challenge of not knowing if the patient would want that choice or another alternative.

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