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Implementation of TQM and Patient safety

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Background and Introduction: Total Quality Management (TQM) describes a management approach to long-term success through patient satisfaction. In a TQM effort, all members of an organization participate in improving processes, services, and the culture in which they work. Total quality management can be summarized as a management system for a patient-focused organization that involves all employees in continual improvement. It uses strategy, data, and effective communications to integrate the quality discipline into the culture and activities of the organization.

Objective: The role of the cardiac catheterization laboratory has progressed from study of cardiac function and anatomy for purposes of diagnosis to evaluation of candidates for surgery and finally to providing catheter-based, nonsurgical interventional treatment. Quality management within the catheterization laboratory includes the quality control, the heart catheterization technique and the policy. Quality management is critical in the heart catheterization laboratory. The purpose

of the best practices statement is to ensure patient safety, cath lab efficiency, and the referring physician and patient's satisfaction. A continued quality improvement program is patient-orientated and requires good planning. One of the main emphasis in the catheterization lab is standardization which includes the patient preparation, the procedure itself, and the management. The hospital should provide the necessary resources to implement best practices through adequate staffing, equipment, and information technology, in order to assure the performance of these practices and encourage ongoing review. It is recommended to follow the zero mistake hypothesis of Crosby, which means quality control by the lab supervisor, a quality consciousness, a quality measurement and quality improvement, as well as using a day to day quality improvement and to teach quality control. In order to provide the safest, highest quality patient care in the cath lab, it is essential to have a comprehensive quality control program in place.

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