



Introduction to Health and Social Care

Ensuring Quality



Quality Assurance

- Incorporates three activities:
 - Measuring quality.
 - Defining quality.
 - Improving quality.

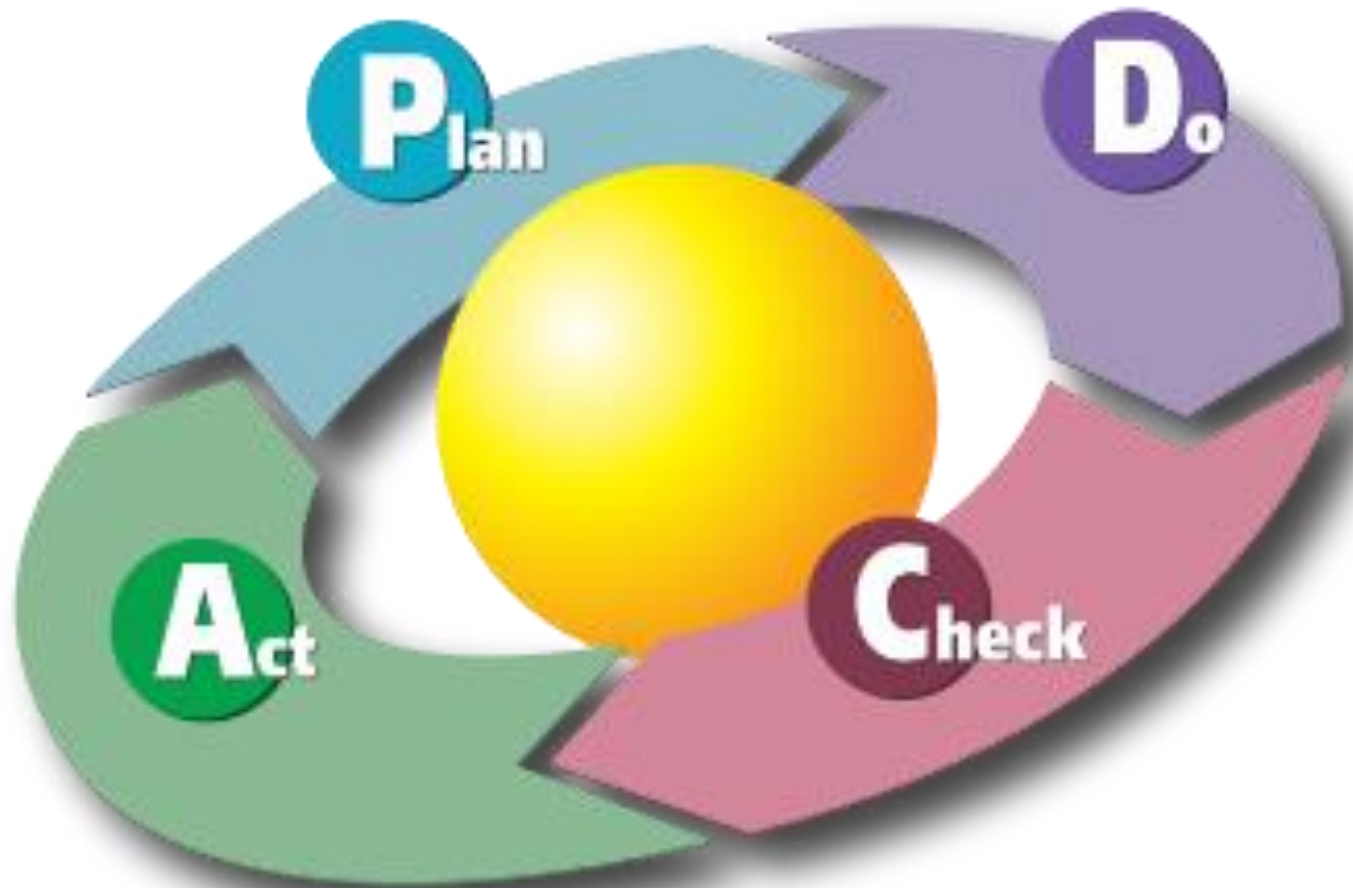
(www.qaproject.org)



Quality Assurance

- William Demming – ‘the father of quality assurance’.
- Demming promoted the use of the QA cycle (PDCA) – an aid to examining if standards are being achieved.
- If not, the cycle is used to raise standards through adjustments.

Plan, Do, Act, Check



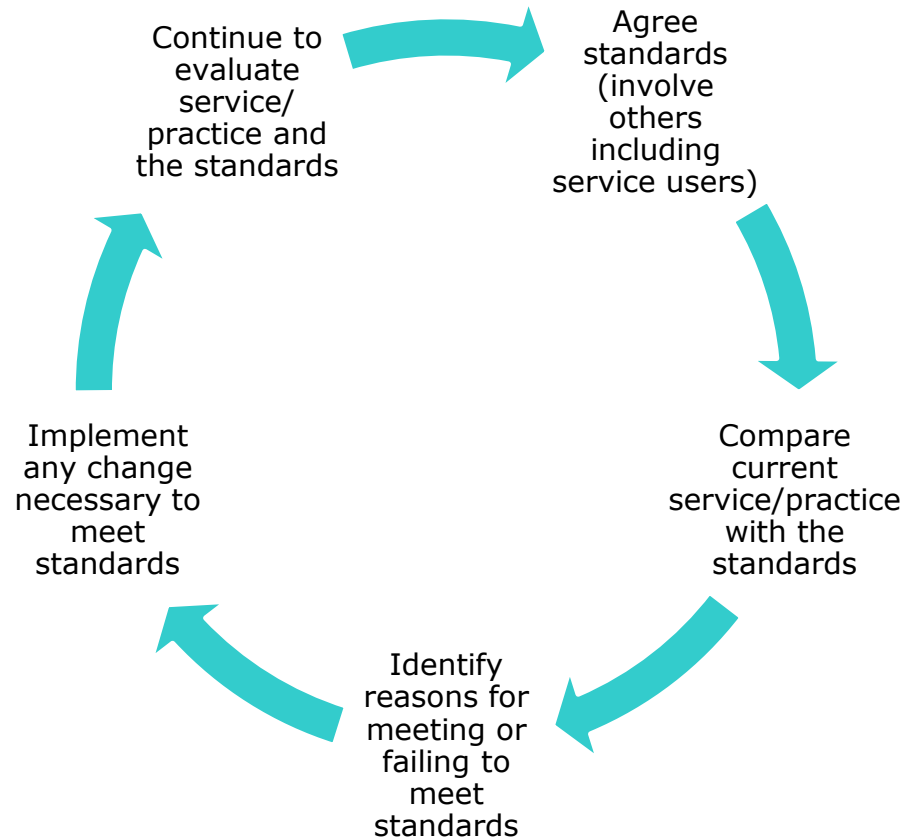


Quality Assurance in HSC

- Set objectives.
- Describe patient/service user care in measurable terms.
- Secure measurement.
- Evaluate results.
- Take action.

Achieving Quality Standards

(Mckibbin et al, 2008:106)





Ensuring Quality

- Managers need to carry out regular reviews and assessments of:
 - Practice
 - The environment
 - Resources
 - Procedures

Necessary changes need to made.



Quality Assurance

- All HSC staff are responsible for ensuring quality practice.
- HSC practitioners need to work together to ensure the standards of care provided to service users is continually of a high standard.



Ensuring Quality

- Highly trained staff.
- Sharing good practice.
- Positive role model – leading by example.
- Examining setting against national standards and quality assurance schemes.



Areas of Quality

- Quality covers all areas of the setting including:
 - The physical environment.
 - Materials and equipment.
 - The characteristics of staff – service user relationships.
 - Staff qualifications and staff turnover.
 - The service and quality of care provided to meet all the individual needs of service users.
 - Ensuring and best outcomes.



Areas of Quality

- Staff training and professional development.
- Health, hygiene and safety procedures and standards.
- Relationships with service users and their families.
- Systems of record keeping.
- Systems of planning care.
- Organisational systems and practice.
- Effective leadership and management.



Objectives of Quality Assurance in HSC

- To ensure the delivery of quality service user care.
- To demonstrate the efforts of the health care providers to provide the best possible results.

(Jonas,2000)

- Demonstrate whether or not high standards of care are **consistently** provided.



Quality Indicators

- Quality indicators for care settings should be evident in all areas of practice and include:
 - Clear aims and objectives within individual care plans following assessment of service user needs.
 - An effective management structure.
 - An equal opportunities policy.
 - Positive relationships between team members, service users and their families.
 - A positive atmosphere where service users and staff feel valued and confident.



Quality Indicators

- Effective record keeping
- Well trained staff who respond to service users' individual needs.
- Low staff turnover.
- Effective key worker system.
- Staff development plan to ensure regular support and training for CPD.
- A well organised environment providing high quality care service, equipment and resources.



Quality Indicators

- Health and safety standards are met.
- Links with the community to support service users' needs.
- Regular evaluation and review of practice.

(Adapted from Daly et al, 2004:46-47)



Maintaining Quality

- To ensure good practice the setting needs to be reviewed from different user's perspectives:
 - Service users
 - Staff
 - Service users' families



Maintaining Quality

- Principles of Quality Assurance
 - Customer focus
 - Leadership
 - Involvement of people
 - Process approach
 - System approach to management
 - Continual improvement
 - Factual approach to decision making
 - Mutually beneficial supplier relationship



Quality Assurance Process

- Establishment of standards or criteria
- Identify the information relevant to criteria
- Determine ways to collect information
- Collect and analyze the information
- Compare collected information with established criteria
- Make a judgment about quality
- Provide information and if necessary, take corrective action regarding findings from appropriate sources
- Determine ways to collect the information



Maintaining Quality

- High quality care has a significant impact on the quality of life and wellbeing of service users.
- Not about taking on a whole new approach.
- Recognising and celebrating what is being done well and identifying areas for improvement.



Maintaining Quality

- Most aspects of current practice at the setting will be of a high standard, and this level needs to be maintained.
- Regular reviews and changes to practice enable practitioners to consistently meet service users' individual needs.
- Staff at the setting need to develop 'ownership' of changes, rather than having them imposed through inspection or accreditation frameworks.

Good Quality Health Care



References

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