Simple Move For Proper Diagnosis and Healthcare Management of Patients Through Integrated Multidisciplinary Medical Approaches.

(An Innovative QIP For Implementation of Conceptual Frameworks to Gain Patients and Healthcare Professionals Satisfactions as well as more than expectations)

By:

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This QIP highlights the importance of paying attention to resolve Patients and healthcare givers complaints in hospitals through medical records revisions and adverse events and specific patients' complaints with their related medical records. Gathering patients with specific complaints and professional staffs in meetings with listening to their suggestions help designing new medical approaches to satisfy them is vital. Best solutions should be preceded by conceptual frame works that acquired approval from conjoint team is crucial.

Internal auditing statistical Data collection, analysis and observation revealed a decline in number of patients seeking for healthcare with increasing complaints and dissatisfaction from HCGs and patients. Occupancy and bed turnover rates are decreased with impaired bed occupancy rate plan of hospital and decreased its occupational revenues.

Four months of meetings and conjoint team working formed of HCGs and complaining patients the "SMART "goal was specifically "creating proper diagnosis and healthcare management for patients through multidisciplinary approaches enhancing occupation rate plane to increase revenues, preceded by approved conceptual frameworks covering cares of allergy, women health, chronic diseases, obesity, orthopaedic, rheumatology, infertility and cancer prevention.
FMS department overcomes all obstacles concerning patient cycle and passage rotation.

The team used "FOCUS-PDCA", practiced retrograde medical records and patient complaints revision and evaluation with data collection and analysis for decision making, through action plan formed of four phases.

Transformation from traditional clinics into integral multidisciplinary centers care is recommended with changing designs of both outpatient and ER departments. It regains patients and HCGs satisfaction and more than expectations. Establishment of hospital relative competitive

advantages attract patients, increasing bed occupancy and turnover rates with positive effects on operational revenues. Effective marketing for the innovative health care services restores and improves the reputation and image of the hospital in community and makes it the first destination for seeking healthcare.

Keywords: **Quality, Patient Safety, Conceptual Framework, Health Care Management ,Conjoint Team, TQM ,Integrated Multidisciplinary Care,HCG Complaint, Patient Complaint, Patient Flow and cycle , Hospital Relative Competitive Advantages, Outpatient and Ambulatory Care Improvement, Bed Occupancy and Bed Turnover Rates.**

Professional Biography:

Dr. Salah Ibrahim Awad has completed Bachelor of Medical Sciences and surgery as well as Diploma of gynaecology & Obstetrics from Faculty of Medicine, Cairo University.

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Dr. Salah has got Master public health policy and management – Emory University – Georgia, Atlanta, U.S.A in May 2001.

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