An Innovative Methodology for improving continuous "TQM, Patient Safety, IPC &Environmental Safety" education and training in Aster-Sanad hospital, Riyadh, K.S.A.

Simple Move to Improve creation of one team for one goal

(Speaks the same language and thinks the same thinking)

By:

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This QIP highlights the importance commitment of "continuous education and training" in hospitals, and raised the knowledge and the scientific level of staff with different categories in the basics and principles of "TQM, Patient safety, IPC and Environmental safety" to "create one team for one goal speaks the same language and thinks the same thinking".Additionally inevitability of involving staff in finding the solution and listening to their opinions to satisfy them. Selecting the best team to study and proposes appropriate solution and implement it through a clear action plan is vital.

Internal auditing revealed a false sensation of security and appearance of informal groups. The spirit of quality and patient safety with implementation of policies and procedures become far away from daily workload of hospital categories.

Among six months with sharing of 789 out of 814 hospital staff and a team of 15 members chosen by "GRPI" model, the "SMART" goal was specifically "innovating Simple Move to Improve Continuous Education and Training of quality and Patient safety among hospital staff using a new method instead of lectures proved to be not suitable time workload and work shifts as well as to create one team for one goal, the hospital overcome all obstacles and achieved success.

The team used "FOCUS-PDCA", practiced Team, Data collection and analysis quality tools, for decision making, through action plan formed of four phases, putting in mind results of preliminary and final staff questionnaires and exams.

Neutralization of informal groups, elimination lack of commitment and resolving the false sensation of security to prepare the hospital for reaccreditation occurred in conjunction with improving staff skill development and morale.

Usage the new method in departmental education is recommended. It can help patient education and new employee orientation. Enhancing the internal marketing and celebrating the annual WHO awareness days and sharing in exhibitions get benefits from it.

Keywords:

Accreditation & QIP, Continuous Education &Training, Hospital Management &Team Work, T.Q.M & Patient Safety.

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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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