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Improvement of general surgery department performance after implementing quality hospital standards and policies: 2001- 2016

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The aim of this study is to assess the pattern of change in utilization and performance in GSD after implementing the new policies and procedures.

Methodology: This is a retrospective observational study. Electronic data were collected from the medical record unit of TBRI from the year 2001 until 2016. Hospital utilization indices; admission, surgical operations, and bed utilization indices; average length of stay (ALOS), bed occupancy rate (BOR), bed turnover rate (BTR) and mortality rate (MR) were calculated before and after implementing the new policies and procedures as from 2007 onwards.

Results: the shift to more skilled and major surgical operations were doubled, the increase of elective surgeries >3 folds of emergency operations, the increased outpatient flow >3 folds, decreased mortality rate, and the improvement in hospital bed indices; decreased ALOS, increased BOR and increased BTR, are the indicators used to show the raise of performance in GSD. The year 2016 showed the optimization of all hospital indices: ALOS 5.5, BOR 74.2, BTR 48.9, and MR 0.1.

In conclusion: Although quality improvement may not appear in the initial years of a program, persistent implementation of hospital quality policies will ultimately lead to future better quality of patient care.

Biography

Emad Esmat is the professor & Head of General Surgery Department and Chief Clinical Surgical Departments at Theodor Bilharz Research Institute (TBRI). He was responsible for TBRI hospital management for more than 10 years and for the private hospital sector for 6 years. He has the "high diploma of hospital management" & he is an "international certified Lead auditor" (IRCA-UK) for the ISO 9001/2015 in addition of being International Assessor for Human Resources (SHL-UK). He has been included in Who's Who biography 2009 and also been nominated for many unique biographical centers like Who's Who in medicine and health care and the 2000 outstanding intellectuals of the 21st century 2009-2010, and in the top 100 health professional 2009, and also nominated as one of 2000 international profiles of accomplished leaders and great minds of the 21st century by American Biographical Institute.

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