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Constructing a new model of medical quality management to improve the safety of patients

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Statement of the Problem: Patient safety is the basic of medical service and the core content of medical quality management. How to build a new quality management model aiming at patient safety is becoming more and more concerned around the world, and is also an important topic in front of all hospital managers.

Methodology & Theoretical Orientation: The introduction of total quality management (TQC), continuous quality improvement (CQI), fine management to update the management idea, such as perfecting the management organization system, standard system, index system and evaluation system; establish risk monitoring system with FMEA; use RCA to find the root cause; the use of single disease management, clinical path management, structured electronic medical records and other standardized clinical treatment behaviors; using the tracking methodology to find out the hidden dangers of patients; carry out monthly self-examination around core institutions, key departments and key links, and carry out quarterly analysis and evaluation of quality safety monitoring indicators QCC, PDCA and other management tools are used to carry out continuous improvement of quality.

Findings: Two level hospital uses of quality management tools, on the structure, process and results of quality for continuous improvement, to create a good atmosphere of full participation in quality management, more than 20 QCC to improve the results of the national and provincial level awards, become the Chinese hospital quality management alliance quality control circle training base.

Conclusion & Significance: Total quality management (TQC), ring (PDCA cycle) quality and quality management tools such as quality control circle (QCC), and communities in building hospital culture of quality and patient safety culture, and hospital quality management activities can effectively promote the continuous quality improvement to ensure the safety of patients.

Biography

Pingling Hu is Director of Southern Medical University; Chairman of the medical management specialized committee of Guangdong Province Women's Doctors Association; Vice Chairman of the quality control circle management specialized committee of Guangdong Province Hospital Association; Vice Chairman of the medical safety quality management branch of Guangdong Province Medical Security Association and; Commissioner of the hospital quality management and evaluation branch of Medical Association of Guangdong Province.

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