

Organisational Quality Assurance

BACKGROUND

In 2016 AHC developed an organisational quality assurance programme (OQA). The organisational indicators upon which we developed our organisation-wide model for visualisation and evaluation are based on international best practice (where available), and have been designed and tested to provide the most appropriate overarching benchmarks for quality healthcare.

At AHC the term “quality of care” includes physical and psychological well-being, which requires resources, competency, standardised operation, and compassionate care. The ability to measure and visualise the quality of care we deliver enhances staff commitment to the OQA, and to the hospital. Our OQA committee – which meets monthly – is comprised of our local staff and provides a focal point for quality assurance work throughout our organisation. In this way we empower our staff to self-manage and to prioritise quality improvements within the organisational framework.



PATIENT CENTERED

- Experience
- Wait times
- YPAG
- Science Cafe



EFFECTIVE

- Organizational Key Performance Indicators
 - HCAI
 - Hand hygiene
 - ALSO
 - Wait times
 - Accidents
 - Readmission rates
 - Medication errors
 - Mortality
- Unit Key Performance Indicators



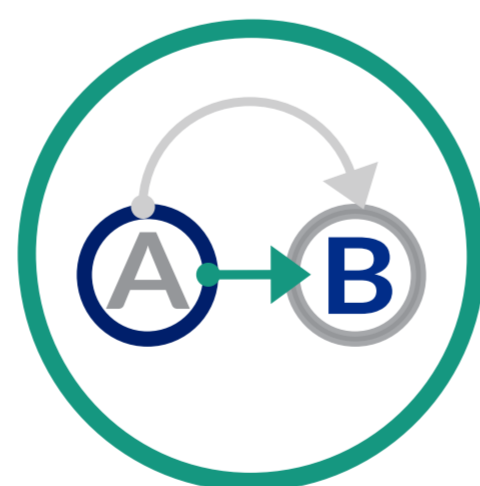
STAFF CARE AND DEVELOPMENT

- Internal communications
- Continuous Professional Development
- Engagement
- Heart Awards
- Annual performance and pay review
- Occupational health



SAFETY

- Community
- Laboratory
- Radiology
- Waste management
- Medicine quality
- Fire
- Data protection



COST EFFECTIVENESS AND EFFICIENCY

- Optimisation program

Monitoring



- Data visualisation
 - Activities
 - Impact
 - Quality
 - Patient experience
 - Mortality
- ExCom
- Organisational Quality Assurance Committee