



TOTAL QUALITY MANAGEMENT IN THE HEALTH CARE SECTOR.

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ABSTRACT

Nowadays, studies have shown that the healthcare sector is suffering consecutive variables, and the desire to develop necessitates continuous development and improvement of quality management to accelerate the new developments and optimally manage resources to improve the quality of the improved service and are committed to satisfying their customers and responding to their strategic objectives. Total Quality Management (TQM) recommends a system for solving quality and patient safety issues and carrying significant improvements to hospital performance. Nevertheless, only a few studies have been conducted to this extent in developing countries, mainly in Saudi Arabia. Delivering quality health services to patients at a reasonable delivery of care, time; effort, and cost. Moreover, by applying zero defects to all patients' facilities; implementing a continuous process improvement program; educating health care providers on such aspects as minimizing and eliminating risk, and maintaining patient satisfaction; the administrative system has a dominant hand in improving the systems to realize the true nature of the quality of healthcare and to be appreciated towards improving the quality care. The 'quality health care management revolution', is sporadically indicated to, be only putting the patient at the core of medical services and itinerant the consideration over it, instead of the opposite way around. Quality Key Performance Indicators (KPI), Self-Assessment Tool (SAT), and Quality Control (QC) are important, mainly when multiple sources of variation are existing. Investigating all medical operations to element rework and waste. This will lead to significantly minimizing patient complaints. The use of quality-assurance programs and statistical tools can be directly applied to healthcare organizations with improved the quality of patient outcomes. Therefore, there must be a close gap between healthcare, which aims to develop new ways of delivering services to meet customer needs, and TQM, which employs the right application, to help make the sector a success, in which we found that the concept has been incorporated with great success into other services and management work. This article describes some of the important aspects of applying TQM to the healthcare sector and provides a quality management application framework for them. This framework is based on five measures with a variety of integrated methods to achieve high-quality results. In conclusion, I completed this article to make it clear that this framework for the application of TQM contributes to the further development of business performance in the healthcare sector and increases the confidence of customers and employees and people too.

I. Introduction: -

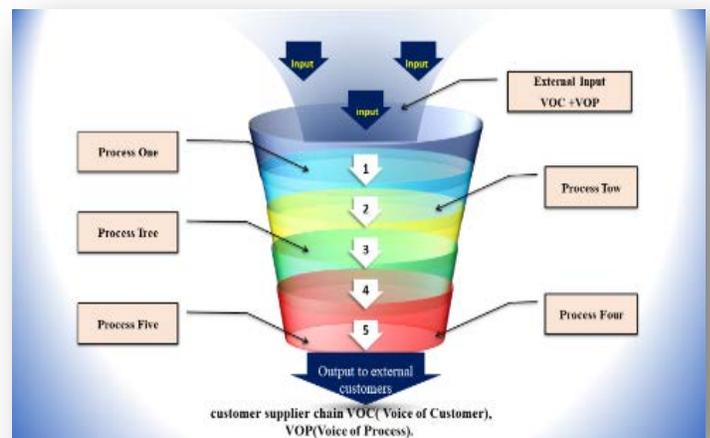
Recently, medical care is central to internal and external customers. Ultimately, increasing importance and reliance are located on total quality management in healthcare systems. This extending significance is also reflected in the rising proportion of worldwide health assets for both hospital and Primary Health Center (PHC) areas assigned in clinic the board frameworks. Other healthcare organizations and hospitals transversely the world have been growing up for implementing TQM to minimize quality and process costs, improve efficiency and deliver high-quality patient care. In contrast, the majority of the population trusted, the TQM strategy and was not concerned about admirative in healthcare. Thus, the quality design initiatives in healthcare are down estimations for patient satisfaction. Moreover, TQM is atop part of hospitals' modest People define quality in many ways. Somebody thinks of quality as superiority excellence, others like to see it as a lack of patient care and service defects. According to Filip Crosby in 1979, quality is performance standard (zero defects). Deming cycle that the main barriers faced by management to improving effectiveness and continual improvement. The majority of managers agree that the main implementation quality and safety is to satisfy the customers., American National Standards Institute (ANSI) and American Society Quality (ASQ) define quality as "The totality of features and characterizes of a care or service that bears on its ability to satisfy given needs". Implementing macro stander as International Organization for Standardization (IOS) and macro standers as Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) to decrease the cost of processes and customers.

II. Total Quality Management System Implementation in health care:

Health care facilities contain a wide variety of quality system as CBAHI and Joint Commission International Standers (JCI) which is an important implementation for laying an administrative strategic plan. Moreover, the customer-supplier chain illustrates the occasion of the medical service, which has internal customers such as physicians, nurses, administrative, safety, and other health care facility, while patients are external customers. The internal customer provides process management to external customers see figure (1). Everyone in a process is considered a customer of the prior operation. Each worker's safety goal is to make sure that the quality meets the expectations of the patients. As mentioned by Deming the quality improvement is the fourth section mentioned (Act).

III. Healthcare Quality Significant: -

Maintaining the highest quality standards in health care services is very important. The healthcare services should assign an officer to be responsible for ensuring the quality of care in hospitals. The quality assurance officer should license and certify the types of health care facilities available. The officer should conduct surveys annually for participation in the quality improvement program and should be in authority for inspecting all facility issues received from patients. It is important to maintain quality because if the customers' needs are not satisfied, they may share their opinions and criticism by con-



cluded the social networking sites like Twitter and Facebook which may damage the organization's reputation and publicity. Health care accreditation allows health care to increase new customers by providing support to their prospective customers of the medical services skill to provide quality services.

IV. Healthcare Quality Key Components: -

The components of a healthcare system that help provide quality care to patients include Secure systems that treat all patient medical conditions. This component further demonstrates that security standards should not be lowered on holidays or at night. Relevant information should only be taken once by medical personnel and must be treated with the utmost confidentiality. None of the information shared by a customer should be heard by any other person other than to whom it was also shared. A well-organized healthcare system is associated with efficient and effective healthcare delivery to its customers. The medical care provided depends on the information provided, which then determines the types of health care, tests, and procedures that are appropriate for the client and will result in good outcomes. A patient-centered health care system consists of respect for the client's needs, desires, and values, teamwork in the delivery of care; timely and appropriate information, education, and communication; physical health; emotional stability; and, allowing the client's friends and family to get involved. Medical care quality is what is provided at the right time. A good healthcare system should use the available resources as much as possible to achieve the best value for money and thus be efficient. Finally, a health care system must be non-discriminatory. That is, it must offer the same services to all customers regardless of their race, gender, and social status. These characteristics of a customer are not related to the patient's current state of health and should therefore not be a criterion for the provision of the service.

V. Health Care Quality Improvement: -

Improving health care to achieve respectable outcomes should be the concern of every health care system. The improved quality system should be a continuous process and have a systematic process to be followed to improve the health of customers and services. Quality in health care is achieved when the health outcomes desired by the patients are realized as a result of the health services provided. A successful quality improvement system consists of four key principles: follow systems and processes; be a patient-centric team player focused on using data teamwork is effective when: there are complexities in the process or system no medical staff are aware of the issue - Process is multidisciplinary, requires creativity, commitment, and acceptance of a solution. A healthcare service committed to meeting the needs of patients and those around them includes one that: ensures patient access to services, including the provision of care after careful assessment of the patient, ensures that the patient is safe or safe from danger, ensures the patient's requests are heard, it integrates other systems, it ensures that the language used is appropriate and comfortable for the patient. Focused on the data, qualitative methods collect data using descriptive characteristics. Qualitative data will be helpful in providing information about improvements needed. It is about verifying the observable properties of the system that are necessary to determine the relationships and patterns of the various systems involved. Methods that can be used to obtain qualitative data include questionnaires, surveys, focus group discussions, and observations.

vi. Impact of Quality Improvement in the Healthcare Sector: -

Desired health outcomes for patients are associated with low health care costs. The efficiency of the administrative and clinical processes that achieve the desired outcomes with the least number of resources. A better relationship between officials and non-officials. This helps to identify problems before they cause damage by using early warning systems. Management's primary responsibility is to determine management's commitment to the goals, policies, and plans outlined on the four sides of the Total Quality Management pyramid. Management engagement encompasses four aspects namely: providing a way through planning, contributing in, and supporting progress, reviewing healthcare goals and objectives, and reviewing healthcare goals. The planning aspect involves analyzing the current situation of the organization, and vision and creating action plans that will facilitate achieving the established goals. The Deming aspect involves participating in the development process, analyzing the strategies of other health institutions, achieving the best leadership, identifying the best in a given area, and learning best practices from the best in executing plans. After that, check whether the processes and services are working well according to the plan. If not, review the planning stage and review the plan stages to get better results.

Management must do the following to achieve respectable leadership and services in the healthcare setting. Top management must: agree with the Ministry of health's strategic objectives, and the challenges related to the application of TQM; avoid monotony, appoint someone who can act as a liaison to senior management, and also be responsible for quality improvements. Establish an organization that can advise on sustainable improvements in all hospitals; Educate staff on the importance of change and involvement in transformation, ensure all staff is involved as a team to ensure services are well delivered. Empowerment of staff is provided through on-the-job training, 's suggestion systems, performance and appraisals, and teams of excellence. Staff must be enabled to make suggestions for improving the healthcare services that provide at the facility. Employees should be trained to develop their knowledge and skills. The performance of employees should be measured regularly and good employees should be recognized to motivate employees. Healthcare facilities are required to utilize the 8D problem-solving process to resolve issues with their services and systems. This problem-solving method helps teams categorize and solve problems in a structured and clear way, confirming that there is consistency within an organizational stander. This method is an extension of the Plan, Do, Check, and Act (PDCA) cycle. Steps one through five are part of the planning process, step six is the doing process, step seven is the checking process, and step eight is the acting part of the cycle. Subsequent this method confirms that your problem-solving technique can be repetitive in a sustainable way with the smallest amount of impact on your customers see (figure 2).

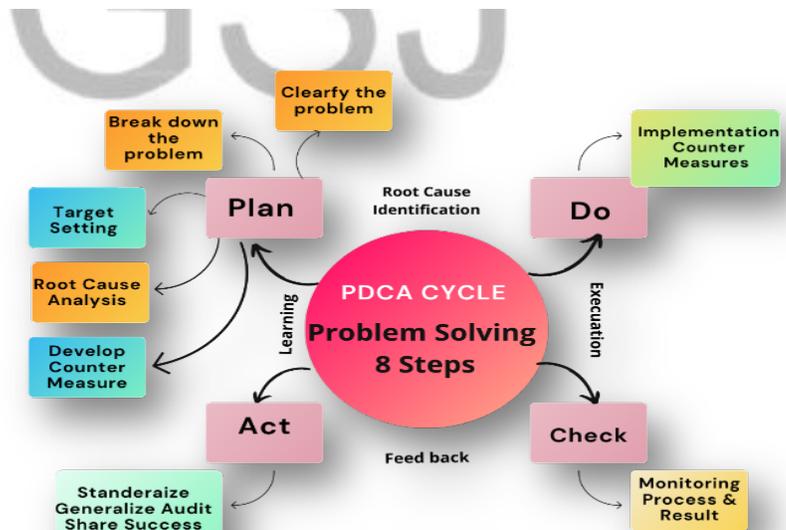


Figure (2) illustrated the PDCA cycle & 8 problem solving

For the implementation of TQM to be successful, healthcare organizations must utilize these elements, namely: ethics, trust, integrity, professional training, leadership,

teamwork, communication, and recognition. The elements are divided into four groups according to their purpose. These elements include /essentials such as integrity, ethics, and trust; building blocks such as leadership and training; binding communications; or extensive investigation. Ethics sets out a concern's code of conduct, which guides the conduct of employees, which they must comply with when on duty. Honesty, commitment, and respect are values those patients expect from staff. Trust creates commitment for all memberships and allows them to take responsibility and engage in the work. Training is very important for the medical team as rises their patient safety care. Administrators are merely responsible for implementing and employee training in their departments on TQM philosophies. Total quality management requires teamwork that

enables facilities to find better and lasting solutions to problems. TQM organizations employ different teams, namely: quality excellence/improvement teams are temporary teams tasked with tackling intractable problems that frequently recur. The teams developed process mapping for opportunities for improvement, also organized temporarily, identify the root causes of problems and also find solutions to the same problems. Natural work teams are skilled and therefore share tasks according to their skills and the use of concepts such as process, self-management, and quality team experts. Successful TQM requires communication between all healthcare departments, members, patients, and providers. Managers must remain free to disseminate and receive information about TQM processes. TQM should provide insight into the overall quality of proposals and the performance of management teams as well as employees as it increases their self-esteem, motivation, and confidence. Implementing comprehensive quality management enables healthcare facilities to maximize patient satisfaction, achieve higher productivity, and achieve a better quality of service. TQM helps reduce waste. TQM provides facility staff with continuous improvement of quality services. TQM implementation maintains a strong relationship with associates by delivering quality services that guarantee customer satisfaction.

TQM works through the use of measuring instruments. In healthcare, excellence is measured by the health outcomes and satisfaction of patients. There are five concepts seen in the study of Healthcare TQM. A focus on clients as medical care focuses on the patient's recovery. Continuous improvement and learning. Healthcare facilities make sure they improve their services and access to medicines in hospitals and primary health care. Hospitals tend to hire the best candidates. medical personnel is generally trained after an established period to update their knowledge and skills about the quality of the training program is reflected in the quality of the patients' outcomes. Some attend conferences where they receive additional training on quality healthcare from.

All staff works together as a team as each step or phase of treatment is covered and tied together. Senior managers work with employees to substitute a mutual commitment to the TQM system which helps the organization accomplish its strategic goals. First responders, nurses, doctors, and surgeons work together as a team to ensure patients receive quality care and have no medical errors. The top management ensures that all process improvements with the specification limits, the necessary resources such as x-ray machines, and the laboratory for all the Standard Operating Professional System (SOPS) are available. Management must encourage learning and empowerment among employees. Management must motivate employees, recognize the efforts of winners, and give them incentives. A process-based approach to the organization's business challenges refers to viewing organizational functions as a set of interrelated steps and processes, each of which can be improved individually.

VII. Conclusion: -

There are essential elements that ensure the success of TQM in the organization. A manager is crucial to ensuring these elements are applied in the organization. Organizations cannot be successful implementers of TQM without the above elements. Leadership and teamwork are linked in. The lack of communication between an organization's departments, supervisors, managers, and employees poses a challenge to the TQM implementation process members of an organization who have contributed to its success should be recognized or rewarded. Health centers must train their staff to provide quality services and also provide an enabling environment that encourages the sharing of skills and knowledge and recognition for achieving successful TQM. Thus, we hope to implement it in all our health organizations.

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