# Falling in Love with Clinical Quality Management : Brighten Up a CQM Program to Improve Staff and Consumer Commitment

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## ABSTRACT

Longtime established institutions usually neglect Clinical Quality Management (CQM) Programs, relying on past successes and automatic reporting numbers in tables with no relationship to clinical manaaement outcomes. analysis of This situation worsens by employment turnover and multiple clinical sites located at different geographical areas. Restructuring a stanant CQM program by appointing a new director is crucial; however, challenges in development and implementation of new CQM infrastructure are arduous.

Structured evaluations and individual interviews are strategies utilized to identify difficulties for an active CQM Program. Ignoring the purpose of a CQM Program data utilization may become the main problem to build a strong and committed CQM team.

## INTRODUCTION

The establishment of a new culture of institutional quality improvement presents the challenge of transforming the vision of previous experiences. It is necessary to establish strategies to engage both staff members and clients/participants in direct actions towards effective Clinical Quality improvement strategies. Through education and training, the institution can overcome the myths that quality improvement is a hard, punitive and difficult field to understand.

## METHODS

Several principles established by William Deming are incorporated to successfully establish a commitment to improving clinical quality:

- **Define quality** if you are going to commit to quality, first you must define and understand the concept.
- Invest in training To prevent errors and to encourage self-improvement, find what employees need to be successful.
- Create Quality Sub-teams per Facility These are reduced groups of employees encouraged to assess processes and recommend improvements, all in the interest of promoting quality, efficiency, and productivity.
- Encourage Motivation Managers should frame the pursuit of quality as an interesting, noble, and worthwhile goal.
- Engagement of Upper Management Company's commitment to quality must come from the top, and it must be reinforced repeatedly
- Have the right attitude Remove barriers.

## STRATEGIES

Several strategies were used to increase participation and knowledge about QI Program in Upper Management, Staff Members and Consumers. Training about Quality Improvement included the following:

- Clinical Quality Improvement Program Components
- Effective Meetings Rules
- 5's use in Health Care
- Quality Improvement Tools
- Data Collection Samples and Tools
- Statistical Tools
- Improvement Project Planning
- The Role of Consumers in Quality of Health Care

### Additional Components:

- New Human Resources Policies
- Increase CQM Team per Clinical Site

- Engagement of Consumers



