Improving Awareness on Quality Improvement Concept Among Pediatric Residents

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Background:
Improving healthcare workers’ performance and productivity is vital for improving healthcare delivery. Formal training on quality improvement methodology is relatively new but essential. To improve the care within our pediatric department, we need to ensure that our health professionals, allied teams and managers have the knowledge and skills to improve and develop healthcare services.

To achieve this aim, there have been several efforts made in the Pediatric Department at HMC to motivate physicians and inspire them to excel in providing safe and effective care of the highest quality and value. In 2016-2017, a Quality training program for pediatric residents have been developed and implemented to teach pediatric residents formal quality improvement methods.

The Journey of Setting Up and Developing the Concept of Quality in Pediatric Department at (HMC)

Aim:
1- To spread and establish the concept of Quality Improvement (QI) among Pediatric Physicians.
2- To increase the percentage of pediatric physicians participation in quality improvement projects.
3- To increase the percentage of pediatric physicians receiving training in quality improvement to 100%.
4- To increase the number of quality improvement initiatives within pediatric department.
5- To enable pediatric physicians to identify the different ways and levels in which users can be involved in quality improvement in health care.

Interventions:
1- Encouraged pediatric physicians to complete IHI open school online educational modules.
2- resident were encouraged to participate in CCITP quality projects.
3- Initiation and implementation of a Quality Improvement Training program for pediatric residents in collaboration with CCITP coaches, to educate the maximum number of pediatric residents.
4- Mentoring of groups of resident to lead and conduct a quality project within pediatric department.

Results/Outcomes:
Post Interventions Survey was used to understand and show the improvement in the target process.
1- There is an increase in the percentage of Physicians received training in quality improvement from 60% to 90%.
2- The percentage of pediatric physicians participating in a quality improvement projects in pediatric department increased from 32% to 70%.
3- There is a notable increase in the number of quality improvement projects initiated in the pediatric department specially in the year 2016 after the educational sessions by Pediatric QPS Committee.

Materials and Methods:
Following the quality improvement approach of PDSA model, baseline data was collected through survey assessing the knowledge and awareness of pediatric physicians about quality improvement concept. After working on the baseline data, the most contributing factor selected as an indicator was:
1- Lack of training on Quality Improvement Process.
2- Deficit in participation in quality improvement projects within department.

Conclusion:
Educating health professionals on how to improve quality and safety is the key to the future of healthcare. While most newly qualified residents are well prepared in the science of medicine and in the skills that enable them to look after individual patients, still they are lacking knowledge about quality improvement and it relation with care improvement and patient safety. We in pediatric department realized this, and therefore we initiated the quality improvement training and education program specially for the new residents. Currently we are looking to acheive the next step which is, establishing this training program in requirements of the residency curriculum.

References: