

QUALITY & SAFETY Strategic Implementation Planning

High quality, safe, cost-effective care & service is an outcome of shared vision, communication, planning, cooperation, and accountability. Quality and safety are too important to be just another entry on a long list of strategic objectives. To achieve organizational culture and attitude shifts... to redesign and integrate systems for maximum compatibility... a plan is needed. Doing the right thing, the right way, the first time, within cost constraints – is never an accident.

Once quality and safety-driven management becomes the "way we do business," it can become a vehicle for achieving other objectives. This combination overview and work conference, describes and demonstrates how to operationalize and maximize the potential of your organization.

**– Create a culture
and integrate systems**

Objectives

Participants will be able to facilitate and generate **high-quality, safety-driven strategic plans** for their organization/departments. Specifically:

- Identify and prioritize department outcomes that are critical to quality and safety outcomes;
- Integrate and link patient care & customer service outcomes and process to strategic business objectives;
- Prioritize the strategic issues and responsibilities of executives, managers, and employees, in implementing and sustaining a high quality, safe organization;
- Use some simple but powerful tools and methods to reach consensus on a vision and initiate strategic planning for a successful implementation.

Program Content

Integrated quality management

- Overview • Statistical process control • JCAHO
- Quality assurance, quality control, quality improvement: How they differ... and how they connect.

Patient care & customer service quality

- Core business for healthcare organizations
- Mission, strategic and long range vision, values
- Aligning care & service outcomes with process, and budget constraints

Quality management methods & tools

- Success stories: The best way to do business
- Teams, tools, group management skills, and empowerment, and facilitative management
- Problem solving, problem prevention, process improvements, and breakthroughs
- Tools and techniques for managing the change, managing resistance, and removing obstacles

Implementation – the hardest part

- Strategic implementation planning
- Walk-the-talk support – involving the organization
- Operations, finance, education, communication
- Organizational systems support and integration (measurement, training, performance evaluation, QA, human resources, ethical, financial, MIS, etc.)

Your role in facilitating implementation

- Leadership priorities, belief, and involvement
- Systems integration & achieving the vision