

ASSURANCE OF QUALITY OF HEALTHCARE SERVICES: THE ROLE OF PATIENT AND HEALTHCARE PROFESSIONALS

By Pharm Charles Akinsete, MAW

BACKGROUND:

The health sector should adopt integrated quality systems because of the need to survive and develop, in a highly competitive environment.

Inefficiency of mechanistic procedures, along with inadequate administrative infrastructure, require innovative approaches to improve operations and increase revenues by reducing quality failures.

OBJECTIVE:

A health system that relies on quality healthcare services can directly benefit the entire society, through reduced mortality and disease severity, thus increasing life expectancy.

The following review constitutes an attempt to assess the contributions of healthcare professionals and the patient on issues that relate to the quality of healthcare services.

Assuring the quality of healthcare services is a shared responsibility of patients and healthcare professionals.

PATIENTS' CONTRIBUTION TOWARDS QUALITY HEALTHCARE

To ensure the delivery of quality healthcare services, patients should:

1. Be informed: Educate themselves about their condition, treatment options, and expected outcomes.
2. Ask questions: Clarify any doubts or concerns with the healthcare provider.
3. Share history: Provide accurate and complete medical history and information.
4. Follow instructions: Adhere to treatment plans and medication regimens.
5. Speak up: Report any concerns or dissatisfaction with care.
6. Choose reputable providers: Research and select qualified healthcare professionals and facilities.

CONTRIBUTION OF HEALTHCARE PROFESSIONALS TOWARDS QUALITY HEALTHCARE

To ensure the delivery of quality healthcare services, Healthcare Professionals should:

1. Stay updated: Be current with the latest research, guidelines, and best practices.
2. Communicate effectively: Clearly explain diagnoses, treatments, and plans to patients.
3. Coordinate care: Collaborate with other healthcare professionals to ensure comprehensive care.
4. Monitor and evaluate: Regularly assess patient outcomes and improve care accordingly.
5. Maintain accurate records: Keep accurate and up-to-date patient records.
6. Prioritize patient-centered care: Focus on individualized care that respects the patient's values and preferences.
7. Continuously improve: Engage in ongoing quality improvement initiatives and professional development.

CONCLUSION:

The contribution of Health professionals towards the strategic planning of healthcare in organizations, through the institution of quality activities, can lead to better outputs; both in patient satisfaction and safety.

By working together, patients and healthcare professionals can ensure high-quality healthcare services that prioritize patient safety, effective care, and positive outcomes.

References:

- i. Cohen AB, Restuccia JD, Shwartz M, Drake JE, Kang R, Kralovec P, Holmes SK, Margolin F, Bohr D. A survey of hospital quality improvement activities. *Med Care Res Rev*. 2008;65:571–95. [PubMed] [Google Scholar].
- ii. Donabedian A. The role of outcomes in quality assessment and assurance. *QRB Qual Rev Bull*. 1992;18:356–360. [PubMed] [Google Scholar].
- iii. Groene O, Botje D, Sunol R, Lopez MA, Wagner C. A systematic review of instruments that assess the implementation of hospital quality management systems. *Int J Qual Health Care*. 2013;25(5):525–541. [PubMed] [Google Scholar]