

# Healthcare Quality Management using Logical Framework

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# Conflict of interest

- ▶ There is no conflict of interest to declare





# Healthcare quality

- ▶ The Institute of Medicine defines health care quality as "the degree to which health care services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge."





- ▶ **Effectiveness.** Relates to providing care processes and achieving outcomes as supported by scientific evidence.
- ▶ **Efficiency.** Relates to maximizing the quality of a comparable unit of health care delivered or unit of health benefit achieved for a given unit of health care resources used.
- ▶ **Equity.** Relates to providing health care of equal quality to those who may differ in personal characteristics other than their clinical condition or preferences for care.
- ▶ **Patient centeredness.** Relates to meeting patients' needs and preferences and providing education and support.
- ▶ **Safety.** Relates to actual or potential bodily harm.
- ▶ **Timeliness.** Relates to obtaining needed care while minimizing delays.





- ▶ Quality management seeks to improve effectiveness of treatments and increase patient satisfaction with the service. With an aging population and rising health care costs, quality management in health care is gaining increased attention. A health care system comprises small and large entities, such as pharmacies, medical clinics and hospitals, and all components need to provide quality service for the system to work properly.





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## Quality Management Tools and Techniques

- ▶ CQI / Total Quality Management
- ▶ ISO 9000
- ▶ Process reengineering
- ▶ Balanced score card
- ▶ Failure Mode Effect Analysis (FMEA)
- ▶ Quality Function Deployment (QFD)
- ▶ Six sigma
- ▶ Lean approach



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# Logical Framework

- ▶ A holistic tool that allows to analyse issues and challenges in a system as well as facilitates derive solutions
- ▶ Additionally, helps forming business cases to justify investment
- ▶ Enagages concerned stakeholders in decision-making





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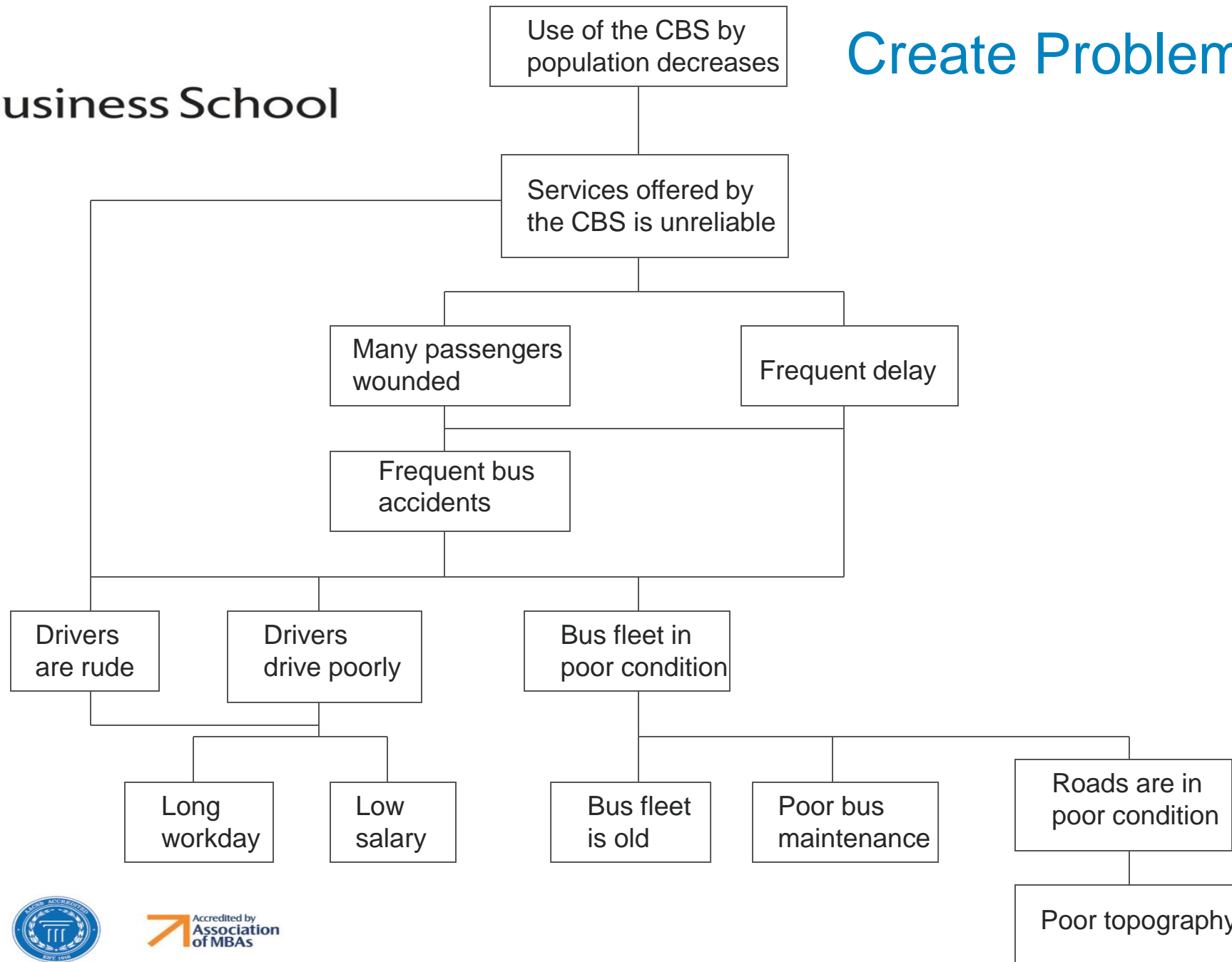


Improve services of City Bus Co.



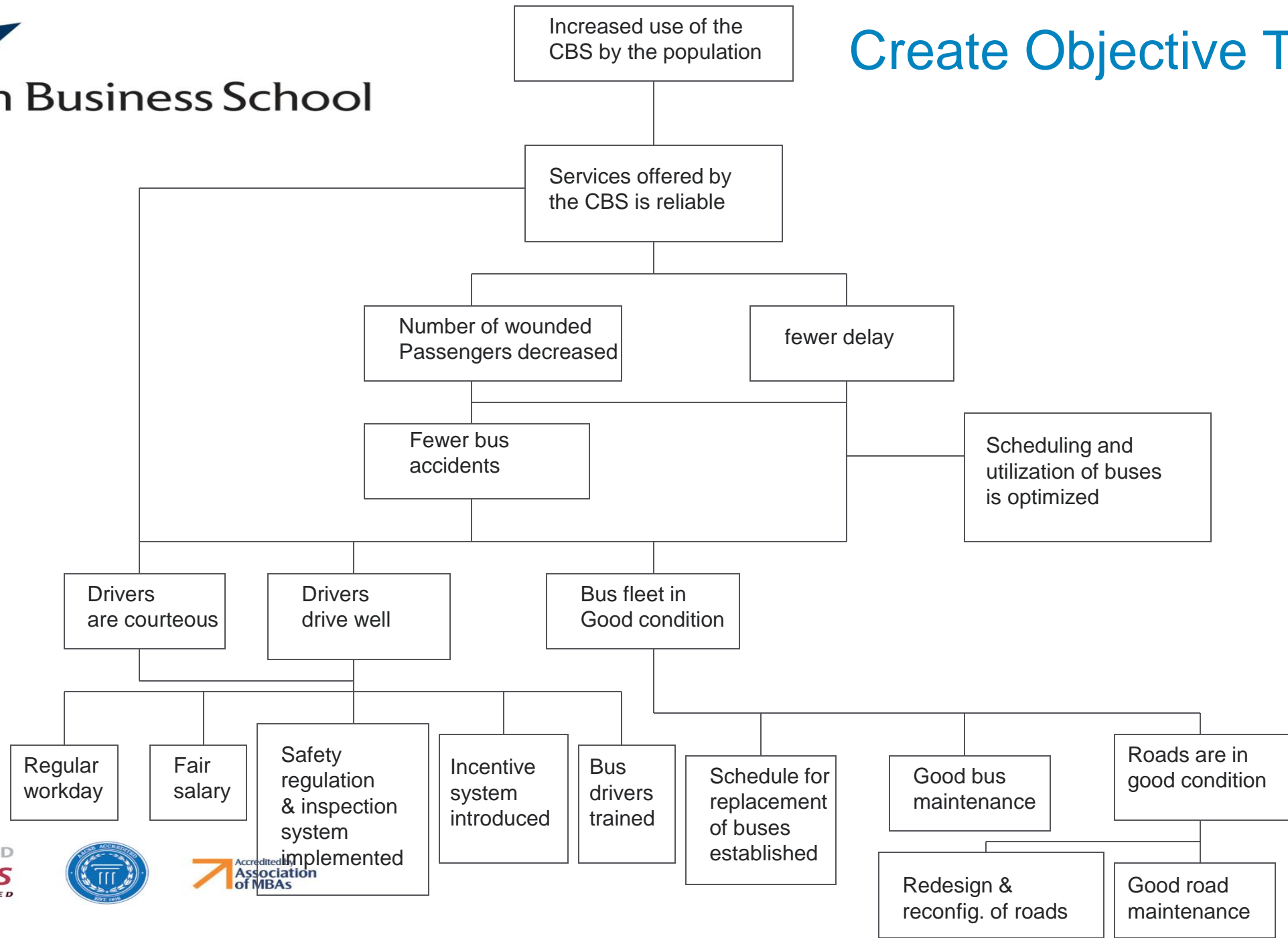


# Create Problem Tree





# Create Objective Tree





# Logical Framework (Logframe) Template

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	PROJECT SUMMARY	INDICATORS	MEANS OF VERIFICATION	RISKS / ASSUMPTIONS
Goal				
Purpose				
Outputs				
Activities				





	INDICATORS	MEANS OF VERIFICATION	ASSUMPTIONS
<p>PROJECT ACTIVITIES</p> <ul style="list-style-type: none"> <li>1.1 Train bus services</li> <li>1.2 Introduce incentives to drive Carefully</li> <li>1.3 Improve working conditions</li> <li>1.4 Introduce safety regulations and inspection system</li> <li>2.1 Store repair equipment and parts</li> <li>2.2 Improve the repair facility</li> <li>2.3 Establish schedule for replacement of buses</li> <li>3.1 Optimize the routes and scheduling</li> <li>3.2 Equip buses with radios for Communication</li> <li>3.3 Establish a communication station at the central bus terminal</li> <li>3.4 Collect statistics regarding compliance with schedules and safety regulations</li> <li>4.1 Undertake continuing passenger survey program</li> </ul>	Budget	Budget executing documents	<p>Adequate road maintenance and reconfiguration by the City Public Works Department</p> <p>The drivers' union is in agreement with the project strategy</p> <p>Import duties on vehicle parts do not increase</p> <p>Revenues from bus fares are sufficient to allow replacement of buses</p>





	INDICATORS	MEANS OF VERIFICATION	ASSUMPTIONS
<p>PROJECT OUTPUTS</p> <p>1. Drivers drive carefully</p> <p>2. Buses are in good condition</p> <p>3. Scheduling and use of buses is optimize</p>	<p>Infraction of safety regulations decline from ___ to ___</p> <p>Breakdowns decline from ___ to ___</p> <p>Capacity utilization improves from ___ to ___</p>	<p>Audited City Bus Company statistics reported to the city Council</p> <p>Same as above</p> <p>Same as above</p>	<p>Special bus lanes are approved by the City Council</p>





	INDICATORS	MEANS OF VERIFICATION	ASSUMPTIONS
<p>PROJECT PURPOSE</p> <p>The service offered by the CBS is reliable</p>	<p>The rate of accident decreases from ___ to ___</p> <p>The number of delays drops from ___ to ___</p>	<p>City Department of highway statistics</p> <p>Statistics from City Police department</p> <p>Audited City Bus Co. Statistics reported to the City Council</p>	<p>The relative price of the gas is stable</p>





	INDICATORS	MEANS OF VERIFICATION	ASSUMPTIONS
<p>PROJECT GOAL</p> <p>Use of The CBS by the population increases</p>	<p>Number of passengers increases from ___ to ___</p> <p>The number of passengers' complains decreases from ___ to ___</p>	<p>Audited City Bus Co. statistics</p> <p>Results of passengers' surveys</p>	





# Scenario 1

- ▶ Turn around times of medicine orders through the dispensary is said to be slow and could be improved.
- ▶ Various reasons have been suggested – lateness of receiving orders; inefficient dispensary processes, lack of technology, inadequacy of dispensary layout, dispensary staff break patterns, poor supervision, inadequate communication with wards or pharmacy store.
- ▶ These need to be addressed in order to enhance quality of services of Pharmacy
  - ▶ Analyze the root causes of the issue using problem tree
  - ▶ Develop objective tree in order to address the issue
  - ▶ Develop a preliminary project plan using logical framework in order to improve the situation







- ▶ Poor management of workplace stress in pharmacies
- ▶ Shortage of pharmacists, increasing work load demand, distractions, pressure from managers, Doctors and nurses and units across the hospital, too few pharmacists, all contribute to causing stress to pharmacists that can lead top mental health issues.
- ▶ These need to be addressed in order to reduce workplace stress
  - ▶ Analyze the root causes of the issue using problem tree
  - ▶ Develop objective tree in order to address the issue
  - ▶ Develop a preliminary project plan using logical framework in order to improve the situation

