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## AN INNOVATIVE METHODOLOGY FOR IMPROVING CONTINUOUS TQM, PATIENT SAFETY, IPC AND ENVIRONMENTAL SAFETY EDUCATION AND TRAINING IN ASTER-SANAD HOSPITAL, RIYADH, KSA

**Salah Ibrahim Awad**

Sanad Hospital, Saudi Arabia



### Biography

Salah Ibrahim Awad has completed his Bachelor of Medical Sciences and Surgery as well as Diploma of Gynaecology and Obstetrics from Quasr EL Aini Hospital, Faculty of Medicine, Cairo University. He holds scientific degrees in Health services and Hospital Management, General Management Sciences, and Total Quality Management from Sadat Academy for Management Sciences, Cairo, Egypt. He acquired Diploma in Total Quality Management in Health services and Diploma of Infection Prevention Control from American university, Cairo, Egypt as well as Diploma of Health Administration and Medical Care from High Institute of Public Health, Alexandria University, Egypt. He has completed Masters in Public Health Policy and Management, Emory University, Georgia, Atlanta, USA in May' 2001. He managed several Governmental hospitals in Egypt and Saudi Arabia and worked as a Consultant of TQM, Patient Safety, IPC and Health organizational environmental safety in many private hospitals. He is now working as Quality and Patient Safety Manager in Aster-sanad hospital, Riyadh, KSA.

[salahawad56@gmail.com](mailto:salahawad56@gmail.com)

This quality improvement plan (QIP) highlights the importance, commitment of continuous education and training in hospitals and raised the knowledge and the scientific level of staff with different categories in the basics and principles of TQM, patient safety, IPC and environmental safety to create one team for one goal that speaks the same language and thinks the same. Additionally, the inevitability of involving staff in finding the solution and listening to their opinions is to satisfy them. Selecting the best team to study, proposing appropriate solution and implementing it through a clear action plan is vital. Internal auditing revealed a false sensation of security and appearance of informal groups. The spirit of quality and patient safety with implementation of policies and procedures become far away from daily workload of hospital categories. Among six months with sharing of 789 out of 814 hospital staff and a team of 15 members chosen by GRPI model, the SMART goal was specifically innovating simple move to improve continuous education and training of quality and patient safety among hospital staff using a new method instead of lectures proved to be not suitable time workload and work shifts as well as to create one team for one goal, the hospital overcome all obstacles and achieved success. The team used Focus-PDCA, practiced team, data collection and analysis quality tools, for decision making, through action plan formed of four phases, putting in mind results of preliminary and final staff questionnaires and exams. Neutralization of informal groups, elimination lack of commitment and resolving the false sensation of security to prepare the hospital for reaccreditation occurred in conjunction with improving staff skill development and morale. Usage of the new method in departmental education is recommended. It can help patient education and new employee orientation. Enhancing the internal marketing and celebrating the annual WHO awareness days get benefits from it.