



## QUALITY ASSURANCE IN HEALTH CARE (534E8F)

### CASE STUDY

#### Enhancing Patient Care at Lifeline General Hospital: Quality Assurance, and Continuous Improvement in a Hospital Setting

##### Background:

Lifeline General Hospital is a 300-bed multi-specialty hospital that has been facing challenges related to patient satisfaction, readmission rates, and operational efficiency. Over the past year, there has been an increase in patient complaints, longer waiting times in the outpatient department, and several instances of medication errors. The hospital management has decided to implement a structured Quality Assurance (QA) program to address these issues, with a focus on patient care evaluation, staff competency, and process improvement. The hospital has a Medical Audit Committee in place but lacks a formal Total Quality Management (TQM) framework. The newly appointed Quality Assurance Officer has been asked to develop and implement a QA plan aligned with ISO 9000 standards and incorporating Continuous Medical Education (CME) and Continuous Monitoring.

##### Introduction:

Quality Assurance in healthcare is not just about meeting standards but ensuring that every patient receives safe, effective, and timely care. At Lifeline General Hospital, the QA initiative aims to integrate **Deming's 14 points**, **Juran's quality planning**, and **Crosby's zero-defects philosophy** into daily operations. The caselet explores how the hospital can use **quality control tools**, **medical audits**, **benchmarking**, and **communication systems** to improve service delivery and patient outcomes.

##### Questions for Analysis:

#### 1. Philosophical Alignment:

How can Lifeline Hospital apply Deming's 14 points to foster a culture of continuous improvement and reduce medication errors?

#### 2. Quality Planning for Services:



What steps should the QA Officer take to ensure customer (patient) satisfaction while managing the cost of quality in a service organization like a hospital?

**3. Tools and Evaluation:**

Which quality control techniques (e.g., Pareto analysis, flowcharts, control charts) would be most suitable for evaluating and improving patient waiting times in the OPD?

**4. Medical Audit and Staff Competence:**

How should the Medical Audit Committee function to effectively monitor clinical outcomes and ensure elective competence among medical staff?

**5. Documentation and Communication:**

Propose a documentation process and communication system that supports Continuous Monitoring and Credentialing while complying with ISO 9000 requirements.

**What Students Are Asked to Submit (5 Questions):**

1. Identify at least three quality terminologies that are relevant to this case and explain their application.
2. Outline a Quality Planning Framework for Lifeline Hospital's outpatient department.
3. Suggest two benchmarking metrics that the hospital could use to compare its performance with other leading hospitals.
4. Describe the role of Continuous Medical Education (CME) in the QA program at Lifeline Hospital.
5. Develop a brief QA audit checklist (5–7 points) that the Medical Audit Committee could use for patient care evaluation