



ENBIS-11

**11th annual conference of the
European Network for Business and Industrial Statistics**

Coimbra, Portugal, September 04-08, 2011

Workshop

Building a Strong Healthcare Quality Management System

Summary:

In the past twenty years the management of quality in healthcare organizations throughout the world has changed dramatically. In the United States and many other countries these changes have been based on the translation of successful best practices from manufacturing industries to healthcare. A prime example of this translation was the rewriting of the Malcolm Baldrige National Quality Award Criteria to a healthcare-specific version of the award. A number of the leading healthcare organizations in the U.S. have now competed for and won this award and shared their methods and results widely. The Institute for Healthcare Improvement has been a major driver of positive change in the U.S. and in a number of European countries as well as in three African countries. IHI's 100,000 lives campaign has taught us how even minor, easy-to-implement "care bundles" can dramatically improve care and save many lives. The IHI Open School is making these methods available throughout the world via the Internet as well as sharing best practices through the Improvement Roadmap.

In the past ten years many healthcare organizations have also learned from manufacturing companies the best methods in Lean Six Sigma and applied them intensely. One of the best examples is Virginia Mason Hospital and Health System, a Seattle, Washington based health system that has used the Toyota Production System extensively and was recently rated by one organization as "The Best Healthcare System of the Decade." Other leading systems such as Intermountain, Mayo Clinic and Duke University have also applied advanced quality management methods with stunning results.

Error-proofing is an underutilized tool even in manufacturing companies and rarely used in healthcare systems. Recent research and demonstration projects have shown the enormous potential of these methods in healthcare. Just one of the many tools in error proofing, checklists, has been used in a World Health Organization sponsored study across seven countries to dramatically reduce surgery-related deaths and complications. We'll explore the basic error-proofing methods illustrating their use in healthcare systems and show how with minor investments truly dramatic results in improving care and lowering costs may be achieved.

Presenters:

Dr. A. Blanton Godfrey is Dean of the College of Textiles and Joseph D. Moore Distinguished University Professor at North Carolina State University. From 1987 to 2000 he was Chairman and CEO of Juran Institute, Inc.; a leading management consulting firm specializing in quality management. Prior to joining Juran Institute he was Head of the Quality Theory and Technology Department at AT&T Bell Laboratories where he worked from 1973 to 1987. He is a Fellow of the American Statistical Association, the American Society for Quality, the World Academy of Productivity Sciences, and the Royal Society of Art. He is also an academician in the International Academy of Quality and an elected member of the New York Academy of Sciences and Sigma Xi. He is currently Chair of the North Carolina Board of Science and Technology and Chair of the Institute for Healthcare Improvement Board of Directors. The author of over 200 papers, book chapters and five books, he has worked in over 60 countries. He has received the Edwards Medal and the Distinguished Service Medal from the American Society for Quality and the Grayson Medal from the American Quality and Productivity Institute.

Workshop type:

Full day.

Date:

September 08, 2011.

Registration and further information:

http://www.enbis.org/events/current/96_ENBIS_11_Coimbra/programmeitem/891_Building_a_Strong_Healthcare_Quality_Management_System