

# Society for Quality in Health Care in Nigeria Newsletter



Issue 1, February 2021

## What is Health Care Quality?

What better way to begin our newsletter series than to provide some background on health care quality and patient safety. The Agency for Health care Research and Quality (AHRQ) describes health care quality as providing the right care to the right patient at the right time while the Institute of Medicine (IOM) defines quality of care as “the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge”. These definitions bring to the fore the importance of providing value to patients at every point of their encounter with the health care system. The value we provide must always be based on what the patient really needs with a focus on ensuring that the best possible outcomes are achieved. Patient experience of care as well as their overall satisfaction with care received is vital when determining if the patient received value.

In order to fully grasp what health care quality entails and to provide a basis for applying health care quality in the work that we do, the IOM published a report in 2001 (*Crossing the Quality Chasm*) which highlighted six major aims that should be considered and addressed in pursuit of health care quality. They include; Safety, Timeliness, Effectiveness, Efficiency, Equitability and Patient-Centered care. It is important to note that Empathy is a strong driving force for patient-centered care.

**Safe:** Treatment helps patients and does not harm them in any way.

**Timely:** Patients get care at a time they need it most and when it will do them the most good

**Effective:** The right kind of care is provided, based on sound scientific knowledge and evidence that treatments have positive benefits and outcomes.

**Efficient:** Treatment does not result in waste of any kind (i.e. time, money, other resources) and is provided in the right manner.

COVID-19 is still out there  
Stay Safe! Stay Healthy!

## Upcoming Trainings

- Infection Prevention and Control Certification course

*4<sup>th</sup> and 5<sup>th</sup> March, 2021.*

- Certificate Course in Introduction to Quality and Patient Safety (CIQPS)

*18<sup>th</sup> and 19<sup>th</sup> March, 2021.*

## Accreditation

*You can now get your hospital **accredited** using the ISQua approved SQHN Standards.*

*Contact us for more details*

**Call out for new members!**

**Join SQHN today!!**

*.....Promoting the principles & practices of quality health care*

**Equitable:** Care does not vary in quality, irrespective of financial status, culture, ethnicity, level of education, social status etc.

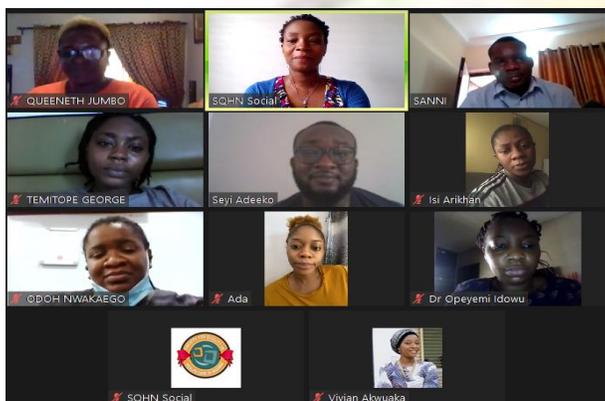
**Patient-Centered:** Care provided is focused solely on the patient, and is responsive to individual preferences, needs and values

Now, you have an idea of what you need to focus on when implementing quality in your healthcare organization. We will discuss, in detail, each of the six aims highlighted above in subsequent issues of our newsletter. Do stay TUNED!



## OUR ACTIVITIES

February, 2021



Advanced QI tools training – 10<sup>th</sup> February



CIQPS training with St. Nicholas hospital staff – 23<sup>rd</sup> & 24<sup>th</sup> February



Quality Improvement and Patient Safety Workshop with staff of Caritas Nigeria – 15<sup>th</sup> to 18<sup>th</sup> February



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