

Society for Quality in Health Care in Nigeria Newsletter



Issue 3, April 2021

Aims of Health Care Quality (2) Timeliness of Care

It is pertinent to ask this question – **What is the use of care if it is administered when the patient will not get the most benefit?** Timeliness is one of the defining factors that determine if we have given excellent care. The Primary Health Care Performance Initiative calls attention to two elements that should be considered when addressing timeliness of care; first, patients need to be able to access care with reasonable waiting times and second, health care facility operations should be designed in such a way that patients can find time to visit the facility without sacrificing their other obligations and have access to receive emergency care when required. Timeliness of care means *“reducing waits and sometimes harmful delays for both those who receive care and those who give care”* (Agency for Healthcare Research and Quality - AHRQ)

Prompt identification of the patient's needs, clinical and otherwise, followed by adequate, accurate and timely intervention is critical to ensure excellent outcomes and overall patient satisfaction. AHRQ explained that *“Timely delivery of appropriate care can help reduce mortality and morbidity for chronic conditions, such as kidney disease”*.

In today's world, and in every sector, waiting seems to be the norm but we must focus on the idea that 'waiting is waste' which could lead to avoidable harm if not checked. Every second is significant and can make the big difference in patient care, therefore, we must consistently seek and identify hitches/gaps within our system that lead to bottlenecks or delays in administering care and address these issues in order to reduce unnecessary/potentially harmful waiting within our facilities. Giving care is as important as **when** the care is given! (IHI)

Reducing wait in a health care facility may involve any or all of the following;

- Process mapping to understand the flow of work and identify bottlenecks, task duplication and other inefficiencies.

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

Upcoming Trainings

- Certificate Course in Introduction to Quality and Patient Safety (CIQPS)
– **20th & 21st, May 2021.**
- Workshop: Quality Improvement with a focus on Accreditation.
– **28th May, 2021.**

**YOU CAN NOW
SIGN UP
YOUR HOSPITAL FOR ACCREDITATION
WITH SQHN**

**Are you interested in Healthcare
Quality & Patient Safety**

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**Contact us for more details
on the above:**

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

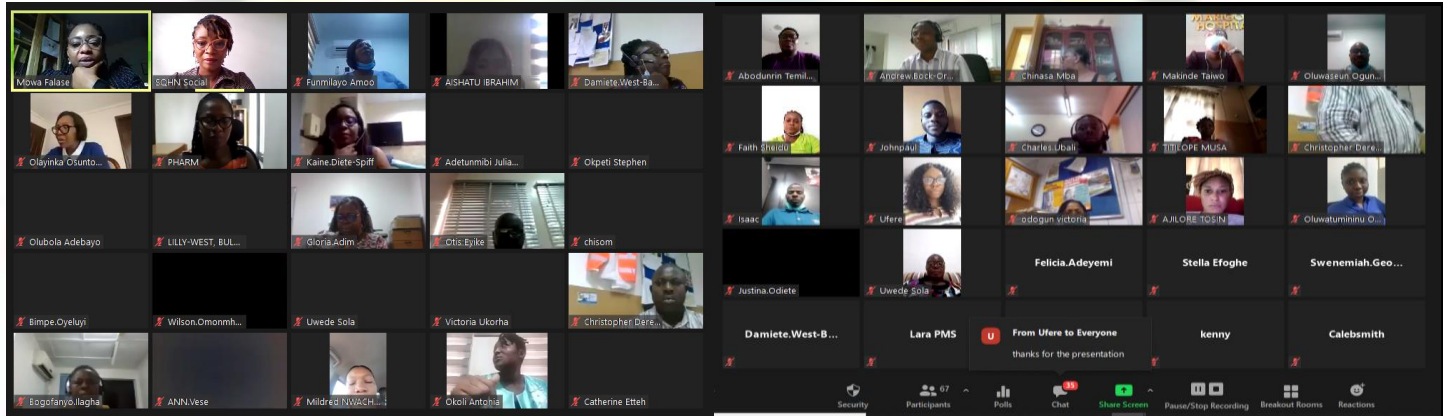
- Listening to patients and their relatives to understand their needs and points of dissatisfaction with the existing process flow
- Review and redesign of the process flow to correct identified inefficiencies
- Review or implementation of a patient scheduling system for better efficiency i.e. Appointment scheduling if applicable



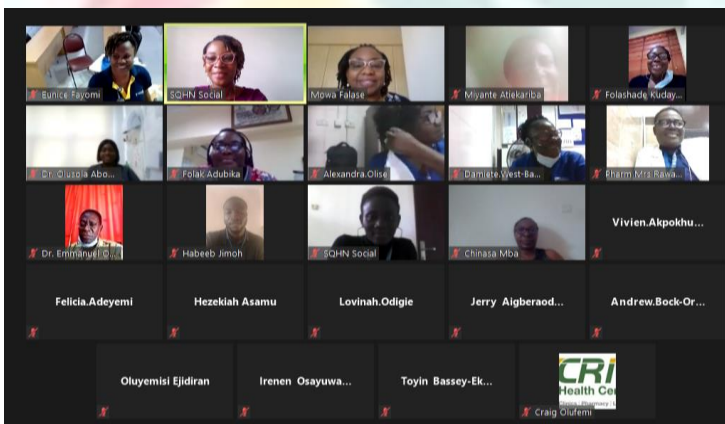
Now you know what timeliness of care is and how you can begin to reduce waste within your health care facility. We will discuss other aims of health care quality in subsequent issues of this newsletter. Do stay TUNED!

Share your Quality Improvement story with us and be featured in our newsletter.

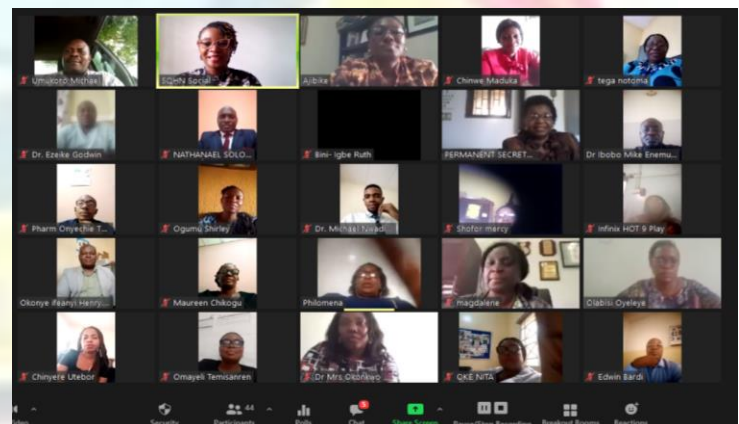
OUR ACTIVITIES *April, 2021*



Customer Experience Service Training – 8th April



Infection Prevention and Control Workshop – 16th April



SQHN Standards Training – 22nd and 23rd, April



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