

Society for Quality in Health Care in Nigeria Newsletter



Issue 5, June & July 2021

Aims of Health Care Quality (4)

Efficiency

Efficiency in healthcare can be described as providing health services and treatment in a way that eliminates wastage of resources e.g. time, money, personnel, medical equipment, consumables, processes etc. Efficiency could also mean maximally utilizing available resources for optimum outcomes for the patients. Efficiency in healthcare is often addressed using two interwoven components; technical efficiency and allocative efficiency where technical efficiency looks at minimizing cost and overall input while allocative efficiency is focused on achieving the greatest possible outcomes using selected resources (*The European Observatory on Health Systems and Policies, 2016*)

Inefficiency and waste in the healthcare system may be seen in different areas such as avoidable delays in diagnosis and care administration, long waiting times in clinics, requesting for unnecessary diagnostic investigations, administering medications without evidence of possible benefit to the patient, purchase of needless equipment or failing to let go of redundant equipment, excessively long and cumbersome processes, disjointed workflows and overlapping processes, lack of clearly documented processes, poor staff performance management systems, overstaffing and understaffing, poor and inadequate communication, poor and insufficient use of technology, poor planning, lack of documented or communicated organisational mission and strategy, poor recordkeeping and documentation, poor stock and supply chain management, poor organisational adaptability and failure to learn from errors, insufficient use of data for decision making, and many others. Each of these points of inefficiency have the potential of causing unwanted consequences and significant harm to the patients, staff or the organisation at large if not adequately addressed. The Lean Six-Sigma methodology classifies waste into 8 categories; Defects in the system, Over production, Waiting, Non-utilized talent, Unnecessary Transportation of products and materials, Excessive Inventory, Unnecessary Movement of people and Extra-Processing.

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

Upcoming Trainings and Events

- Advanced Course on Quality Improvement Tools – **12th August, 2021.**
- Certificate Course in Introduction to Quality and Patient Safety (CIQPS) – **19th & 20th, July 2021.**
- Infection Control Short Certification Course – **3rd September, 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:**
info@sqhn.org, 08080532925

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

Some strategies that can be applied to improve efficiency in healthcare include but are not limited to the following;

1. **Manpower:** Ensure that staff are well trained and skilled enough to deliver excellent care efficiently. Team work and care coordination are vital to eliminate duplication of effort and redundancy. The leadership of the organisation must identify ways to encourage innovation and strategic thinking among staff.
2. **Processes:** Organisational processes and goals should be simplified, clearly documented and well-known by staff. Work flows and patient flows should be well planned and designed to manage time and avoid errors. Processes may be automated as much as practicable using available resources. The leadership of the organisation must identify performance and quality indicators to keep track of organisational performance and make small changes as required.



Now you know what efficiency in healthcare is and how you can begin to eliminate waste and maximize outcomes 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 *June and July, 2021*



Final assessment of Otuasega Cottage Hospital (Practicum Sponsored by Shell Nigeria) – 22nd & 23rd June



Final assessment of Kolo General Hospital (Practicum Sponsored by Shell Nigeria) – 23rd and 24th June



Contact Us

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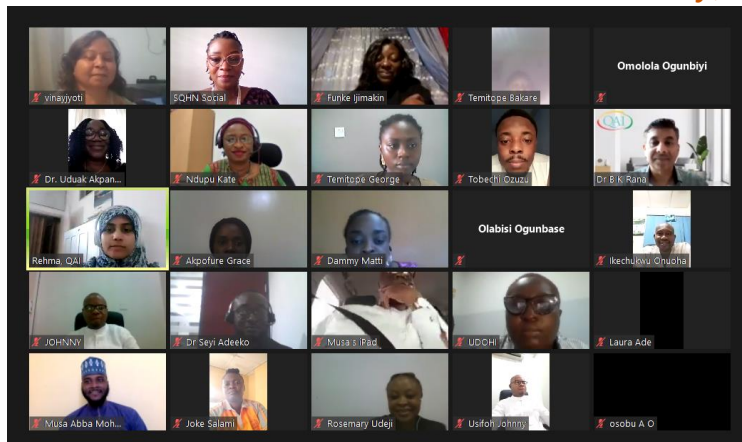
34 Raymond Njoku, Off Awolowo Road, Ikoyi, Lagos.

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SQHN ACTIVITIES June and July, 2021(cont'd)



Risk Management in Healthcare Certification Training

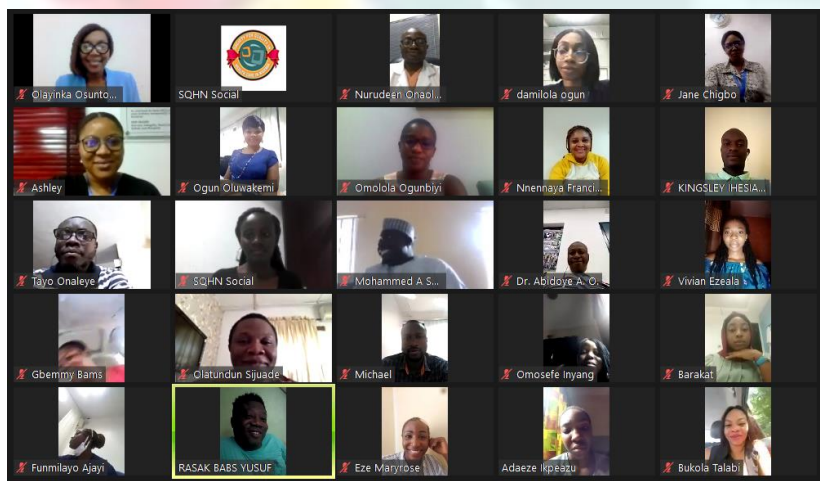
– 4th June



Final assessment of Obio Cottage Hospital (Practicum Sponsored by Shell Nigeria) – 12th & 13th July



Final assessment of Mbodo PHC (Practicum Sponsored by Shell Nigeria) – 14th July



Customer Experience Service Training

– 28th July



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