

Society for Quality in Health Care in Nigeria Newsletter



Issue 4, May 2021

Aims of Health Care Quality (3) Effectiveness

Effectiveness of care simply means providing the right kind of care, based on sound scientific knowledge and research, which show that treatments have positive benefits and outcomes for patients. The Care Quality Commission (CQC) in 2010 explained that *"A person's care and treatment is 'effective' when it is appropriate to their needs, delivered by the right person with the right skills and experience, delivered in the right place, and at the right time. It is not just about doing no harm, it is about doing something that will achieve a positive outcome and experience for the person (and their families)."* Effective care also involves appropriate administration of care and utilization of resources by avoiding provision of services to individuals not likely to benefit (Agency for Healthcare Research and Quality - AHRQ)

In order to ensure that your health facility services and care in general are effective, here are some proven strategies that you can implement within your organisation;

1. **Recruit the right staff:** Ensure that your complement of staff are qualified, competent, knowledgeable and skilled enough to deliver the excellent care that the patients need.
2. **Develop SOPs:** Ensure that your organisational policies, guidelines and documented procedures are up-to-date and in line with globally acceptable best practice care guidelines. Also ensure that staff have good knowledge and are well trained on your approved organisational guidelines
3. **Implement a clinical audit system:** This is a system of checking that practices within your organisation are in line with the approved guidelines. The clinical audit system will also check that the desired outcomes for different patients and patient groups are achieved. Clinical audits enable identification of gaps in patient care and promote implementation of corrective actions for better patient care, outcomes and overall satisfaction.

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

Upcoming Trainings

- Risk Management in Healthcare Certification Course
– 4th June, 2021.
- Advanced Course on Quality Improvement Tools
– 10th June, 2021.
- Certificate Course in Introduction to Quality and Patient Safety (CIQPS)
– 17th & 18th, June 2021.

**YOU CAN NOW
SIGN UP**
**YOUR HOSPITAL FOR ACCREDITATION
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.....Promoting the principles & practices of quality health care

4. **Establish Quality Indicators:** As the popular saying goes “*what you cannot measure, you cannot improve*”. Quality indicators help you answer the question – ‘*How do we know we are improving?*’ Indicators help you assess overall quality and give you a good idea of where to focus your improvement efforts. Examples include infection rates, fall rates, readmission rates, mortality rates etc.
5. **Listen to the patients:** We must be preoccupied with the fact that the patient is the reason why we do what we do. Implementing systems that actively seek patient feedback and use the information obtained to improve patient care, experience, satisfaction and overall outcomes is a necessity.



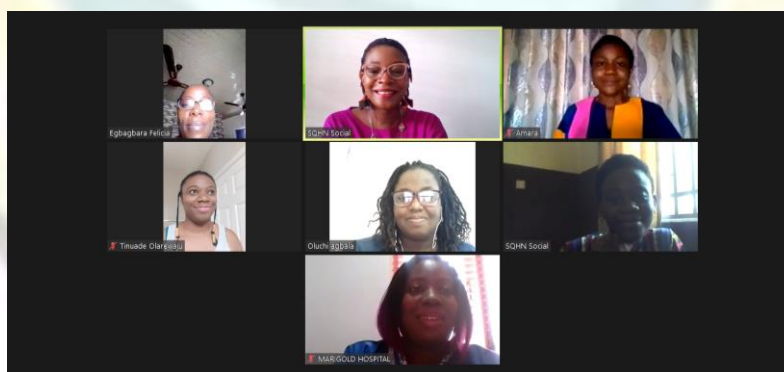
Now you know what effectiveness of care is and how you can begin to improve effectiveness within your health care facility. We will discuss other aims of health care quality in subsequent issues of this newsletter. Do stay TUNED!

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

OUR ACTIVITIES *May, 2021*



Initial assessment of Ogijo Primary Health Center (Sponsored by Shell Nigeria) – 6th & 7th May



Certificate Course in Quality and Patient Safety – 20th & 21st May



Contact Us

E: info@sqhn.org | W: www.sqhn.org | T: +2348080532925

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

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