

KFHU

مستشفى الملك فهد الجامعي
King Fahd Hospital of the University

جامعة الدمام
UNIVERSITY OF DAMMAM

Directorate of Quality & Safety Handbook 2016



هيئة تقويم التعليم
Education Evaluation Commission



**QUALITY
FIRST**

**DO IT RIGHT
THE FIRST TIME**



KING FAHD HOSPITAL OF THE UNIVERSITY

Quality is more than an expression; it is an assurance. And that is exactly what the patients of the University of Dammam's King Fahd Hospital of the University have come to expect every time they use our services.

Structured upon a well-earned reputation for clinical excellence and quality performance, we do everything possible to achieve quality in all that we do.

Achieving quality means that we consistently deliver exceptional clinical outcomes and exemplary patient and family experiences using evidence-based practices.

Mission

To provide high quality healthcare, education and training for healthcare professionals, and support scientific research.

Vision

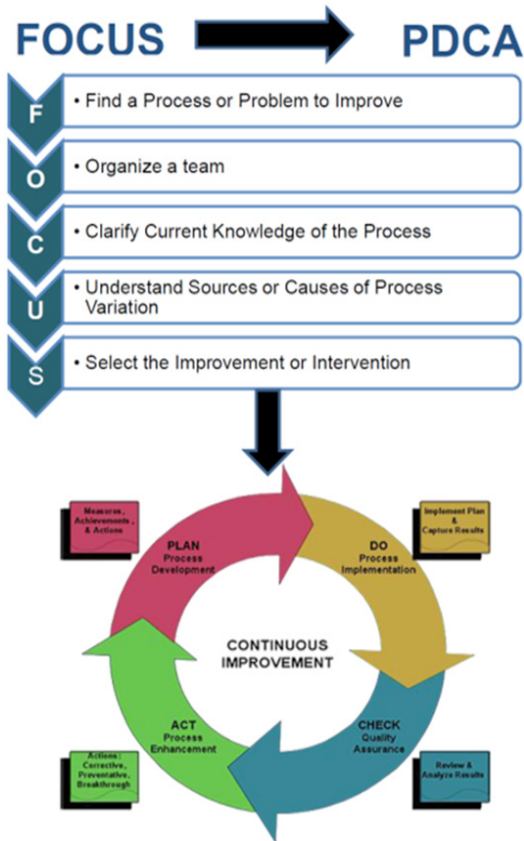
To be a leading university hospital in healthcare provision, education and scientific research according to international standards.

Values

Honesty
Mutual Respect
Teamwork

Transparency
Responsibility
Commitment

KFHU utilizes the **FOCUS -Plan – Do – Check – Act** performance improvement methodology for improving performance. Plan – Do – Check- and Act is a continuous cycle.



DIRECTORATE OF QUALITY AND SAFETY (DQS)

The Directorate of Quality and Safety (DQS) of King Fahd Hospital of the University (KFHU) aims at assisting and guiding departments develop their quality management systems as well as providing a common framework of operations.

The Directorate of Quality and Safety provides support services to all departments of KFHU working to identify and implement initiatives to enhance the quality of healthcare delivered to the community. Each hospital staff has a critical role to ensure that care at KFHU is efficient, safe, timely, appropriate, effective, and patient centered.

Mission

To provide professional quality management services to improve the quality of care at King Fahd Hospital of the University by assisting in the management of systems required to meet strategic objectives and the needs of the community.

Vision

The Directorate of Quality and Safety in King Fahd Hospital of the University aims to support the hospital in providing the highest quality care through process planning, evaluation, facilitation and improvement.

Values

DQS upholds the following values:

- Loyalty and dedication to work.
- Transparency, honesty and mutual respect.
- Commitment and compliance with KFHU policies.
- Teamwork.
- Confidentiality of information

CORE VALUES

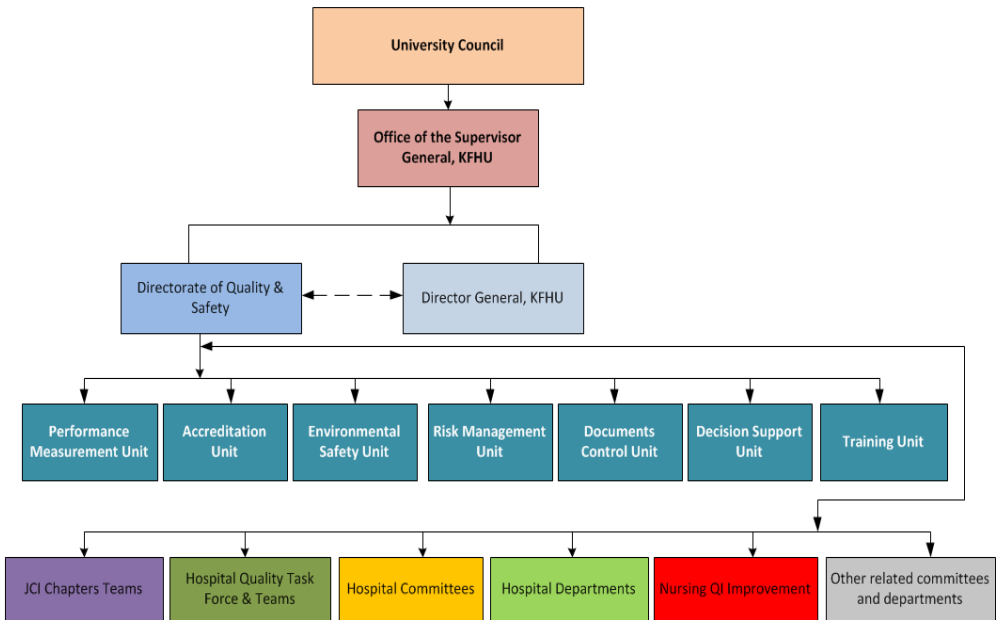
- Q** = Quality
- U** = Umbrella of Quality covers all departments
- A** = Above all patient first
- L** = Leadership with Long Term Vision
- I** = Improvement is Endless
- T** = Together we are better
- Y** = Yearning maximization of our resources

GOALS

The goals of DQS are to:

- Oversee and set priorities for the quality program;
- Provide timely access to high-quality healthcare for all patients, through a cost-effective, safe health care delivery system that objectively and systematically monitors and evaluates the quality and appropriateness of health care and services;
- Monitor quality-related functions including policy development;
- Pursue opportunities to improve health care, services and safety;
- Review reports from the various Hospital Committees and make recommendations regarding operational and quality of care issues;
- Refer issues/incidents to the appropriate teams, clinical services, departments or committees;
- Resolve identified problems in a timely manner
- Facilitate dissemination, discussion, and understanding of clinical and management audit data.

Method of Communication of DQS:



SCOPE OF SERVICE

Description of Service

The Directorate of Quality and Safety (DQS) provides support, education, and leadership to all staff and departments at King Fahd Hospital of the University (KFHU) in the following areas: quality and performance improvement, patient safety, JCI Accreditation, data management, best practice research, evidence-based medicine, and systems review and redesign.

Significant Activities of DQS

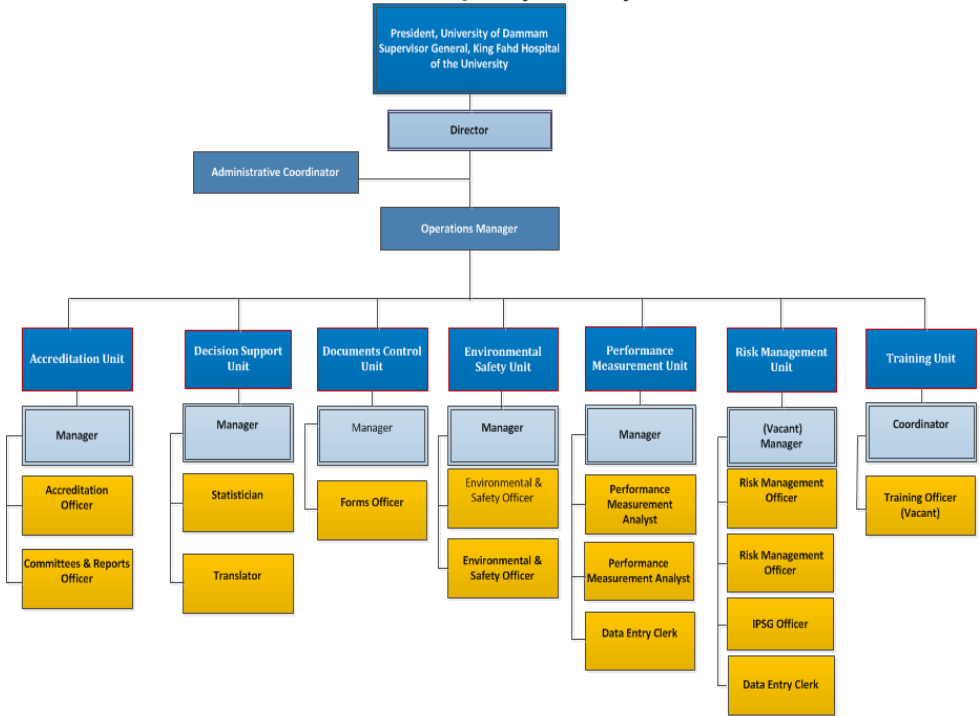
- Monitoring multi-disciplinary team functions and system: review minutes and present recommendations to appropriate bodies.
- Monitoring the policy and procedure system: review of policies and upkeep of hospital policies.
- Providing consultation regarding the implementation of the JCIA requirements: meetings and discussions with various hospital departments. Review and update requirements.
- Providing consultation regarding the development of policies and systems.
- Coordinating and monitoring of departmental QI teams: ensure representation of all departments and utilization of teams for functional improvements.
- Coordinating and facilitation of QI projects: upkeep a log for all studies, facilitate when needed and compile studies for DQS review and future reference.
- Coordinating clinical review process: developing of indicators, chart review and periodic reporting.
- Providing education and training on Hospital wide policies, JCIA requirements and documentation preparations.
- Coordinating risk management initiatives (OVR & Sentinel Event reporting – Safety reports – Morbidity reports – Code reports).
- Monitoring Patient Safe Goals Implementation.

ORGANIZATIONAL STRUCTURE OF DQS

The Directorate of Quality and Safety (DQS) has been formed to provide a means of measuring and assessing specific practices of patient care, and supporting departments in the improvement of organizational performance and patient outcomes.

The department reports to His Excellency, the President of the University of Dammam and Supervisor General of King Fahd Hospital of the University.

King Fahd Hospital of the University Directorate of Quality & Safety



Dr. Ahmed Al Kuwaiti, Director
Director
Directorate of Quality & Safety

UNITS OF DQS

ACCREDITATION UNIT

The Accreditation Unit provides guidance to ensure KFHU is continuously in compliance with the highest level of quality care and patient safety standards set by the Joint Commission International (JCI), CBAHI and other regulatory agencies.

The Unit deals with creating the required plan for hospital accreditation, following up the execution of the plans, and supporting all departments to accomplish the tasks related to accreditation.



PERFORMANCE MEASUREMENT UNIT

The Unit facilitates the department's QI plans, decides which processes and outcomes should be monitored, reviews results of Key Performance Improvement (KPI) data, assesses the effectiveness of actions and makes recommendations for improvement. The Unit is designed to support the Mission, Vision and Philosophy of KFHU. It also identifies the hospital's systematic approach to improving and sustaining its performance through the prioritization, design, implementation, monitoring and analysis of performance improvement initiatives.



RISK MANAGEMENT UNIT

The Risk Management Unit identifies risks and adverse events through Occurrence Variance Reporting (OVR), patient complaints and other data sources.

The Risk Management Officers coordinate collection of internal and external data on potential hospital risk and report the analysis and investigated findings of the hospital's actual and potential risk to the DQS, administration and the concerned department.



ENVIRONMENTAL SAFETY UNIT

The goal of the Environmental Safety Unit of the Directorate of Quality and Safety is to promote an institutional culture that will develop our hospital system into the safest environment possible for our patients, staff and visitors. The Unit ensures that implementation of the safety management strategy is observed throughout KFHU. A clearly identified, measured, monitored, and regularly evaluated risk assessment plan for all KFHU departments has been established by the Unit.



The scope of service of the Environmental Safety Unit encompasses patients, visitors, students and staff including medical staff. The Unit addresses maintenance and improvement of patient safety in every department throughout KFHU. The Unit includes an ongoing assessment and environmental rounds to prevent error occurrence and to maintain and improve safety in KFHU.

DECISION SUPPORT UNIT

The Unit provide the hospital management credible data, easily understood reports and decision tools, as well as operational dashboard for decision purposes.

The Unit is the reporting hub for King Fahd Hospital of the University (KFHU) and will also oversee a collection of databases of all departments of KFHU.



DOCUMENTS CONTROL UNIT

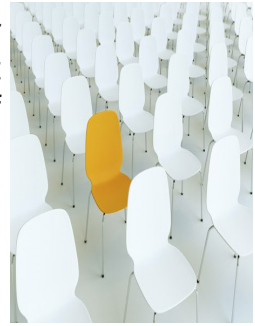
This Unit ensures the consistency of all written and dated policies and procedures for every department, establish and implement effective documents control strategies and policies. The Unit is also responsible for distribution of new and changed documents.

The Unit ensures that quality records remain legible, readily identifiable and retrievable. It is the responsibility of the Unit to identify, store, protect, retrieve, and disposition of quality records.



TRAINING UNIT

The Training Unit of the Directorate of Quality and Safety conduct training and education not just for the Continuing Medical Education (CME) of current employees but also for the future employees of KFHU. Each academic year, the unit offers 17 CME courses and training sessions that provide the interns and other allied health professionals with CME points accredited by the Saudi Council ,plus additional knowledge and skills in their field of expertise that they can utilize in their respective fields.



UNIVERSITY OF DAMMAM





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