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Total quality management in healthcare sector**Essam Hamed Amin Ali**

Total Quality Management Consultant, UAE

Total Quality Management (TQM) is not a new concept. In 1931, W. A. Shewhart recognized that variability within industry production could be understood using the principles of probability and statistics. Variability is the dispersion exhibited by evaluations of successive events resulting from a common process. During 1950's, Joseph J. Juran tackled the cost of achieving quality and discovered it could be divided into avoidable and avoidable cost. W. Edward Deming, in the 1950's, asked "Who can put a price on a satisfied customer, and who can figure the cost of dissatisfied one?" TQM is just a program but an active corporate strategy to optimize resources and reduce inefficiencies, rework cost and customer complaints. TQM seeks to raise the collective vision of quality and change the focus from the product to all the contributing processes that determine the quality of the product. TQM applies to all facets of clinical and administrative operations. Its implementation within health care is unique; therefore, to fully understand this environment, three fundamental assumptions must be made. The first is that medicine is a service field, not just technical or industrial. Second, is the linear process of medicine, all parts must come together at the right time and place for the process to progress. Third, the limiting steps in each process are either process or resource – driven. TQM in health care strives to refine systems to meet or exceed goals for achieving quality technical outcomes, maintaining cost effectiveness, and for ensuring the most effective use of resources for providing continuous quality service to all customers.

Biography

Essam Hamed Amin Ali is a professional with strong quality management and hospital management, planning and interpersonal skills possessing 26 years of rich experience in the health industry, experience in JCI with established hospitals. He has completed his Doctorate degree in Business Administration majoring in Quality Management, USA in 2007; MS in Quality Management System from the University of Wollongong, Australia in 2005 and Bachelor of Medicine from Cairo University, Cairo, Egypt in 1991. He is a Member of Medical Education Committee, Ministry of Health, UAE. His areas of expertise include total quality management; ISO standards; EFQM model; JCI standard; Strategic planning; operations management; medical staff relations; quality assurance; change management; cross cultural management; continuous quality improvement; trainer and consultancy for joint commission international on accreditation of healthcare organizations.

assoma@emirates.net.ae

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