



Inspectie  
Volksgezondheid  
Aruba



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Enhancing Care Through Quality Systems



Quality of Healthcare  
CONFERENCE IVA 2024  
"Quality Matters"

## Disclosure of speaker's interests

(Potential) conflict of interest	None/See below
Potentially relevant company relationships in connection with event	Botica di Servicio Pharmacy (Personal Registration at KNMP OA)
<ul style="list-style-type: none"><li>● Sponsorship or research funding</li><li>● Fee or other (financial) payment</li><li>● Shareholder</li><li>● Other relationship, i.e. ...</li></ul>	N/A

# ENHANCING CARE THROUGH QUALITY SYSTEMS

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# OVERVIEW

- Then and Now
- The practicality of a Quality Management System (QMS)
- How do you even start?
- What does it *really* mean to implement a QMS?
- What's next?



# THEN AND NOW

## Situation in Summer 2021

- **Goal: Register pharmacy to enable the specialization study for *Openbare apotheker* on Aruba**
  - **Harmonisatie Kwaliteitsbeoordeling in de Zorgsector (HKZ)**
    - **HKZ standard for Quality Systems (QS) of public pharmacies in NL**
    - **Pharmaceutical Care and Services**
  - **Ensuring optimal care for patients (patient satisfaction and safety)**
  - **External audit by Lloyd's Register Quality Assurance (LRQA)**
    - **2 months to achieve a working QS for external audit**

### GOAL 1

Create a working, all-encompassing, structured quality system in 2 months

### GOAL 2

Get everyone on board :-)





# PRESENT DAY

## Yearly external audits: Upkeep of QS

- Yearly and monthly calendar with framework of the QS (following PDCA cycle)
  - Identifying areas for continuous improvement of high-risk processes
  - Continuous operational efficiency together with the pharmacy assistants

End goal:

Continuously improving the health of our clients through safe and effective personalized treatment with medication



# PRESENT DAY





## HOW DO YOU EVEN START?

- Make sure the vision, the goals and commitment to quality is equal across the workplace
- Culture of quality
- Set ***specific, measurable, attainable, relevant and time-bound*** (SMART) objectives
  - additionally: communicating why, what and how within the company
- Develop policies and procedures (quality manual - your bible!)
  - Include document control!



# TRAINING AND ENGAGING EMPLOYEES AND COWORKERS

- Make sure you have a qualified and willing person to be the one to answer questions!
- Make sure employees understand the importance of quality
  - Checklists, employee questionnaires, sense of ownership!
  - Integrate audits in quarterly checks
  - **MAKE IT MANAGEABLE!**



# WHAT DOES IT *REALLY* MEAN TO IMPLEMENT A QUALITY SYSTEM?

## TESTED ON HARMONISATIE KWALITEITSBEOORDELING IN DE ZORGSECTOR

- Dutch organization
- Developing quality and certifications for healthcare providers
  - Framework --> institutions deliver high-quality services in a structured and consistent manner

## FOCUS HKZ

Ensure services are client-centered, safe, effective and continuously improving



# THE BASICS OF A QUALITY MANAGEMENT SYSTEM



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# WHAT DOES IT *REALLY* MEAN TO IMPLEMENT A QUALITY SYSTEM?

## PLAN

- WHAT HIGH RISK PROCESSES HAVE YOU IDENTIFIED?
  - WHAT PROJECTS DO YOU WANT TO ACHIEVE NEXT YEAR?
  - HOW DO YOU PLAN TO ACHIEVE THIS (OBJECTIVES, STRATEGIES AND METRICS)
- SMALLER SCALE : SOMETHING WENT WRONG, DO YOU HAVE A PLAN SO THIS CAN'T HAPPEN AGAIN?

MANAGEMENT REVIEW  
ROOT CAUSE ANALYSIS



**IDENTIFY  
PROBLEM + PLAN  
SOLUTION**

**PLAN**

- Plan to meet with assistants + adding to meeting agenda
- Adding text to enoxaparine product information

**EXAMPLE:  
PATIENT DID  
NOT RECEIVE  
SHARPS  
CONTAINER**



# WHAT DOES IT *REALLY* MEAN TO IMPLEMENT A QUALITY SYSTEM?

## DO

- IMPLEMENT THE PLAN: TESTING EFFECTIVENESS!
  - Collect data (i.e. perform tasks, giving out information to co-workers) --> track progress!



**EXAMPLE:  
PATIENT DID  
NOT RECEIVE  
SHARPS  
CONTAINER**

**PLAN**

**IDENTIFY  
PROBLEM + PLAN  
SOLUTION**

- Plan to meet with assistants + adding to meeting agenda
- Adding text to enoxaparine product information

**IMPLEMENT**

- Spoken to co-workers to alert
- At every prescription: pop-up don't forget to add sharps container!

**DO**





# WHAT DOES IT *REALLY* MEAN TO IMPLEMENT A QUALITY SYSTEM?

## CHECK

- Evaluate the results: measuring and comparing to goals set during planning phase
  - Analyze data: desired results?

PERFORMANCE INDICATORS  
EVALUATION



**EXAMPLE:  
PATIENT DID  
NOT RECEIVE  
SHARPS  
CONTAINER**

**PLAN**

**IDENTIFY  
PROBLEM + PLAN  
SOLUTION**

- Plan to meet with assistants + adding to meeting agenda
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**IMPLEMENT**

- Spoken to co-workers to alert
- At every prescription: pop-up don't forget to add sharps container!

**DO**

**EVALUATE**

- Added PI "Naaldencontainers" to calendar
- If after 2x no desired results --> act

**CHECK**



# WHAT DOES IT *REALLY* MEAN TO IMPLEMENT A QUALITY SYSTEM?

## ACT

- Standardize solution: successful? Roll it out!
  - “Handbook”/manual
- Address any remaining issues
- Continuous improvement : successful? Keep checking!

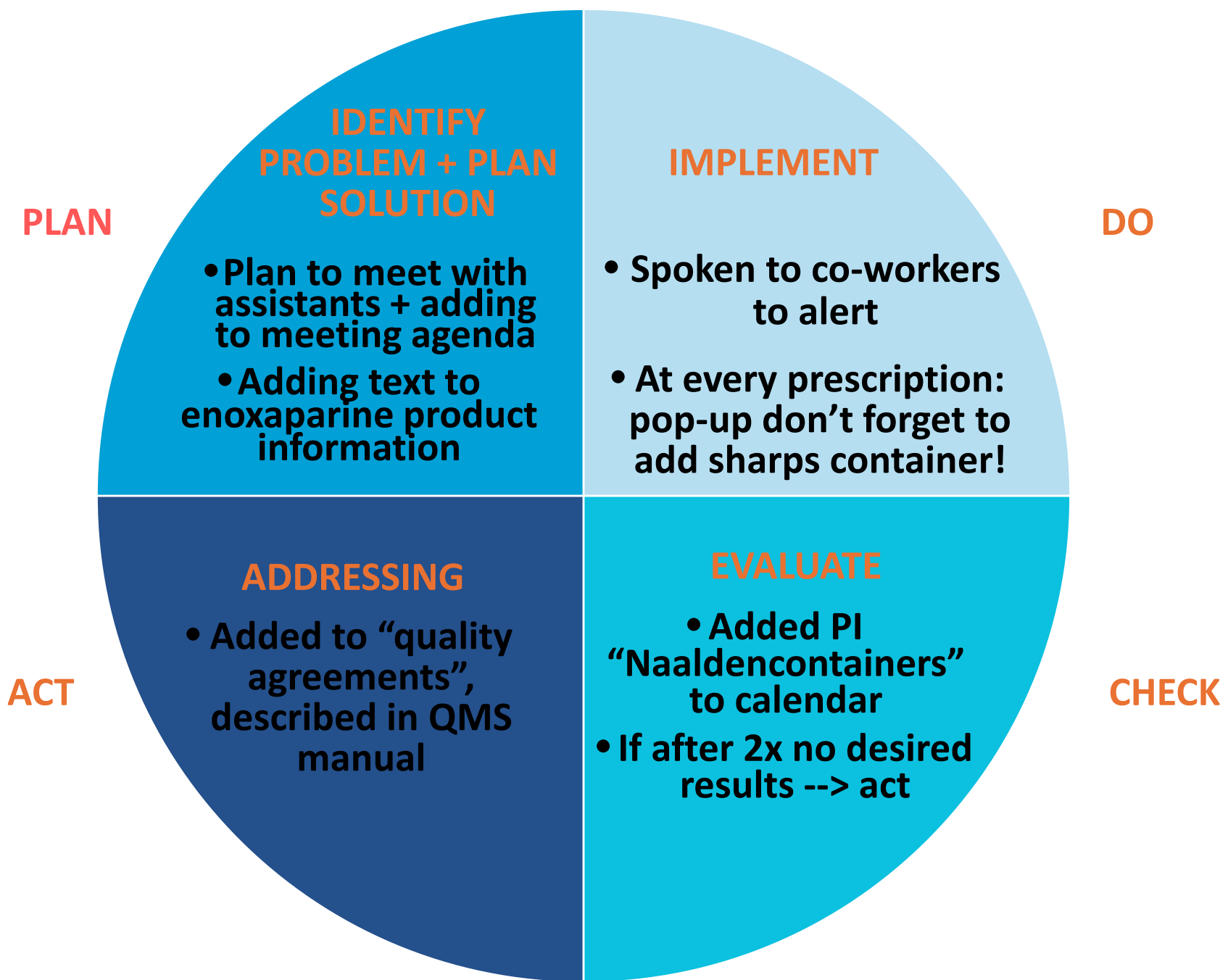
PERFORMANCE INDICATORS

IMPLEMENT STANDARD IN

MANUAL/MANAGEMENT REVIEW



**EXAMPLE:  
PATIENT DID  
NOT RECEIVE  
SHARPS  
CONTAINER**



# EXPECTATION

 Kalender

Maand

Jaar



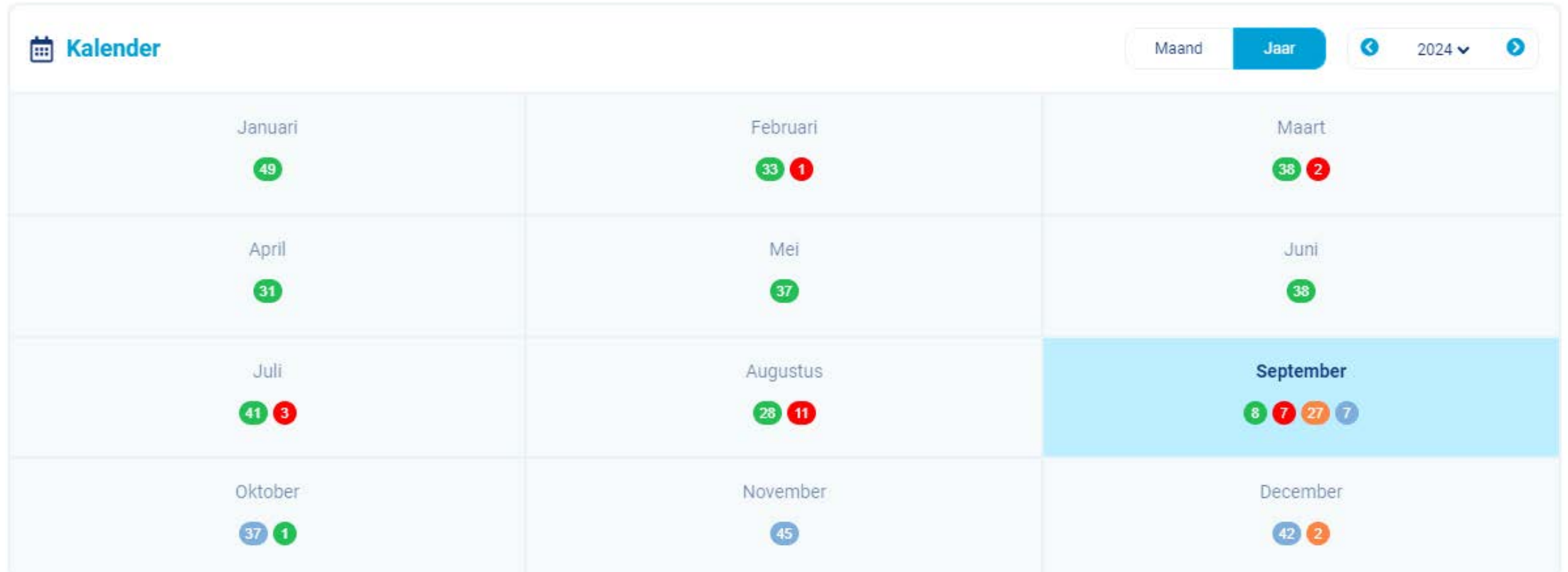
2022



Januari 49	Februari 51	Maart 66
April 55	Mei 59	Juni 70
Juli 60	Augustus 55	September 82
Oktober 69	November 15	December 21



# REALITY



# SET YOUR EXPECTATIONS

- **Realize that life happens!**
- **Always have a plan to fall back on**
  - **i.e. allocate time in the schedule dedicated to quality tasks**
- **CLEAR meeting minutes/procedures on every aspect of your QMS**
  - **Minor non-conformity: different text in manual and performance indicator**
    - **“I didn’t know the agreement”**



COMMUNICATE YOUR EXPECTATIONS

## WHAT'S NEXT?




- Continuing the improvements
- Making sure we don't fall in the "rode bolletjes" habit
- Repeating our why, what and how every chance we get
- Efficiency
  - Do we really NEED all of these performance indicators? when is it "enough"?



The patient is always the priority!



# THANK YOU

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