

Quality improvement measurement tools

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Quality measurement is one of the most important functions of healthcare organizations. It deals with assessing and bringing improvements in different healthcare processes.

Some of the main quality measurement tools that I would use to improve healthcare processes include statistical process control charts, flowcharts, and Pareto charts.

Statistical Process Control Charts

I would use this tool because it is associated with six sigma, which is an effective quality program that minimizes flaws in processes. As Taylor states, “ Process control charts allow for variations within a process”. This tool would let me know how often variations occur in the quality of healthcare processes.

Flowcharts

I would use flowcharts because they are useful in locating bottlenecks in the processes. A bottleneck represents a decrease in the outcome as compared to the input. I would use flowcharts because they would help me locate and remove the bugs in different healthcare processes.

Pareto Charts

I would use Pareto charts because they help in identifying common reasons behind problems in processes. These charts would help me isolate the 20 per cent causes that give rise to 80 per cent problems in healthcare processes.