


Chapter 8


Rethinking Standard Protocols: Innovative Quality Management Approaches in Public Healthcare Systems

Blessing Takawira

 <https://orcid.org/0000-0002-1633-8693>


University of Johannesburg, South Africa

Martha Chadyiwa

 <https://orcid.org/0000-0001-6263-4402>

University of Johannesburg, South Africa

David Pooe

 <https://orcid.org/0000-0003-3232-7203>

University of Johannesburg, South Africa

ABSTRACT

This chapter explores innovative quality management approaches in public healthcare systems, focusing on transitioning from traditional protocols to modern, data-driven strategies. The authors examine digital health solutions' effectiveness and implementation challenges, process improvement methodologies, and collaborative care models. Through a comprehensive literature review and analysis of recent trends, the chapter identifies key barriers and facilitators influencing the adoption of these innovative approaches. The research highlights the impact of these strategies on clinical outcomes, operational efficiency, and patient experience. A framework for quality management in public healthcare is proposed, integrating innovative approaches with implementation factors. The chapter concludes by offering recom-

DOI: 10.4018/979-8-3693-9168-6.ch008

mentations for healthcare practitioners, policymakers, and researchers to enhance quality management practices and outlines future research directions in this rapidly evolving field.

INTRODUCTION

Quality management in public healthcare systems is undergoing a significant transformation, challenging traditional protocols to meet modern healthcare delivery's evolving needs and complexities. The imperative to rethink standard approaches stems from the growing recognition that innovative quality management strategies are essential for enhancing patient care, operational efficiency, and overall healthcare outcomes. Paula Cristina de Almeida (2024) underscores the critical role of innovation in health services management, emphasising how technological advancements are reshaping healthcare practices. This shift towards innovative approaches is not merely a trend but a necessity in addressing the global, multifaceted challenges public healthcare systems face.

The transformation of quality management in public healthcare also necessitates a cultural shift within organisations. Sensmeier (2019) emphasises the role of nursing management in fostering an innovation culture, balancing adherence to quality standards with innovative thinking to navigate healthcare reforms. This cultural change is complemented by adopting novel approaches, such as clinical governance, as Bastani, Afshar and Valipour (2020) proposed, to improve care delivery beyond routine programs continuously. Ultimately, rethinking standard protocols in quality management encompasses a holistic approach to healthcare improvement. For example, optimising healthcare logistics to enhance supply chain efficiency and reduce costs, as Umoren, Ubong, Anietie and Kingsley (2021) discussed, directly impacts the quality of care and patient experience in public healthcare sectors. Therefore, the quality management landscape in public healthcare systems is rapidly evolving, necessitating a comprehensive reevaluation of standard protocols. Therefore, embracing innovative approaches that leverage technological advancements, foster a culture of continuous improvement, and implement efficient management strategies, public healthcare systems can significantly enhance operational efficiency, improve patient care delivery, and elevate the overall quality of healthcare services provided to the community.

30 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/rethinking-standard-protocols/356728

Related Content

Conceptualizing Emergency Department Scenarios: A DSE-Based Methodology

Maya Kaner, Tamar Gadrich, Shuki Drorand Yariv N. Marmor (2015). *Healthcare Administration: Concepts, Methodologies, Tools, and Applications* (pp. 1351-1368). www.irma-international.org/chapter/conceptualizing-emergency-department-scenarios/116282

An Ambient Multi-Agent System for Healthcare Monitoring of Patients With Chronic Diseases

Imane Boussebough, Issam Eddine Chaiband Billel Boudjit (2019). *Intelligent Systems for Healthcare Management and Delivery* (pp. 61-71). www.irma-international.org/chapter/an-ambient-multi-agent-system-for-healthcare-monitoring-of-patients-with-chronic-diseases/218115

Solving Nurse Scheduling Problem via Genetic Algorithm in Home Healthcare

ahin nançand Arzu Eren enaras (2020). *Transportation, Logistics, and Supply Chain Management in Home Healthcare: Emerging Research and Opportunities* (pp. 20-28). www.irma-international.org/chapter/solving-nurse-scheduling-problem-via-genetic-algorithm-in-home-healthcare/238481

The Conditional Context Governing Informal Care Provision: Current Challenges and Ideas for Change

Debra F. Peterson (2024). *Perspectives on Social and Material Fractures in Care* (pp. 93-124). www.irma-international.org/chapter/the-conditional-context-governing-informal-care-provision/339014

Evaluation Cases Frame Healthcare Quality Improvement

John D. Rudnick Jr., Carrie L. Jaeger, Brandi N. Kenly, Nicole M. Modafariand Jyoti Saraswat (2023). *Handbook of Research on Quality and Competitiveness in the Healthcare Services Sector* (pp. 37-62). www.irma-international.org/chapter/evaluation-cases-frame-healthcare-quality-improvement/320841