

Chapter 14

Improving Quality of Care through Risk Management Knowledge Transfer and Quality Assurance in Nursing Care

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ABSTRACT

The purpose of this chapter is to provide innovative knowledge and creative ideas of improving quality of care and to explore how risk management and Knowledge transfer and quality assurance can improve health care. Under careful consideration, our purpose is to summarize which factors improve and promote the quality of care and which factors diminish quality. There are forms of ongoing efforts to make performance better. Quality improvement must be a long-term, continuous effort, reducing errors and providing a safe trust environment for health professionals and patients. After reading this chapter, you should know the answer to these questions: What role can risk management and knowledge transfer play in quality of care? How can risk management and knowledge transfer work together? What are the factors that improve risk management and quality assurance in health care? How does knowledge transfer support, inform, and improve care?

INTRODUCTION

Health care quality is difficult to sum up as there are a combination of many factors like technical professional performance and every individual components of good quality of care (Moss, 1995). In this chapter we will discuss the importance of risk management knowledge transfer and quality

assurance in quality care. Starting by definition risk management is about reducing the errors that are costly in terms of damage, discomfort or distress to an individual as result to limit financial loss to an organization. The outcome of effective risk management is, the provision safe patient care during their episode of illness or treatment and the provision of a safe trust environment for patients, staff and the public.

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In order to improve the quality of care we need to use risk management programmes, therefore involve all aspects of work, production in health care that promote the excellence in quality care (Moss, 1995; FSRH, 2010).

Moreover Knowledge transfer is an important element close to risk management. In order to diminish the errors the organization or researchers and individuals in health care make and to increase the need to transfer the right Knowledge with the best practices.

On the other hand Knowledge transfer and Knowledge into action can promote quality of care by using the best tools evidence based and decision making practises (Tetroe, 2008).

Quality assurance provides the mechanisms to effectively monitor patient care provided by health care professionals using cost-effective resources.

Nursing programmes of quality assurance are concerned with the quantitative assessment of nursing care as measured by proven standards of nursing practice. In addition, they motivate practitioners in nursing to strive for excellence in delivering quality care and to be more open and flexible in experimenting with innovative ways to change outmoded systems (Current Nursing, 2010).

The use of risk management, knowledge transfer and quality assurance can clearly promote the quality of care in a positive creative way.

QUALITY OF CARE CONCEPTS

Defining quality is not an easy process. The expense of quality is an interactive process between customer and provider.

1. Quality is defined as the extent of resemblance between the purpose of healthcare and the truly granted care.
2. In an economic dimension quality is the extent of accomplished relief case with a justified use of means and services.

3. Government and those who pay of the care will see quality as a weighing out between results and costs to fulfill certain expectations in health care (Current Nursing, 2010).

Definition of Quality

The British Standards Institute defines Quality as “the totality of features or characteristics of a product or services that bears on its ability to satisfy a given needs.” It can be translate into “quality is that which gives complete customer satisfaction.

Dimensions and Elements of Quality

Sridhor approaches these dimensions similarly but describes them as elements of quality. He sets out the following elements (Sridhor, 1998):

- **Appropriateness:** the service or procedure is what the population or individual actually needs.
- **Equity:** Evidence of bias.
- **Accessibility:** services are not compromised by undue limits of time and distance.
- **Effectiveness:** Staffing levels and skills, Equipment and if services are achieving the intended benefits for the individual and for the population.
- **Acceptability:** services are provided such as to satisfy the work expectations of patients, providers and the community.
- **Efficiency:** resources are not wasted on patient or one services to the detriment of another (Current Nursing, 2010).

THE ROLE OF RISK MANAGEMENT AND KNOWLEDGE TRANSFER IN HEALTH QUALITY

Risk Management is an approach to improving the quality and safety of health care by identifying circumstances that put patients and staff at risk and acting to prevent or control those risks.

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