Quality Measurement by Health Care Professionals

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Author Note

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Donabedian’s three element model is still seen as the gold standard for defining the measurement of quality within healthcare (ACMQ & Varkey, 2010).

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| **S.No** | **Quality Measurement** | **Healthcare Human Resource Manager** | **Nurse Practitioner** | **Physician** | **Custodians** |
| 1 | Structural Measures | Ensure that a system of quality healthcare is present with the necessary quantity of quality and quantity of human and material resources at hand for optimal and efficient functioning (Elarabi & Johari, 2014). | A nurse practitioner is the beating heart of an organization. While it is the physicians job to ensure that that patients are recommended the right prescription medication, it is the responsibility of the nurse practitioner to ensure that the right medicine reaches the patient in the right quality, and at the right time (Kleinpell & Kapu, 2017). | A practicing physician faces a number of challenges, considering healthcare has gone through a number of changes over the years. These changes have also contributed towards the level of quality and efficiency given the introduction of new models of care (Sandy, Haltson, Metfessel, & Reese, 2015). | A custodian or a janitor may not seemingly be a prominent part of a healthcare system. However, their presence is vital to ensuring that the environment is free of any and all pathogens to prevent infection (Doll, Stevens, & Bearman, 2018). |
| 2 | Process Measures | In order to maintain the best patient outcomes, human resource management in healthcare should aim to staff the right number of medical professional and ensure that the sense of responsibility needed in a healthcare professional is always adhered to and maintained. They should also foster a culture of care (Elarabi & Johari, 2014). | With regard to patients admitted in a healthcare facility, the nurse practitione~~rs~~ is the person that monitors the vital healthcare functioning in the patient and ensure that the person is on the receiving end of the very best healthcare facilities (Kleinpell & Kapu, 2017). | A physician needs to ensure that the most efficient level of care is provided to the patient. The patient is diagnosed in a manner that subjects him or her to the least amount of duress during the process. Additionally they also need to decide the type of care that should be given to the patient and what would be the ideal means of caring for him or her (Sandy et al., 2015). | The primary measure of their performance is through their job in preventing surface level spread of infection. Their presence ensures the maintenance of sanitary environment in a healthcare facility (Doll et al., 2018) |
| 3 | Outcome Measures | Historically, it has been seen that the quality improvement in any organization is dependent on outcomes. However, at present a number of contributing factors together form the outcome measures of an organization. Thus, a healthcare HR manager should ensure that the staff is not cutting corners while providing care to patients and their families, dealing with them in an optimal manner and providing care and assistance to ensure positive outcome (Elarabi & Johari, 2014). | A nurse practitioner remains in close contact with the patient and their families. Thus, they are not only capable of having a deep impact on the patient's care process and outcome but they can also be a source of relief for the patient. They can provide them with the vital guidance needed to positively impact the outcomes of their hospital stay and improve their health and well-being (Kleinpell & Kapu, 2017). | The number of hospital revisions and post-operation complications is one of the biggest outcome measures for a physician. A physician’s level of expertise is defined by the experience of a patient and this can only be measured after care has been provided to those seeking it. 7If the physician has been able to take cure the patient, the outcome measure is positive and vice versa (Sandy et al., 2015). | The ideal measure of quality for a custodian is the reduction of hospital acquired infection and its prevalence among the masses (Doll et al., 2018) |

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