Title page

Discussion board

Hi,

I think that there can be other ways of measuring quality at hospitals and healthcare institutes. The most effective method would be to take consumer feedback because hospitals are working to promote the welfare of patients. Questionnaires can be used for client's convenience as they only need to tick mark on the options (satisfied/ not satisfied) (AHRQ, 2018). The rates of patient fall, mortality rates and percentage of patient surviving surgery complications are practical measures for assessing quality. The hospitals and adopt measures for determining effectiveness. This includes the percentage of patients receiving appropriate care against chronic illness such as heart attack. Similarly, the staff's effectiveness is evaluated by considering if they have adopted adequate procedures for providing pneumonia care and prevention of surgical infections.

An enhanced quality assessment method includes designing uniform metrics. These metrics will stress on determining the prevalence of errors in the hospitals. Errors associated with medications, diagnosis and treatment of illness provides an idea about the exact quality level (Wilensky, 2018). It is also important to integrate patient-centred measures can be assessed by considering the conditions on which patients were discharged. Patient responses on care and performance of staff are also useful for evaluating the quality of care.

The factors that hospitals must integrate for enhancing the quality of care include empathy, safety, efficiency and minimization of errors. Hospitals can adopt different methods for inpatient and outpatient (Wilensky, 2018). Another important criterion for evaluating the quality of care include equity measures. This reflects the hospital's capacity of providing services to the customers. The equity measures include a number of beds available in the hospital, type of services and if the hospital is credential to quality certification or not. This further includes a percentage of physicians, surgeons and specialists hired by the hospitals.

References

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