Understanding Quality

[Name of the Writer]

[Name of the Institution]

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**Harris Health Care**

The Harris Health Care is a society-owned HealthCare system that is committed to provide high quality and exceptional, cost-effective, compassionate health care services to the community/residents regardless of their financial capabilities.

**Aspects of Quality Policy**

The quality policy of health care provider has been developed for the purpose to monitor and improve services quality, patients’ safety, and overall performance.

The included terms in the policy are;

**Quality and Safety**

Provide high quality and safe services with no compromise on eliminating harms to patients from care which is intended to help them. As well as for providing high-quality healthcare services to every citizen organization have skilled, knowledgeable, and well-trained staff and employees (Harris Health System, 2019).

**Time Efficiency**

To reduce the waiting for patients and even all visitors. As well as to avoid all harmful delays for all who are involved in taking care or providing care. As well as quality policy include prompt and friendly services and safe & comfortable environment which is highly sensitive and fully responsive to the needs and concerns of patients (Parker, Ratzan, & Lurie, 2013).

**Efficiency**

The main purpose of the quality policy is to avoid wastage that can be wastage of equipment, supplies, items, energy and even ideas.

**Equitability**

The policy includes the terms of equitability which mean that care services does not and would not differ in quality due to personal characteristics such as sex, ethnicity, geographic, demographics, economic status or other characters of someone.

**Patient-Centered**

The policy is fully concerned about ensuring the provision of care services to the community that is respectful of and highly responsive to preferences, needs, and values of individual patients (Connor, Trinh, & Shewchuk, 2010). As well as to ensure that every individual and patient values guide every clinical decision.

Based on the things and aspects, the Quality Policy of Harris Health Care Services is an effective and well-established policy that cover all aspects. But! Some minor terms have been excluded from the policy. The terms have been excluded on the basis ISO 9001 standards because those terms were not fully applied to the organization in some ways. The terms which are excluded are;

**Processes of the Pharmaceutical Quality System**

The Harris Health Care has excluded the Pharmaceutical Quality System Process because most and even all activities and pharmaceutics do not apply to the organization such as purchasing medicines, goods-in, and testing in some particular areas (Connor, Trinh, & Shewchuk, 2010).

**Design and Development of New Methods**

Harris Health Care System utilizes only the proven approaches, ways, methods, medications and other equipment. The health care service provided does not participate in the designing and development of new ways and methods, treatments, and/or medications (Harris Health System, 2019).

**Financial Growth and Financial Concerns**

Being a health care service provider, concentrating on revenue generation is not the ultimate goals of Harris Health Care. So the organization has excluded the terms of financial growth and concerns. This has been excluded for the purpose to meet all standards of QMS.

**Quality Policy and Organization’s Areas**

The quality policy of every organization affects even all organizational aspects and areas. These areas are mostly and usually affected positively by the quality policy of the organizations. The quality policy of Harris Health Care affects the following areas of health care service provider.

**Management**

Management is one of the most crucial areas of organization of every level. The Quality Policy affects management in more than a single way. The management is concerned to cater every issue occur in or outside the organization that has impacts on the health care services of Harris Health Care. Beyond that, management’s responsibility to improve the processes, operations, retained skills and capabilities, and ensure high-quality services with no compromise on anything. So, the quality policy of Harris Health Care affects management in the way that management should oversee the extreme quality, performance, safety programs of health care. This is done for the purpose to develop and maintain best and highly convenient services, patients’ satisfaction, and patient & staff safety (Grol, Baker, & Moss, 2012).

**Communication and Reporting**

Communication and Reporting are the initials to patients’ safety and performance improvement. Number of communications and reporting exist to keep staff and leadership informed about every happening. Hence, the policy affects this area by recommending for monitoring for every input and output of the quality management system. The policy force communication of Harris Health Care overcome every communication barrier because of which the issues in performance improvement and patients’ safety are raised (Grol, Baker, & Moss, 2012). While reporting has been affected in the way that it should evaluate organization from every perspective and identify needs and improvements for better services and operations.

**Reasons for Policy Creation**

There are several reasons because of which the Harris Health Care has created this quality policy. But! Some of the major reasons are as follows;

* The policy fully expresses the commitment of management to ensure quality care services that lead to patient well-being and satisfaction.
* The policy has been created because it is highly important because it is the basis for quality services, communication and overall performance of the organization.
* In order to monitor quality control and quality assurance systems and other related standards, the policy has been created (Parker, Ratzan, & Lurie, 2013).
* This policy is highly commensurate with the organizational model and objectives of Harris Health Care.

Beyond above, this policy has been created because it helps organization to save costs and eliminate extra expenses in many ways. Increase patients’ satisfaction, improve service offerings, and reduce waiting and responsive timings. The policy fully meets the requirements and standards of QMS (Quality Management Systems) through the concept of patents centered and equitability and efficiency, so the policy has been created because of these matters too.

**References**

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