

QUALITY ISSUES IN HEALTHCARE: THE NEED AND THE COST

Day: Saturday

Date: May 2nd, 2015

Time: 11:15 a.m. to 12:15 p.m.

Venue: Auditorium, Symbiosis International University, Lavale campus, Pune

Speakers: Maj. Gen Pawan Kapoor

Maj. Gen. Pawan Kapoor is the Chairman of the NABH Accreditation Board. He said that India is a country of paradoxes, much like the concept of quality costs.

He said that there are three different stakeholders in the industry: the provider, the recipient, and the organizer. Each of these has different expectations with respect to quality.

He explained that accreditation is an external review of quality, and includes the following: written and published standards, reviews conducted by professional peers, and reviews conducted by independent bodies. The expression 'quality costs' has two sides to it: On the one hand, quality requires money, efforts, energy, and time. On the other hand, lack of quality causes mortality, morbidity, readmission, grief, loss of reputation of the hospital, litigation, and financial loss. Cases of medical negligence can be prevented by implementation of small quality parameters such as checklists, standard procedures, training and retraining of manpower etc.

He mentioned that the return that quality provides is better staff and visitors, environment safety, savings along with adequate utilization of resources, elimination of errors, and the building up of confidence. Constraints include manpower, architecture, and logistics.