



QUALITY MANAGEMENT PRACTICES ON CABG PATIENTS IN HEALTH AND HOSPITAL PERFORMANCE

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Abstract

Total Quality Management (TQM) is a managerial structure that prioritizes customers' needs and engages all employees in ongoing education and development. The process employs strategic planning, statistical analysis, and efficient communication to incorporate the principles of quality management into the firm's culture and operations. Many businesses worldwide implement comprehensive quality management practices. This work contributed to advancing both theoretical understanding and methodological approaches, expanding the existing knowledge base on the subject. By examining the work conducted from 2020 to 2021, this study has established a basis for future Total Quality Management (TQM) research. It has traced the progression of ideas and consolidated and combined studies on TQM within the healthcare field. Most participants endorse the Management Commitment, Total Quality Principles, Patient Satisfaction for Quality Services Provided by Hospitals, and Quality Service for Patient Recovery after CABG. Examples of quality improvement activities include using data-driven strategies to decrease the average duration of hospital stays, implementing quality management practices in healthcare facilities, and monitoring hospital performance on clinical quality indicators.

Keywords: culture, quality management, hospitals, healthcare, clinical quality.

Introduction

Implementing quality management procedures for coronary artery bypass grafting (CABG) surgery is of utmost importance in healthcare performance, as it directly influences patient outcomes and satisfaction. The notion of healthcare quality was initially established by Codman in 1918 and further developed by Donabedian, who stressed the significance of assessing healthcare quality from three perspectives: structure, procedure, and outcome. The healthcare structure encompasses the inherent characteristics of the system, such as tangible resources, personnel, and organizational framework. The healthcare delivery process is crucial, as it entails the implementation of evidence-based methods and adherence to set norms. Outcomes are the definitive gauge of healthcare quality, comprising patient contentment, functional health status, and mortality rates.

National and institutional quality initiatives serve as standards for assessing the efficiency of medical treatment. The exponential increase in the quantity and variety of medical and organizational quality-improvement standards presents difficulty in identifying and comprehending

the most precisely ascertain quality in cardiac surgery. Surgeons must possess information and understanding regarding reliable and beneficial indicators for comparison and enhancement.

By recommending "End Results Cards" to record and enable a systematic examination of outcomes, Codman pioneered the concept of healthcare outcome research and quality improvement (QI). The abundance of contemporary quality measurements has escalated, presenting a difficulty in precisely ascertaining which metrics successfully evaluate high- quality healthcare. This study aims to investigate the correlation between quality management in healthcare facilities and hospital performance, specifically concerning clinical quality indicators.

Materials and methods

A cross-sectional survey [design] approach and a fundamentally exploratory and descriptive study set were used in the research. An empirical analysis was conducted to determine the link and impact of TQM offerings for Coronary Bypass Operations (CABG) Customers on key performance indicators in Kolkata City. Existing processing was created using initial research publications on relevant subjects as a starting point. It was then customized to include socioeconomic details about the respondents (such as job role, biological sex, age, and youth development), the nom de plume of something like the maternity ward, and decades of employment (Diane, 2004, pp. 1–8). The objectives of the items were to assess the extent to which key TQM hospital performance characteristics have been implemented.

According to Duggirala et al. (2008, pp. 693–724), a study can be utilized in exploratory research to investigate a recent event in its real-world context and provide answers to the questions of why, what, and how something is happening. A case study is an in-depth person, group, or phenomenon analysis.

Independent	Dependent Variables
Quality Management in healthcare facilities and hospital performance on indicators of clinical quality	Effectiveness of Total Quality Management Services for Coronary Artery Bypass Graft Surgery (CABG) Patients

Accordingly, today's majority of studies employ these nine dimensions to evaluate patient outcomes, accounting for all Federal statistics for outpatient clinics and incorporating functional, administrative, and customer effectiveness (Honaker, S.L. 2001). For the ordinary person and the medical profession, evaluating the functioning of health care became crucial.

Statistical Techniques

The questionnaire included information regarding total quality management standards for healthcare institutions, principles of TQM, principles applied for TQM and questions based on TQP that perform CABG, patient satisfaction for quality services provided by the management of hospitals, quality service provided for patient recovery from CABG, and additional questionnaires based on improvements are needed in the current quality management techniques implemented in the hospitals when the completeness and study validity of each item of data from the proforma were checked.

Additionally, SSPSS software was used for statistical analysis of all descriptive data. All of the variables will be expressed as a % number.

Results and discussion

Table 1 Association between the scope of Quality Management in healthcare facilities and hospital performance on clinical quality indicators.

Quality Management in healthcare facilities and hospital performance on indicators of clinical quality	No. of Respondents (n=400)	
	Agree	Disagree
Less Mortality	80%	20%
Safety of Care of Patients	90%	10%
Frequent Readmissions	66%	34%
Patient Experience	77%	23%
Effectiveness of Care	60%	40%
Timeliness of Care	70%	30%
Efficient Use of Medical Imaging	75%	25%
Data Transparency.	85%	15%
Indicators for In-hospital Prevention Practices	70%	30%
Indicators for Inpatient Quality of Care	80%	20%
Pediatric Quality Indicators	67%	33%

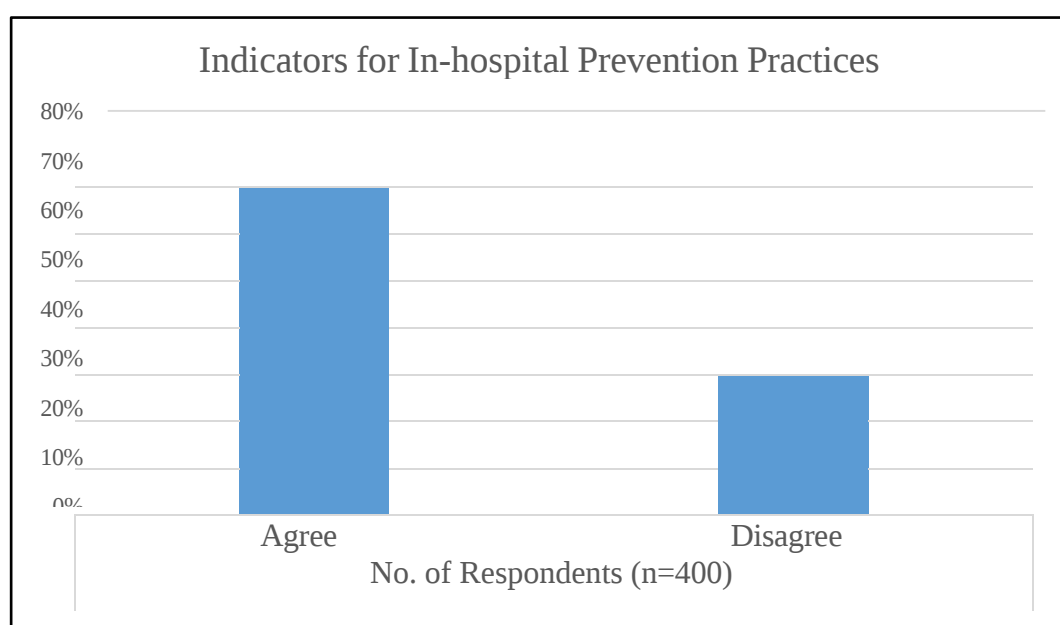


Figure: 1 Indicator for In-hospital Prevention Practices

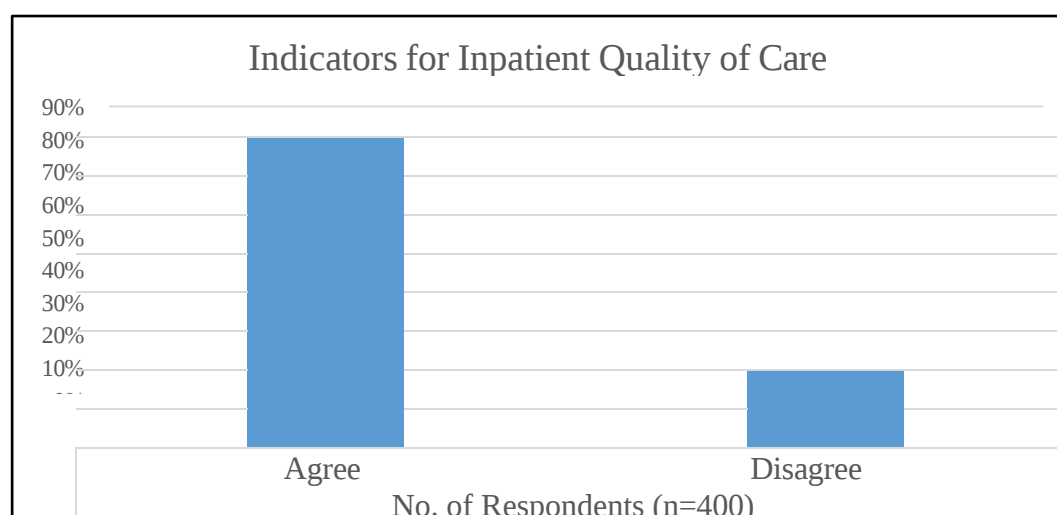


Figure: 2 Indicators for Inpatient Quality of Care

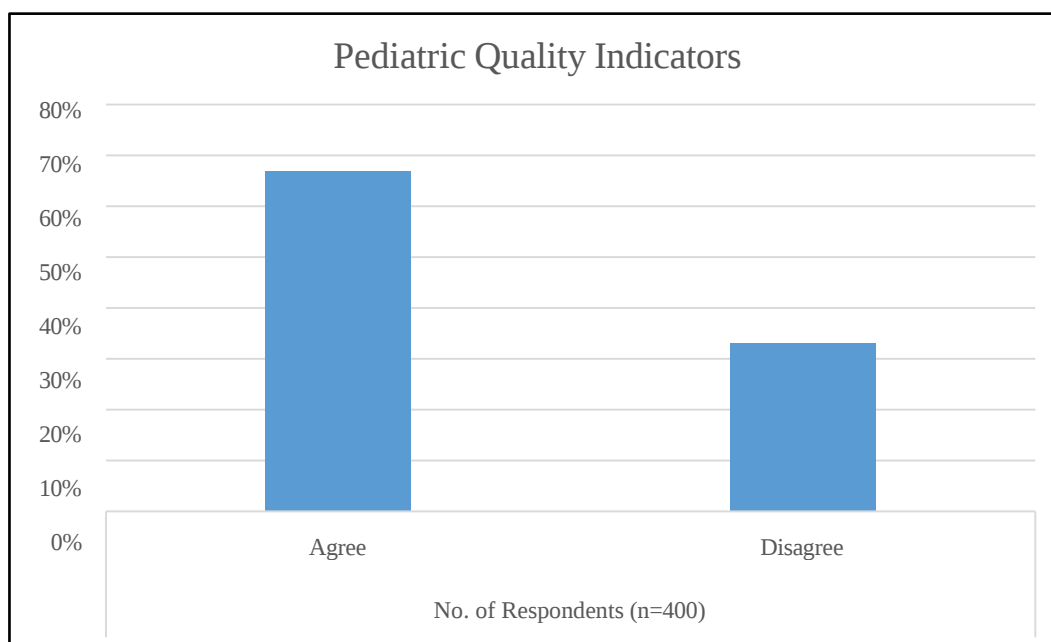


Figure: 3 Pediatric Quality Indicators

Most participants concur with the implementation of Quality Management in healthcare facilities and hospitals' performance on clinical quality metrics. Therefore, the results suggest that there is a decrease in mortality by 80%, a high level of safety in patient care by 90%, a relatively high rate of readmissions by 66%, a satisfactory patient experience by 77%, a moderate level of care outcomes by 60%, reasonable timeliness of care by 70%, a reliable use of interventional radiology by 75%, a strong emphasis on ensuring data accuracy by 85%, a moderate adherence to in-hospital standard precautions by 70%, significant consideration of factors for intensive care services by 80%, and a somewhat satisfactory measurement of quality in internal medicine by 67%. These are some of the additional factors that should be taken into account. Consequently, the study's results demonstrate that the null hypothesis (H₀) has been disproven, and Hypothesis H₃ has been confirmed. The data revealed that the QM measurements exhibited inconsistency. The majority of correlations between QMCI and division metrics were identified. The number of links between CQII and agency variables was the highest.

Conclusion

The research findings suggest that the introduction and implementation of Total Quality Management (TQM) in hospitals and for patients having Coronary Artery Bypass Grafting (CABG) will have positive effects. This includes improving the organization's overall performance and healthcare workers' performance. Study findings indicate that most respondents support healthcare institutions' Management Commitment, Total Quality Principles, and Quality Standards. As a result, healthcare managers are implementing data-driven strategies to decrease the average length of hospital stays and improve hospital performance on clinical measures. It is advisable to propose that future studies expand the range of topics covered by this publication by incorporating studies conducted in different locations and employing alternative research methodologies, considering the limitations of the current work. Additionally, it should offer a thorough TQM classification system to explain the specific locations and methods in which TQM practices converge in environments that facilitate enhanced performance. The research findings corroborate the notion that implementing Total Quality Management (TQM) in medical centers would benefit the health sector, as it would enhance organizational efficiency.

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