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Title: Use of FOCUS PDCA in improvement of health education programs

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Abstract: Background: With the various changes in health care environment, using of quality management has been inevitable for policy makers and managers. Continuous quality improvement (CQI) is a management philosophy that promotes performance improvement and enhances client’s satisfaction. Every organization must select a simple method and educate all staff about it. FOCUS PDCA was designed by American hospital association in 1989 for process performance improvement. This study was conducted to describe use of FOCUS PDCA in improvement of health education programs.

Methods: this retrospective study evaluated health education CQI projects in primary health care system of East Azerbaijan province. CQI projects data were gathered from health centers in 1999 – 2002. All projects results were evaluated by checklist which includes improvement indicator, strategy, project place, process type and amount of changes.

Results: in study time, nine CQI projects were about health education programs. Three of them were about health volunteers and six were about health education. Six projects were from health centers and three projects were from district health centers. In all projects, the amounts of changes were significant. The most used strategy was writing the education plans.

Conclusion: FOCUS PDCA method starts from improvement opportunities and continues with organization of improvement team and measurement of process performance. In later phases, the process owners select appropriate change strategy and prepare the change plan. In FOCUS PDCA, thirteen simple tools were used. With regard to Simplicity and consecutive phases of FOCUS PDCA, using of this method is effective in primary health care system.

CQI, FOCUS PDCA, health education, PHC

Presentation: Oral