

**Different strategies to face similar challenges: lessons learned through three different quality journeys**

Schiesari, L. - laura.schiesari@hsl.org.br  
Hospital Sírio-Libanês, São Paulo, Brazil




**Objective**

- ✓ to compare different quality approaches based on the author's own experience in quality management

**Methods**

- ✓ comparison of the main characteristics of three quality initiatives through the analysis of abstracts and reports describing them
- ✓ biased analysis...


**Results**

	 Hospital 1	 Hospital 2	 Hospital 3
<b>Hospital description</b>	University public 690 beds	Non-profit 700 beds	University public 2.100 beds
<b>Quality model</b>	Hospital Epidemiology	Joint Commission International Accreditation	European Foundation for Quality Management (service level)
<b>Initial quality activities</b>	Quality projects in a few areas	ISO certification in a few areas	Quality projects in several areas Medication and anaesthesia safety
<b>Leadership for quality</b>	Medical Director	Medical Director/ CEO	Medical Director
<b>Overall impact</b>	Local impact	Reorganisation of care / improvement of medication safety and utility system	Local impact
<b>Evolution</b>	National Accreditation Model adopted by all affiliated hospitals	Outstanding improvement of the quality of care system and management	Reinforcement of safety strategies and local quality projects

**Conclusion**

This study confirms traditional findings in quality initiatives

1. University public hospitals often represent a more challenging environment to organisationwide change
2. Top-down initiatives need the support and involvement of the top management team.
3. Desire to change seems to be a key point for the success of quality initiatives



Thanks  
Merci  
Obrigada  
Cnaciño  
Gracias  
شكرا  
Grazie  
謝謝  
Danke  
ありがとう  
.... !!!!!