

295: EVALUATION OF QUALITY MANAGEMENT IMPLEMENTATION IN THE CLINICAL DEPARTMENTS OF A TEACHING HOSPITAL.

Authors:

François P., Vinck D., Labarère J., Touboul M., Peyrin J-C., Reverdy T.

Objective:

The aim of the study was to evaluate the implementation of quality management systems in the clinical departments of a hospital. The assessment was made on the evolution of representations and knowledge of concepts and methods, and on the use of the quality improvement tools.

Methods:

The study was made in 6 volunteer departments: 2 internal medicine departments, 2 surgical departments, and 2 ICUs. It included a 3-day training seminar for a group of 12 to 20 people representing the various professions and sectors of the service, the installation of a quality team with 2 people in charge of quality (a physician and a head nurse), and methodological assistance for one year.

Evaluation was made a year after the training seminar. A questionnaire was given to the 100 people who attended the training seminar and 2 control samples including the same socio-professional categories as the trained group. 100 internal controls were drawn randomly among the non-trained personnel in the studied departments. 100 external controls were drawn randomly among non-trained personnel from 6 other departments. 286 people agreed to answer: 93 in the "trained" group, 97 in the "internal control" group, and 96 in the "external control" group.

Results:

The trained people more often associated quality with the idea of organization than the internal and external controls who usually associated quality with care technique. The concept of continuous quality improvement was better known in the trained group (62%) than in the internal controls (20%), and the external controls (17%) ($p < 0.001$). The best-known methods and tools of quality were the drafting of procedures, the registering of dysfunctions, and brainstorming. Trained people were more familiar with quality tools (78%) than internal controls (41%) and external controls (21%) ($p < 0.01$). Trained people participated more in quality management activities than controls. For example 71% of the trained people stated that they took part in the registering of dysfunctions compared to 43% for internal controls and 28% for external controls ($p < 0.01$). Trained people participated more in the drafting of procedures (88%) than internal controls (36%), and external controls (53%) ($p < 0.01$).

Conclusion:

Modification of representations, knowledge, and implication in activities of quality management persisted for trained people, one year after the training seminar. A part of these modifications was passed on to the non-trained personnel of the studied departments.