



COHESIVE HEALTHCARE MANAGEMENT & CONSULTING

Mangum Regional Medical Center

TITLE		POLICY
Quality Program		DRM-007
MANUAL	EFFECTIVE DATE	REVIEW DATE
Drug Room	10-1-2020	10-1-2020
DEPARTMENT	REFERENCE	
Drug Room	Oklahoma Pharmacy Law Book	

SCOPE

This policy applies to all patients receiving care and treatment at MANGUM REGIONAL MEDICAL CENTER.

PURPOSE

The Quality Assurance and Performance Improvement (QAPI) Plan and Program is the medical facility's roadmap to achieving and providing excellent quality of care and quality of life for our patients. Quality Assurance and Performance Improvement is our top priority and guides our day to day operations and is a barometer for how we are providing care to our patients.

DEFINITIONS

Performance improvement: measuring the output of a particular business process or procedure, then modifying the process or procedure to increase the output, increase efficiency, or increase the effectiveness of the process or procedure.

POLICY

The management and governing board take an active role in assuring Quality Assurance and Performance Improvement is adequately resourced to conduct its work and that policies are established to sustain the Quality Assurance and Performance Improvement. It is a collaborative effort of all medical and clinical staff, administrative and managerial leadership, and all departments and services provided throughout the facility (including those services furnished under contract or arrangement). The QAPI Plan and Program is the central performance improvement plan in the organization and encompasses the inter-related functions and processes of clinical, governance, operational and support services.

PROCEDURE

The QAPI will apply facility-wide and to any contract provided services. It is the responsibility of every leader and every person providing and supporting care in our facility to ensure an

environment where care is safe, effective and centered on patient's needs. Leaders foster performance improvement through planning, educating, setting priorities, and providing time and resources. Leaders play a major role in creating an environment where staff feel safe and free to engage in performance improvement and understand it is their responsibility to not only report quality and safety issues and concerns, but to participate in developing solutions and to ensure the right thing gets done.

Data collection and performance monitoring may include, but not limited to the following areas:

- Patient perception of care
- Patient safety
- The effectiveness of pain management
- Medication errors and adverse drug reactions
- Blood Products; use and transfusion reactions
- Restraint Use
- Resuscitative services and outcomes
- Mortality Data
- OPO Data
- Emergency Services
- HAI
- Readmission rates

The following departments/functional areas will be responsible for data collection, analysis and interpretation of the data, action planning and evaluation of the actions taken to improve performance:

- HIM
- Human Resources
- Infection Prevention
- Drug Room
- Case Management
- Risk Management
- Nursing Services
- Respiratory Services
- Rehab Services
- Administration
- Business Office
- Environment of Care
- Environmental Services

REFERENCES

Oklahoma Pharmacy Law Book

ATTACHMENTS

N/A

REVISIONS/UPDATES

Date	Brief Description of Revision/Change