

متطلبات تحسين جودة الخدمات العلاجية بالجمهورية

The requirements for improving the
quality of medical service in Libya

تقديم

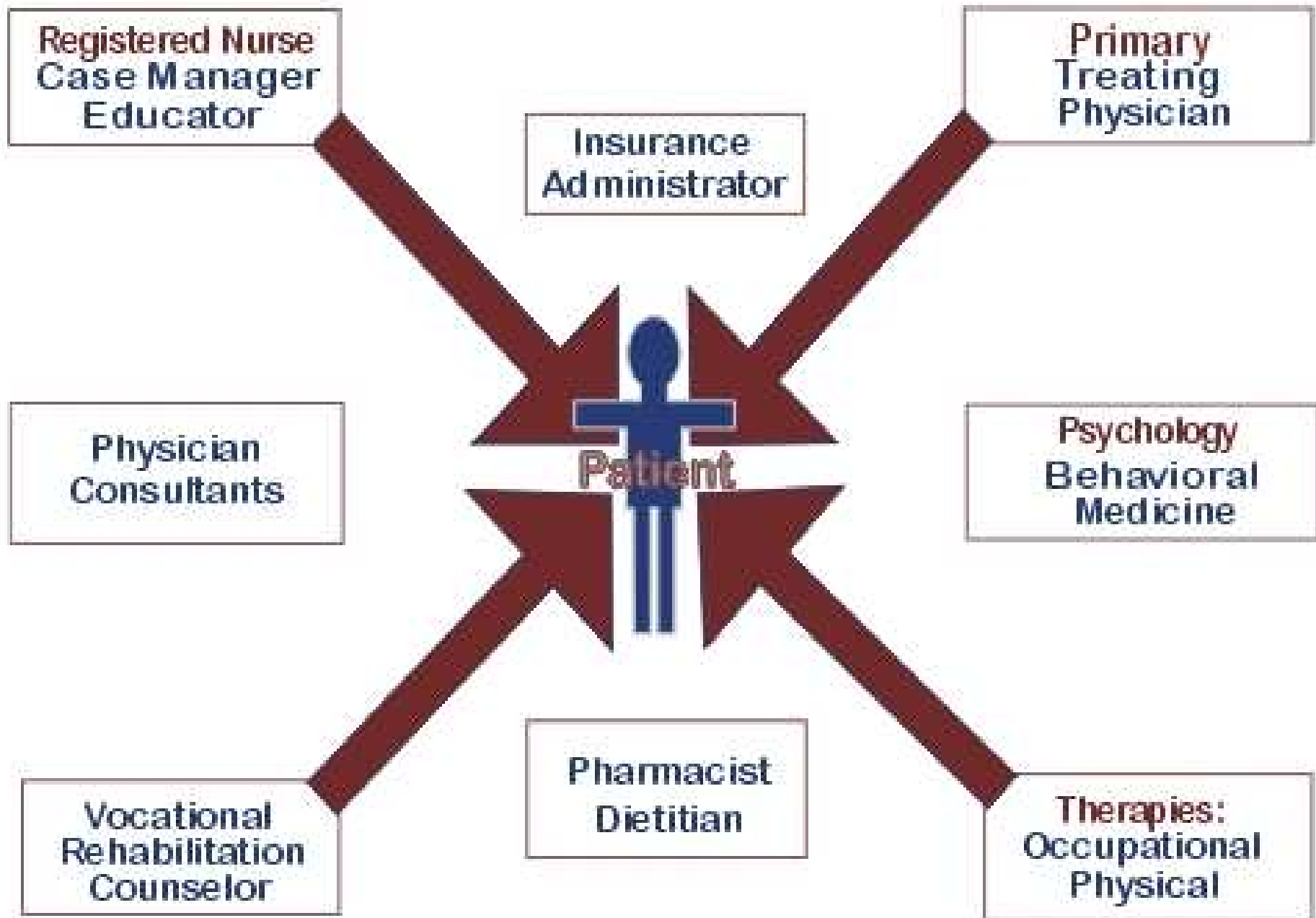
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- Introduction
- The WHO is advocating a shift towards a **new managerial structure** within the country health system that is:
 - 1-patient-focused,
 - 2-team-oriented and based on
 - 3-professional collaboration and knowledge sharing.
- It also advocating implementation of a national medicines policy and an essential medicines concept in order to improve medicines supply and use in the country.



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- However, the adoption of such new concepts by the health professionals requires not only acquisition of higher level of professional knowledge and skills but also **new values attitudes and recognition by the government officials, other health professionals and the general public .**
- The WHO states that "**Applying evidence to health care delivery.** Efforts should include:
 - 1-analysis and synthesis of the medical evidence,
 - 2-delineation of specific practice guidelines,
 - 3-identification of best practices in the design of care processes,
 - 4-with the aim of producing national guidelines and professional critical pathways”.

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- The National health services (NHS) in any country has Goals and functions.
- Goals of NHS may include:
 - To improve the health of the population
 - To enhance responsiveness of the health system to legitimate expectations of the population which may include
 - (I) *Respect for persons and* (II) *client orientation*
 - Fairness of financial contribution

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○ Functions of NHS may include:

- Funding
- Facilities deployment
- Resources development
- Stewardship

○ Practically speaking it obvious that the medical services in our country suffering for many disadvantages.

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- **Today's view**
- "Over the past three decades the Libyan Arab Jamahiriya has invested billions of Dinars in the health service, which has resulted in major improvements in health service delivery and in the general health of the population, as reflected in all the health indicators. However, despite these improvements, the Libyan Arab Jamahiriya is still facing major health problems, and the general population is discontent with all levels of health services"

*Country cooperation strategy for WHO and Libya 2005-2009
Executive summary*

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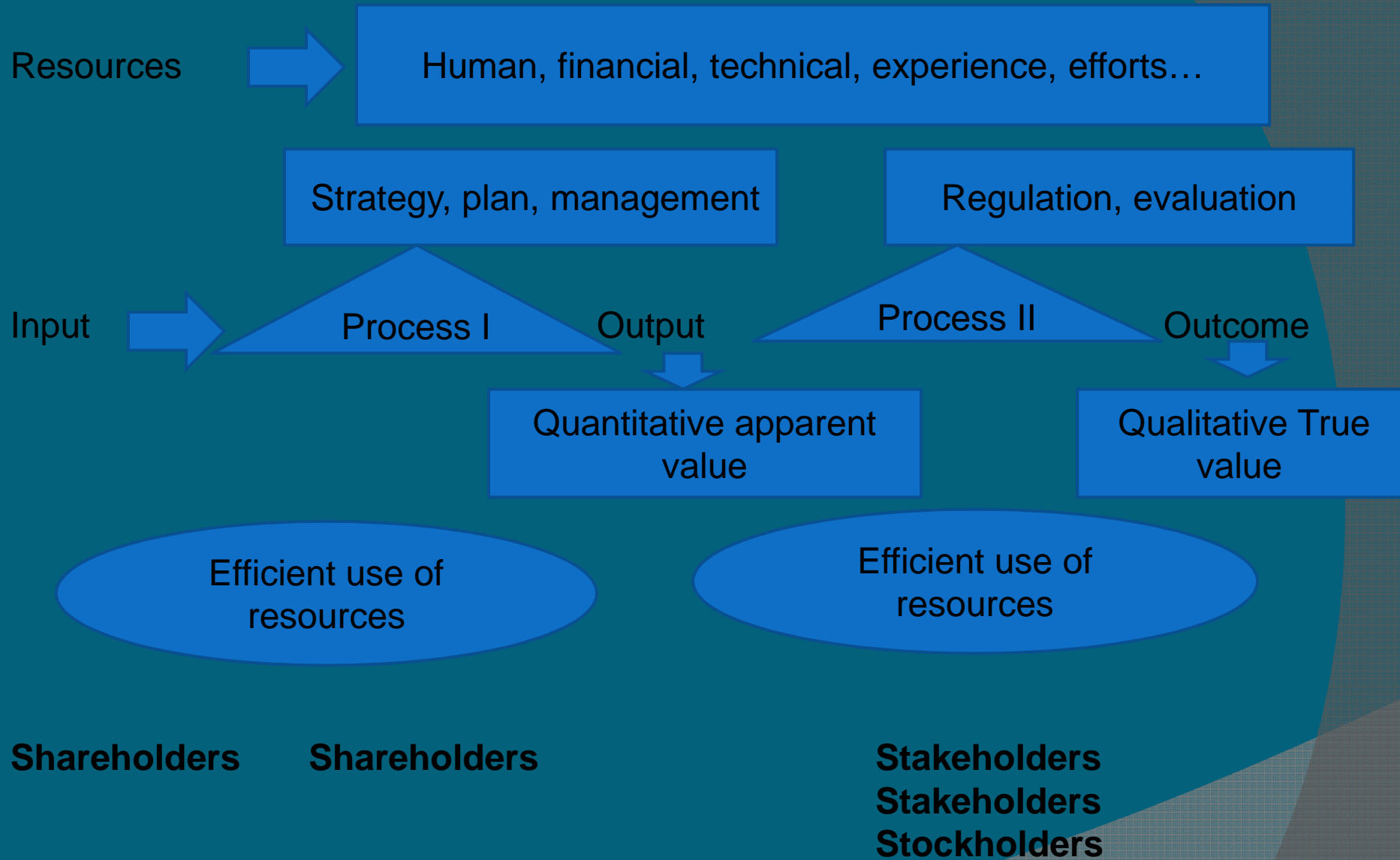
So what is the problem?

Who evaluates quality?

- Patients (services receivers)
 - Access services and afford it
 - Feel equal
 - Feel safe
 - Trust provider
 - Pleased
 - Sharing improvement
- NHS (services providers)
 - Proper working system
 - Fairly paid and rewarded
 - Monitored and supported
 - Motivating environment
 - Development program
 - Sharing improvement

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- TQM
- “Total quality management is the organization-wide management of quality. Management consists of planning, organizing, directing, control, and assurance.
- Total quality is called *total* because it consists of two qualities: quality of return to satisfy the needs of the shareholders, or quality of products”



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Listen to the Patient!

- ⦿ **Difficult Access**
- ⦿ **Limited time given**
- ⦿ **Inaccurate diagnosis**
- ⦿ **Improper treatment**
- ⦿ **Difficult hospitalization**
- ⦿ **Bad services**
- ⦿ **Unwelcome**
- ⦿ **Not respected**
- ⦿ **Procedures concerns**
- ⦿ **Bad stories**

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Listen to NHS Services' Provider

- ⦿ Bad organization
- ⦿ Limited time
- ⦿ No respect
- ⦿ Not involved
- ⦿ Unjustified
- ⦿ Lack of information
- ⦿ No rewards
- ⦿ No incentives
- ⦿ No support

Listen to Expertise

- No Central authority to plan or monitor
- Weak institution and personnel
- No information system
- Inefficient use of budget
- Serious threats of communicable and non communicable diseases
- High mortality and disability rates due to road traffic injuries;
- Ma-distribution of human resources
- Absence of health systems research
- Inappropriate management of drug supply and distribution;
- Absence of appropriate reward system for health care personnel.
- Insufficiency of qualified health care managers
- Unstable fund to NHS
- Weak role of PHC institutes
- Invalid front office system
- Poor initiation and competition between health service institutes and providers
- Improper quality control system
- Unclear NHS purchasing system
- Weak role of health media and education departments
- Invalid cooperation between public and private health care providers

What's needed?

- People want
- I would like to get an access to a doctor when I need him.
- I would like to have enough time to explain and understand my case when talk to this doctor.
- I would like to get a true diagnosis to get the true management.
- I would like to get a respectable services and treatment when admitted to the hospital.
- I would like to be recorded as a patient if I have a chronic illness to be supported and treated well.
- I would like to trust the emergency services in our hospitals not to scare about when a sudden health problem or a trauma happened to me or to any of my family members

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- Politician want
- Effective use of resources
- Patients' satisfaction

Together the people wants and Politician well
will constitutes a public value

**So what is the Policy for REGAINING Public TRUST
in National Health Care Services?**

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Regulatory Agency Vision

○ Improving services providers QUALITY and PERFORMANCE.

○ تحسين جودة الخدمات المقدمة من خلال العمل بجدية لخلق ثقافة الجودة و تجذير مفهومها للأفراد المهنيين و زرع روح عمل الفريق الواحد من خلال دورات تدريبية للجودة يقدمها ويشرف عليها متخصصون في المجالات الطبية المختلفة.

○ Proper use of financial resources funding LNHS by wise spending i.e. PROPER MANAGEMENT.

○ الاستخدام الامثل والسليم للموارد المالية لتمويل النظام الصحي الوطني من خلال ما يخصصه المجتمع من ميزانيته العامة و ما يدفعه المواطن من خلال استقطاعات الضمانية

○ او التوجه الى اعادة التأمين العلاجي التكافلي للتحكم في ترشيد الصرف على العلاج وتحفيز النشاط الخاص للمساهمة في تقديم افضل الخدمات من خلال التنافس المشروع

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Other essential steps may include:

- Ease GPs access to all users Develop frames in secondary health care (SHC)
- Develop national medical registry system and create documentary system in PHC
- Set code of best practice by professional societies.
- Set standards for health and services provided by LNHS
- Create monitoring system to involve public feedback
- Develop set of institutes and personal performance assessments
- Performance analyzing & advising on human resource skills
- Set purchasing criteria and monitoring purchasing system
- Up date health Job descriptions
- Cost estimation and average cost of all medical & health services and procedures and accommodations

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