

## 51<sup>st</sup> MDG FACT SHEET

### Hospital Quality Services

**Quality Manager: Rick Dahlmann**

LOCATION: Building 752, Room 101

SERVICE HOURS: 0730-1630 (Monday-Friday)

CLOSED: Holidays, PACAF Family Days

#### **Chief, Performance Improvement = Quality Services Manager (QSM)**

Ensures organization-wide performance improvement program is continuously evolving. This requires being an active member of the executive team. Provides leadership and consultative services to departments and agencies/sections within the organization in achieving facility regulatory, accreditation, organizational compliance, performance improvement, and risk management activities. Participates in the development of policies for the organization, giving special consideration to the integration and collaboration of internal administrative and clinical policies. Directs the performance improvement training and education for MTF staff and organizational leaders. Coordinates the dissemination of performance improvement information within the organization ensuring basic statistical analysis and comparative processes are included. Coordinates and collaborates with risk management activities throughout the MTF such as local dissemination and management of HQ USAF/SG NOTAM and others as described.

Advisor to the MDG/CC, which includes participating in problem assessment, solution recommendations, implementation and follow-up activities regarding facility quality improvement. Serves as resource to the MTF in areas such as accreditation standards for healthcare documentation and medicolegal aspects of health care. On a routine basis, as determined by the executive staff, reports the results of continuous monitoring activities to the MDG/CC and executive staff for use in making performance-based decisions about the organization. Ensures that the Plan for the Provision of Patient Care is reviewed and updated at least annually.

Improving Organizational Performance. The goal is to ensure that the organization designs processes well and systematically monitors, analyzes, and improves its performance to improve patient outcomes. Value in health care is the appropriate balance among good outcomes, excellent care and services, and costs. To add value to the care and services provided, organizations need to understand the relationship among perception of care, outcomes, and costs and how processes carried out by the organization staff affect these three issues.

#### **ADDITIONAL INFORMATION**

<http://www.jointcommission.org/>

