EDITORIAL

QUALITY OF CARE AND PATIENT SAFETY

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Clinical quality of care and patient's safety is closely related especially in acute care setting and it is essential to create trust in health services. A quality health care should keep patient's safety at its utmost priority. In spite of increased number of well-trained physician and health care provider who work hard, the quality and patient safety has been a matter of studies to improve further.

Quality of care has been defined by the Institute of Medicine (US) as "the degree to which health services for the individual and the populations increase likelihood of desired health outcomes and are consistent with current Knowledge".[1] Donabedian triad, described one of the popular clinical quality into three distinct measurement into structure (How care is organized?), process (What is done?)and outcome (What happened to the patient?).[2] According to Masciale et al. the three primary cause for adverse events in hospital relating to patients safety were team work, organizational learning and overall perception of safety.[3] Six domains of health care quality by institute of medicine included patient's safety, patient's centeredness, effectives, efficiency, timeliness and equity.[4] Such measurement can be utilized by any private or public sector for its initiatives or by monitoring authorities/accreditation bodies.

A focus on patient centeredness has to be the core of quality to ensure patient safety. Health care organization need a systematic approach in three areas of patient safety: translating evidence into practice, identifying and mitigating hazards and improving culture and communication.[5] It has been advised that the design, delivery and ongoing assessment are built to meet the need of local health problems. 'First, do no harm' is an old saying. Many hospitals host periodic meeting and discussion to identify preventable errors. Such errors can be avoided by adopting safety standards from the point of the entry to disposal. There are various ways how we can promote patient's safety strategy such as team training (structured methods of optimizing cooperation, communication, collaboration and leadership), inter-disciplinary round, executive round and unit-based intervention.

If we think in a broader sense, to achieve quality health services globally, it is expected that all concerned stakeholders like the government, the healthcare system, health workers and citizens can contribute by fulfilling responsibilities as recommended by World Health Organization (WHO) report on delivering of quality health services, a global imperative for universal health coverage.[6]

The policy of acquiring high quality work force, optimal use of resources and continuous support to maintain qualities help building up the foundation. We must strive for quality health services irrespective of our status for better health outcomes through improvement in quality care.

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