



King Fahd University of Petroleum & Minerals

Department of Construction Engineering & Management

CEM 515: Project Quality Management

Case study of 8-phases implementation

HEALTH CARE FINANCES

Professor Abdulaziz A. Bubshasit

Outline

- **Introduction and case description**
- **Objective**
- **The eight step process**
 - **Define Quality Issue**
 - **Understand & Define the process**
 - **Select Improvement Opportunities**
 - **Analyze the improvement opportunity**
 - **Take action**
 - **Check results**
 - **Implement the opportunity**
 - **Monitor results**
- **Summary**

Introduction and case description

- HEALTH CARE FACILITIES CONSISTS OF SIX OPERATIONAL DEPARTMENTS.
- THIS FACILITY SERVES THE CHEMICALLY DEPENDENT PATIENTS AND THEIR FAMILIES.
- THIS CASE STUDY FOCUSES ON QUALITY IMPROVEMENT OF FINANCIAL DATA AND INFORMATION HANDLING MANAGEMENT.

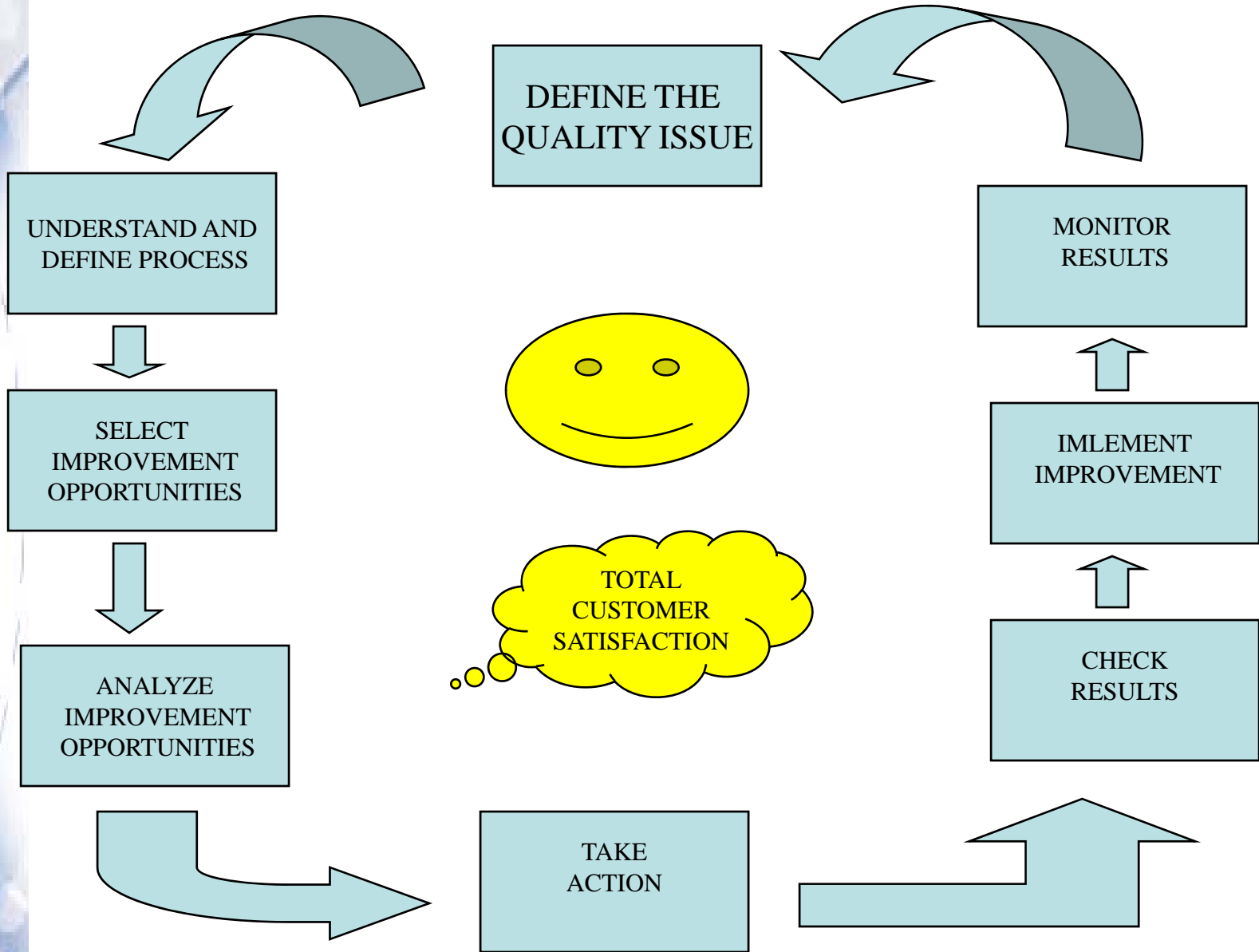
Marseille

•Objective

- To improve the Quality System in the health care facilities.
- To eliminate the system defects and financial losses.
- To set a new system and procedure

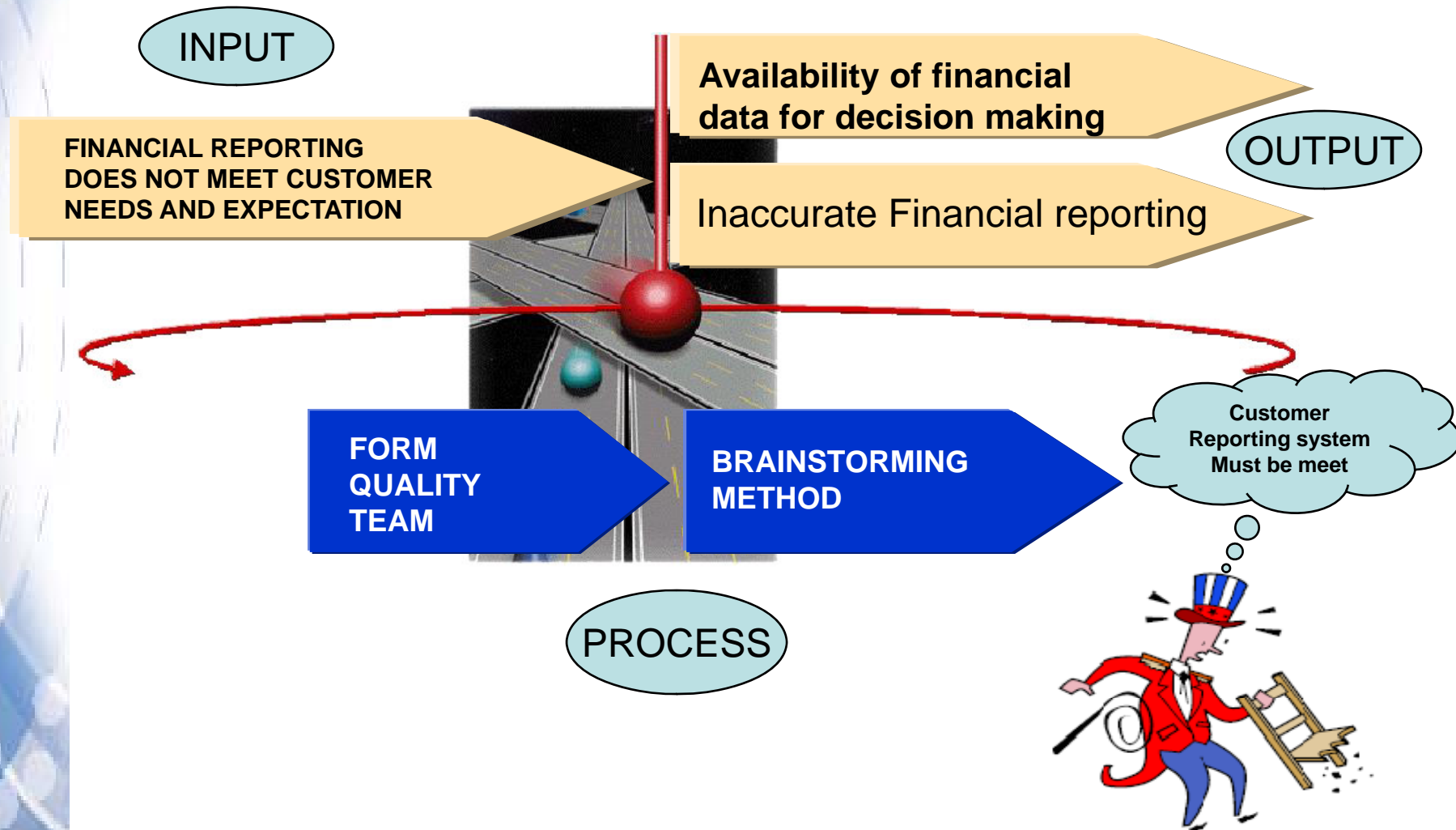
***Methodology : the eight steps of CDPM
Improvement Methodology have been used***



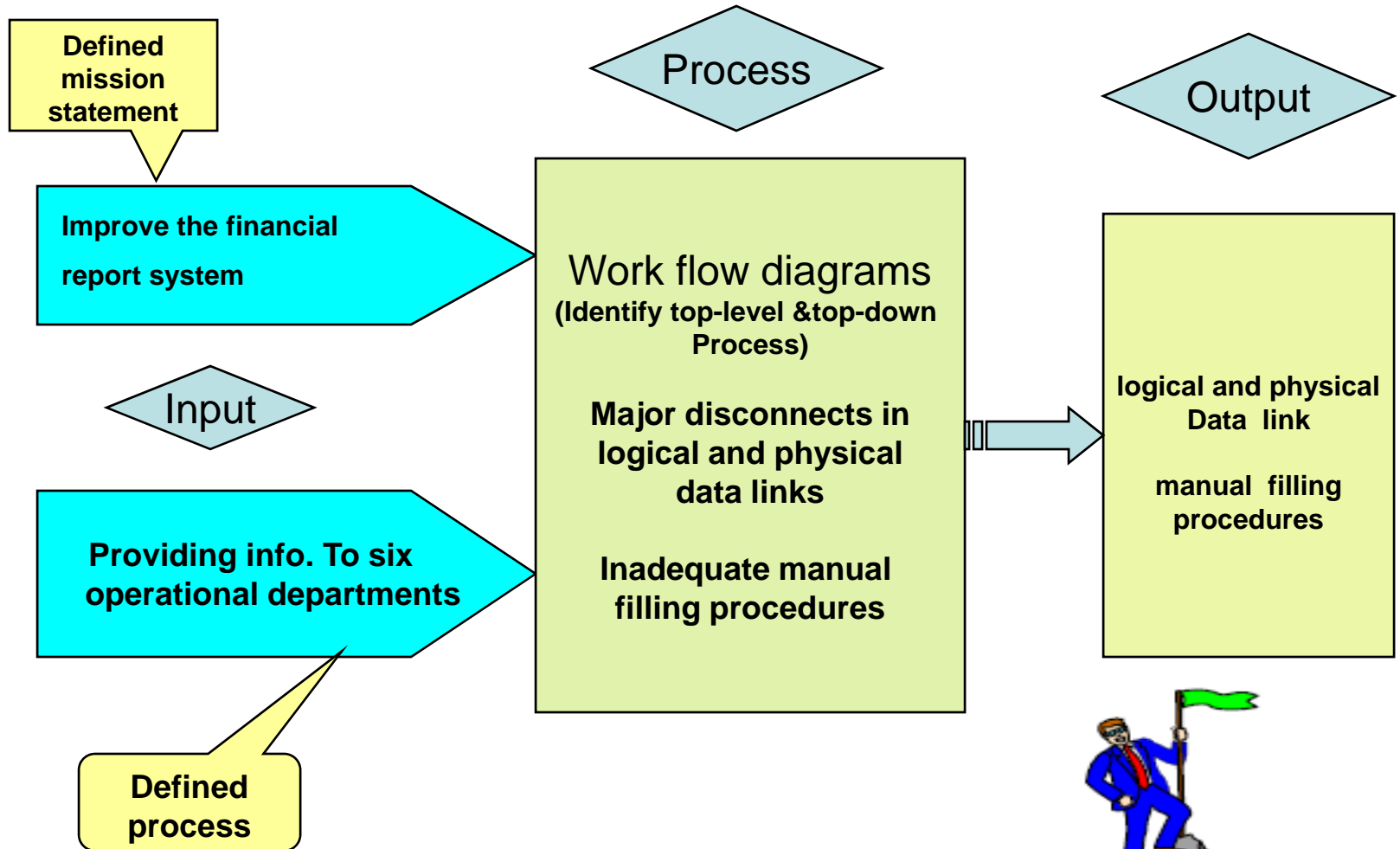


THE EIGHT STEP PROCESS

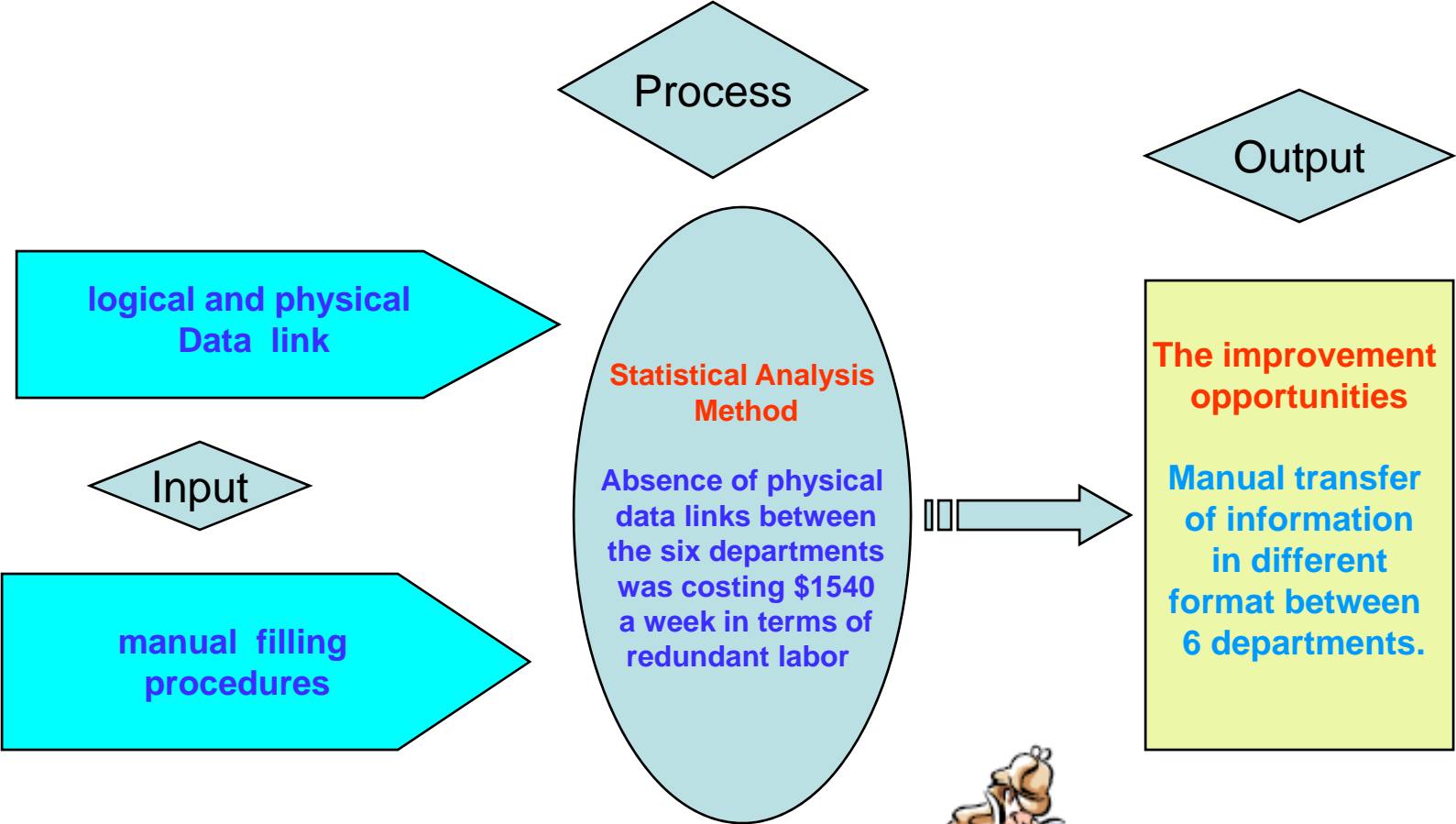
PHASE 1: Define Quality Issue



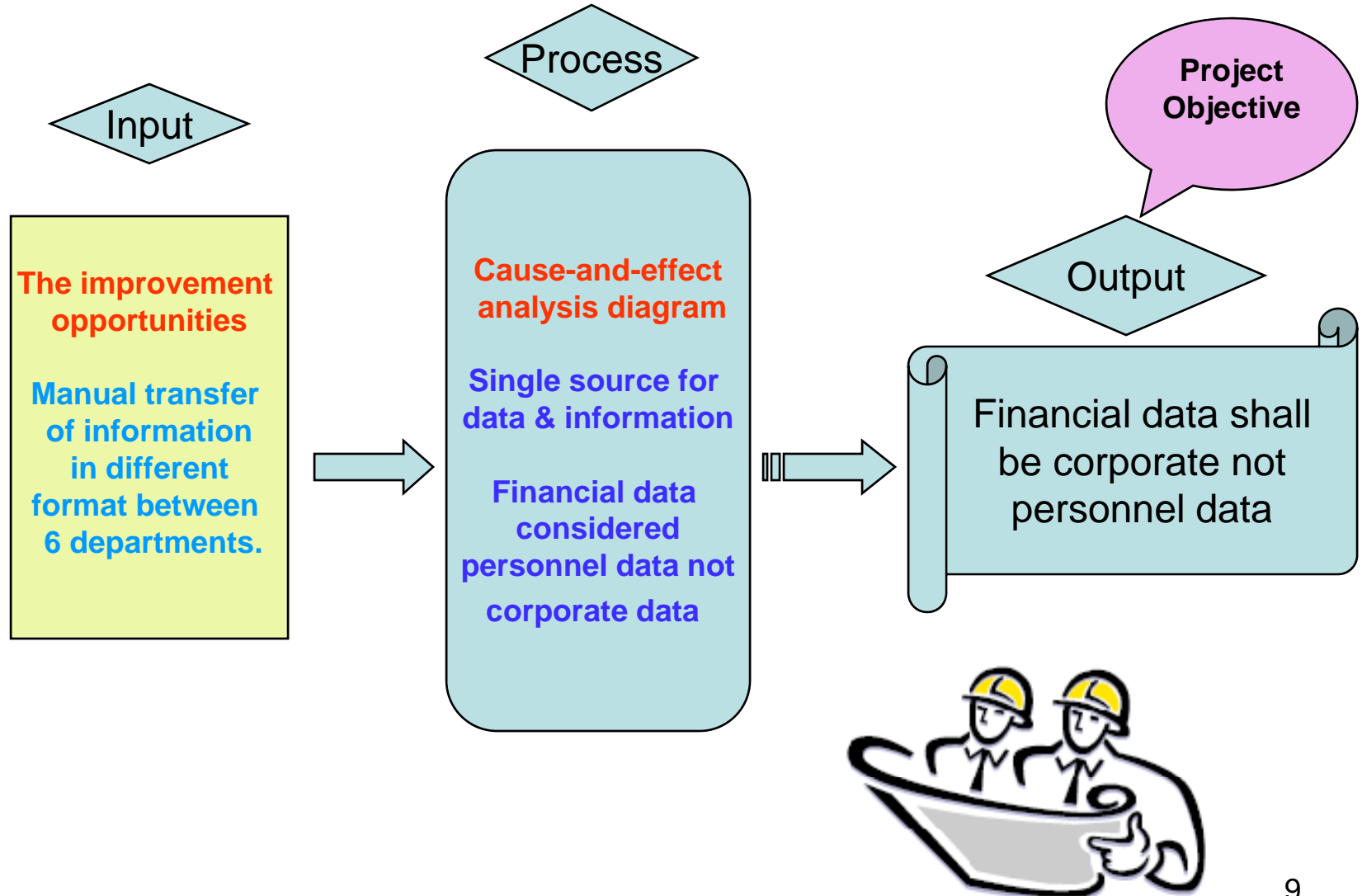
PHASE 2: Understand & Define the process



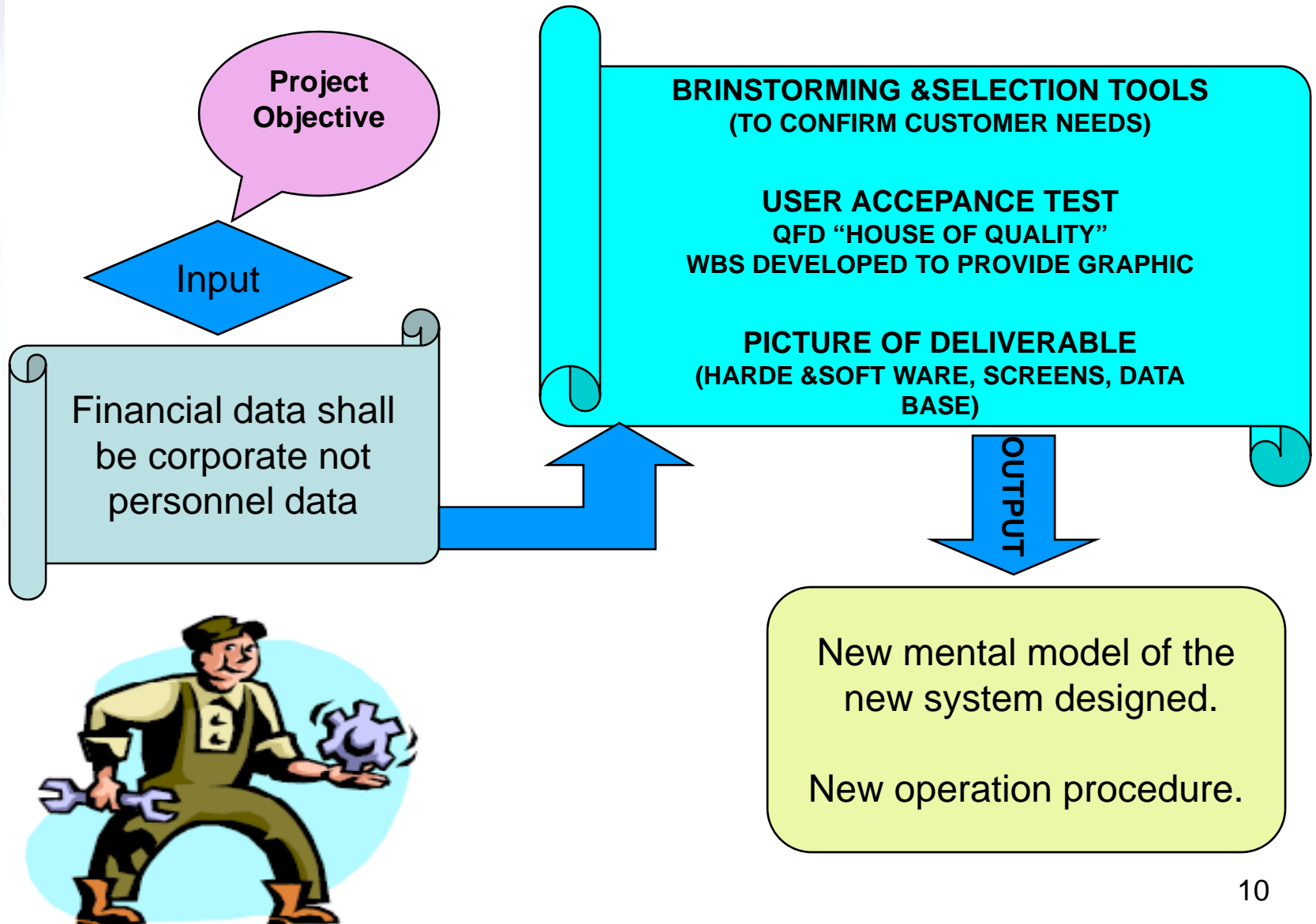
Phase 3: Select Improvement Opportunities



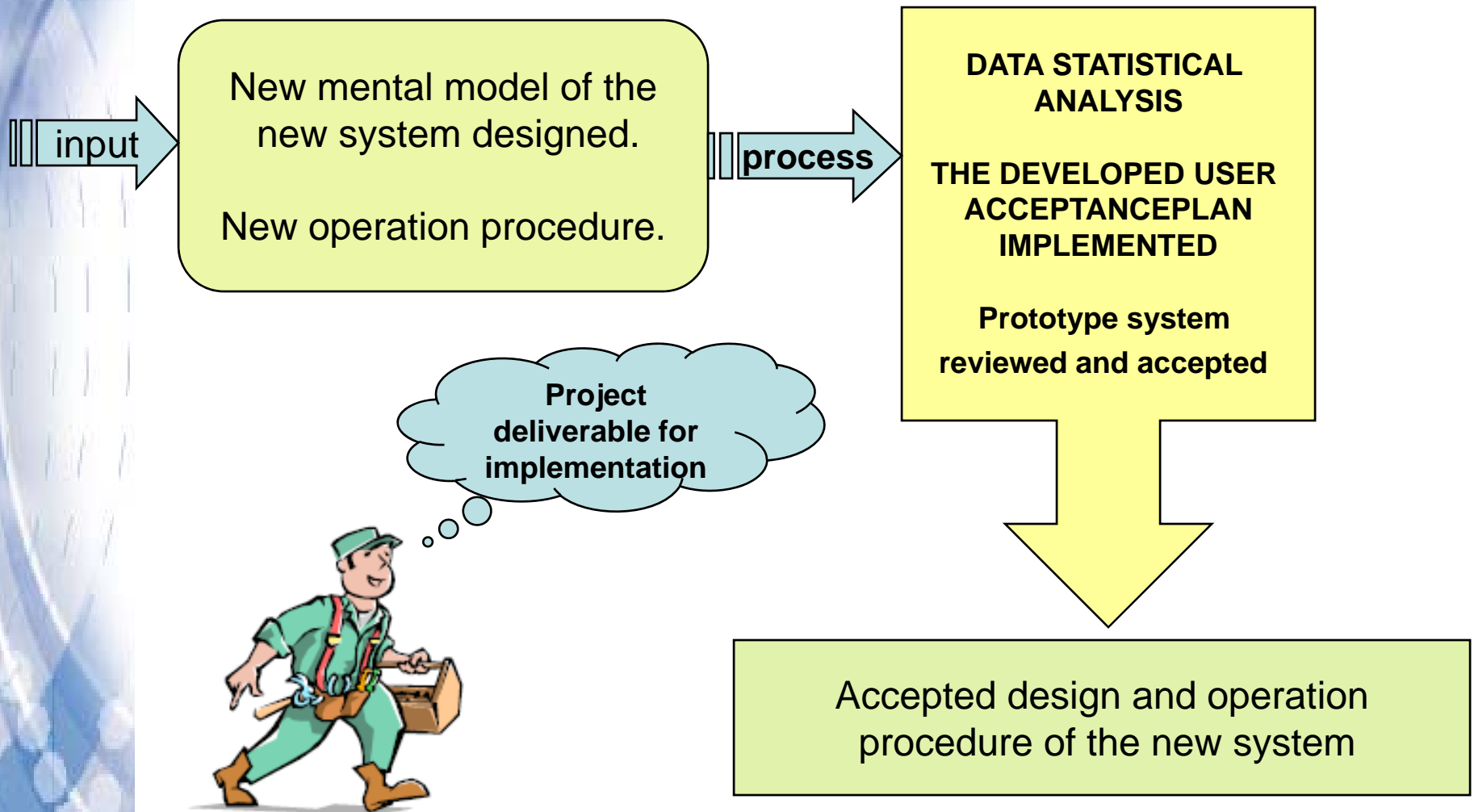
Phase 4: Analyze the improvement opportunity



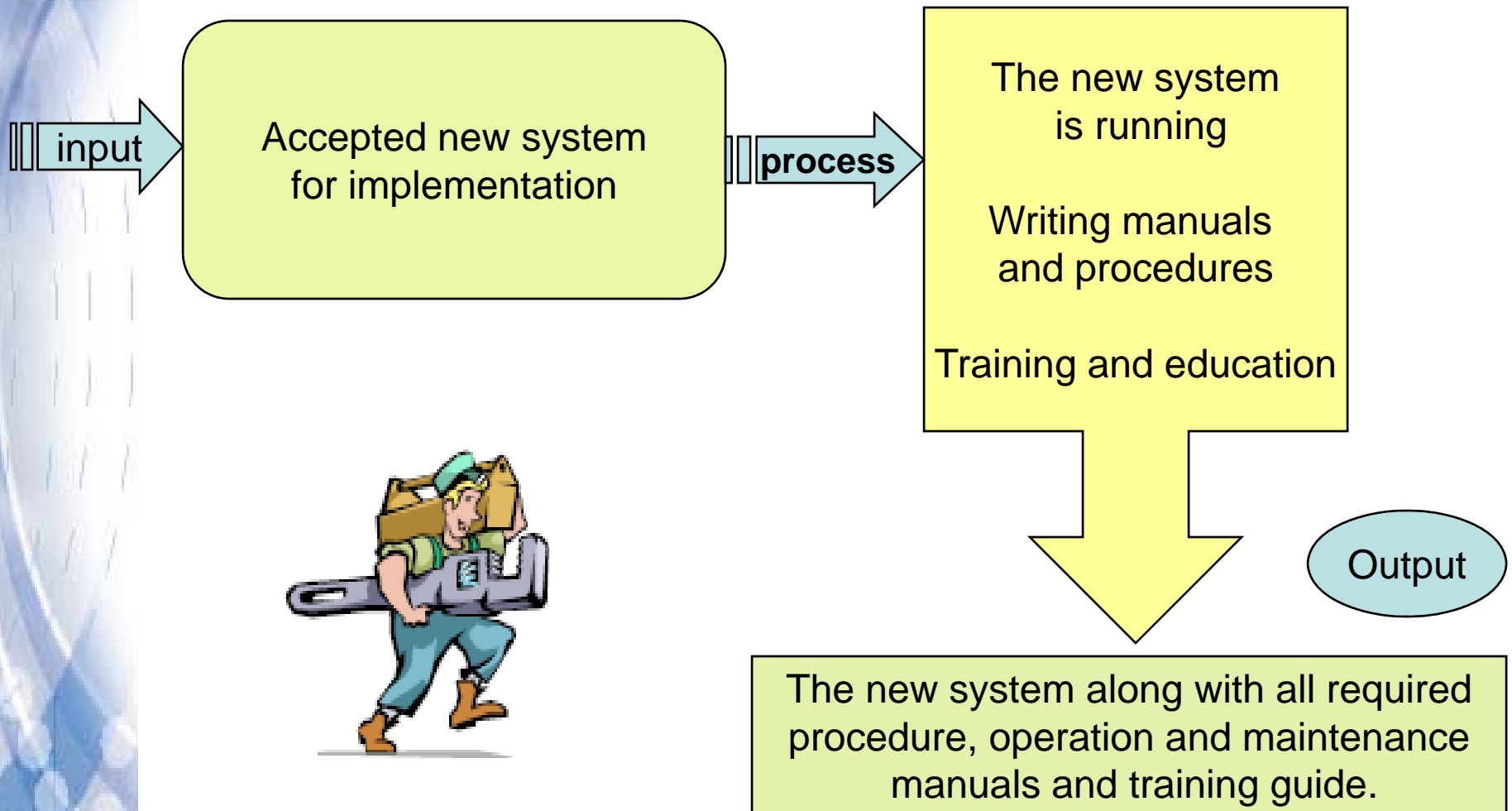
Phase 5: Take action



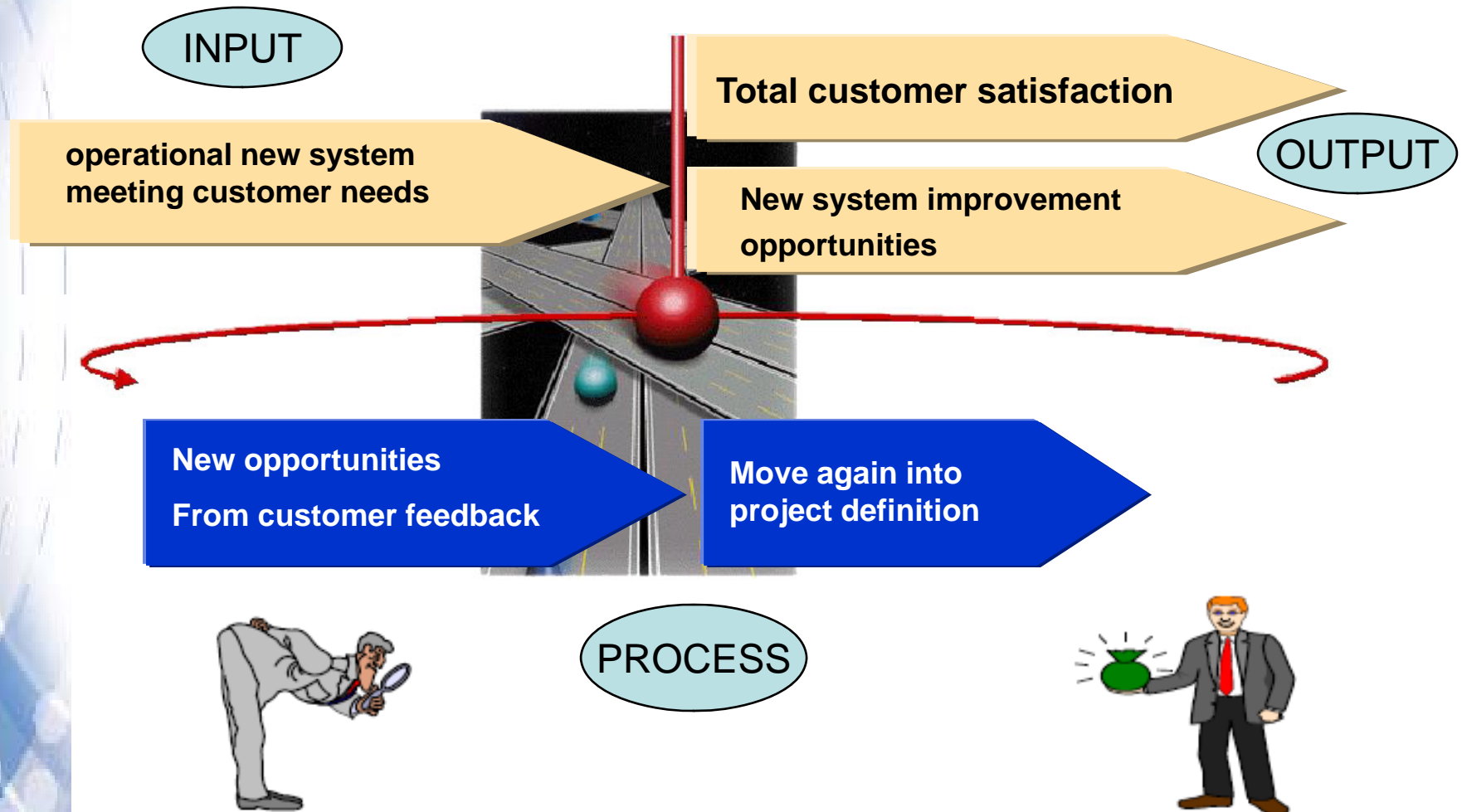
Phase 6: check results



Phase 7: Implement the improvement



Phase 8: Monitor results



•Summary

- **Third party auditing system is recommended and shall be part of the health care facility policy.**
- **More effective and advanced measurement tools shall be utilized to alert the top management in case of deficiencies or deviation**
- **One year plan a head should be established and maintained as road map to wards successes and prosperity.**
- **Customer should do this practice at the beginning by implementing all quality system requirements to prevent losses and unnecessary cost impact.**
- **All these data and procedure shall be maintained and made available as lesson learn to every body in the organization.**

Thank You

