

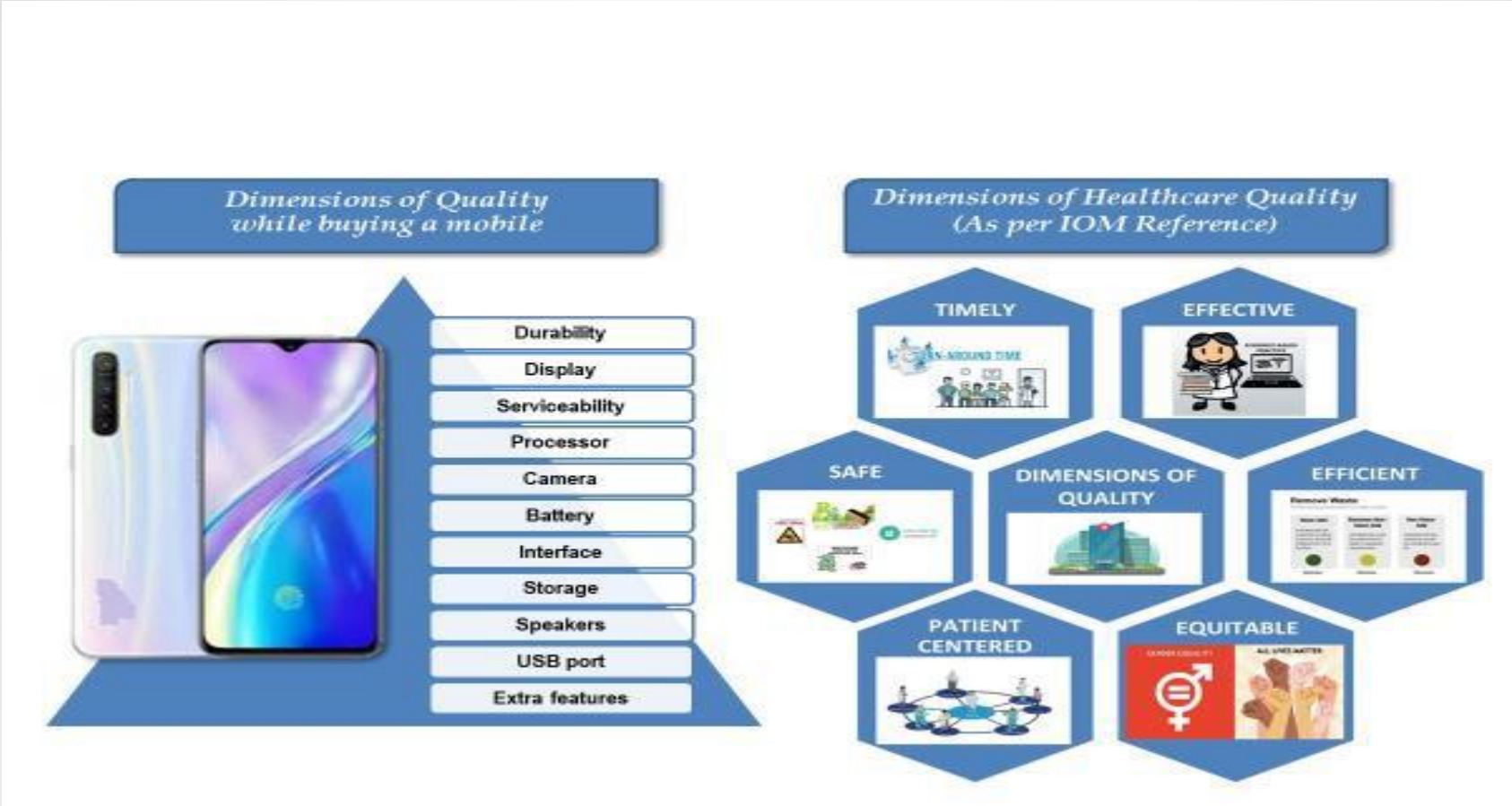



COMPARISON OF QUALITY

(SIX DIMENSIONS OF HEALTHCARE QUALITY)

COMPARISON OF QUALITY

In order to buy a good quality mobile, the following characteristics have to be kept in mind. Likewise, being a quality professional in healthcare we need to focus on the six dimensions of healthcare quality mentioned in the figure below.





The structure reflects the attributes of the service/provider such as staff to patient ratios and operating times of the service. These are otherwise known as input measures. The process reflects the way by which systems and processes work to deliver the desired outcome. The outcome reflects the impact on the patient and demonstrate the end result of the process improvement and whether it has ultimately achieved the aim(s) set. Structure, process and outcome are all interconnected. When we say good structure, it means the physical and organizational characteristics wherein healthcare, this would in turn lead to process which focus on the care delivered to patients e.g. services, diagnostics or treatments and thereby lead us to outcome which means the effect of healthcare on the status of patients and populations

The dimensions of quality can be used at a strategic level to analyze quality characteristics of healthcare facility.