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ABSTRACT AND SUMMARY FORM

TITLE	Quality program at the Medical Center of the Presidential Guard.
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Abstract:	<p>HOSPITAL QUALITY PLAN of the Presidential Mayor State Hospital (CHEMP by its spanish acronym)</p> <p>The CHEMP set this plan to work more efficiently, provide a safe medical care, and with good quality, to their dependents. It is intended to reduce, analyze and record the adverse events that occur to their beneficiaries, contributing to making its services and facilities safer. Also, it is intended that users receive quality and human care. Therefore, seeking to diminish complications, reduce the odds of errors and increase the capacity to prevent them to happen. The plan is focused on patient's safety, therefore we understand patient's safety as a permanent reduction in the risk for the patient and the staff working in the hospital; and this security forms part of the means taken to continuously improve quality. The risks to the safety of medical care are found in clinical processes and the physical environment.</p> <p>This Quality Plan is run by CHEMP's Readers, who also plan to improve the quality and impact on the culture of the organization. Everyone participate in the redesign of clinical and management processes, identifying and reducing risks proactively. The plan is measured through indicators, and it is compared with the data of similar hospitals. This information is used to set and meet priorities, and for the implementation and standardization of sustained improvements.</p> <p>The quality and security are rooted in the daily work of each and every member of CHEMP. This plan is the reference for medical and nursing staff on how to implement real improvements to help patients, and reduce risks.</p> <p>It is based on a systemic approach involving all areas. Most of quality problems in the clinical and management area are related. The efforts to improve these processes are guided, oriented and supervised by the Quality and Patient's Safety Comitee (Comité de Calidad y Seguridad del Paciente).</p> <p>The plan is integrated with indicators, standarized care processes, the International Targets for Patient's Safety, adverse events analysis; all considered as a proactive tool for continuous improvement.</p> <p>International Targets for Patient's safety:</p> <p>Proper identification of patients; Improve effective communication; improve high-risk medications safety; Ensure surgeries at the right place with the correct procedure and the correct patient; Reduce the risk of infections associated with medical care, and the risk of patient's injuries due to falls.</p>
Summary:	<p>HOSPITAL QUALITY PLAN OF THE PRESIDENTIAL MAYOR STATE HOSPITAL (CHEMP) tries, with the aplication of this plan, to reduce, analyze, and register all the adverse events that occur in our beneficiaries, encouraging to make the places and services safer, and that the beneficiaries receive a quality and human medical care.</p> <p>Key words: Quality; Safety</p>