

INTRODUCTION

Primary Health Care Corporation (PHCC), the main provider of primary care services in the state of Qatar, is in pursue of excellence in delivering exceptional people centered care. It strives to deliver high quality of services through implementation of evidence-based practices and innovation, while maintaining the highest level of patient safety. This requires a culture of quality and safety to be promoted, supported, and retaining the patient engagement in planning, service design and care delivery.

AIM

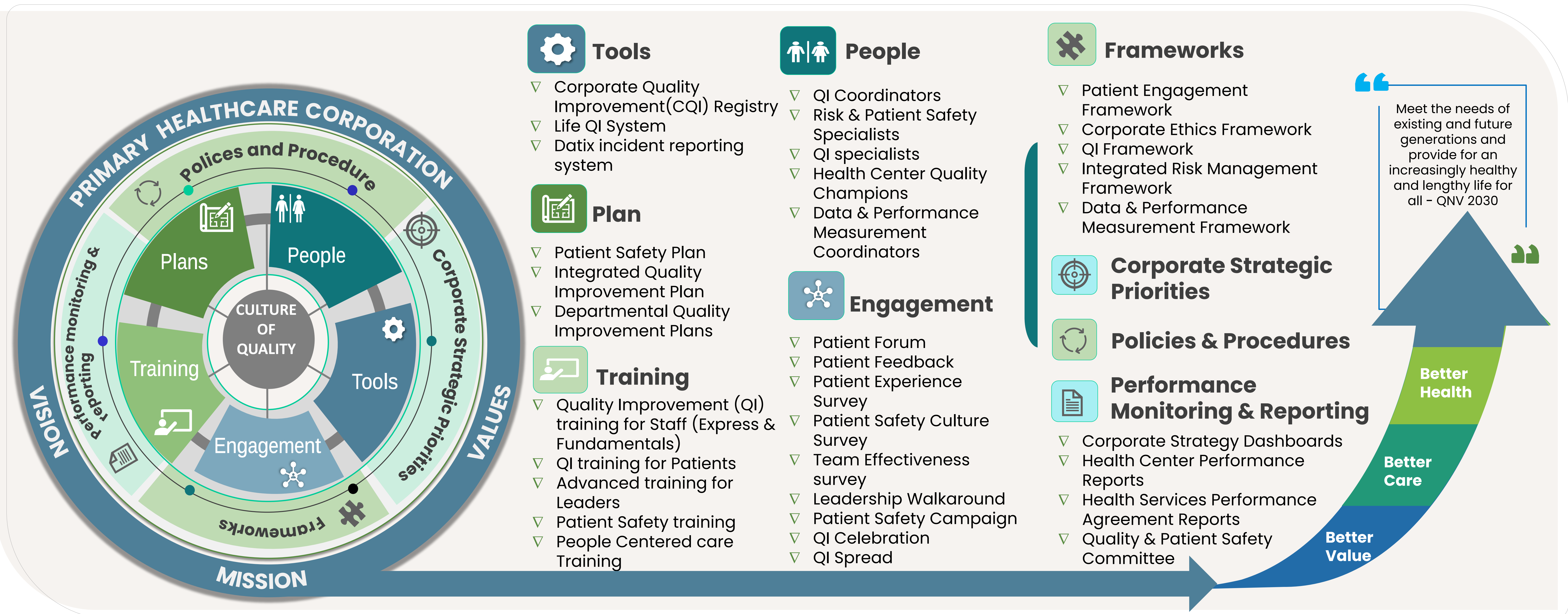
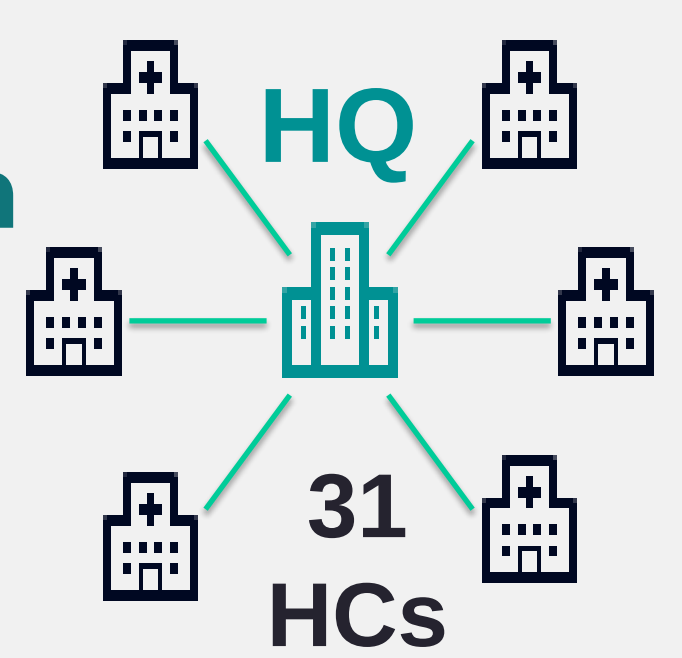
While keeping Patient Safety our utmost priority, PHCC aims to foster quality culture through commitment of the leaders, building staff QI capability & capacity and engaging with patients & partners to commonly work on initiatives that will lead to improving processes and systems. This will inculcate individuals to have a quality mindset that demonstrates QI values and beliefs. Subsequently, manifest positive outcomes that are sustained at every level of the organization and learnings shared globally.

METHOD

Quality, Patient Safety and Patient Engagement are essential facets of PHCC. The organization understands and appreciates the value of engagement between key stakeholders including staff and patients. Training for all serves as a catalyst, while the frameworks, policies and procedures serves as guiding principles. PHCC maintains its accountability through monitoring Key Performance Indicators and reporting transparently to governing bodies.

TO ACHIEVE SUCH RESULTS

consistently across **31 Health Centers** in Qatar, requires structure, supported by processes and people.

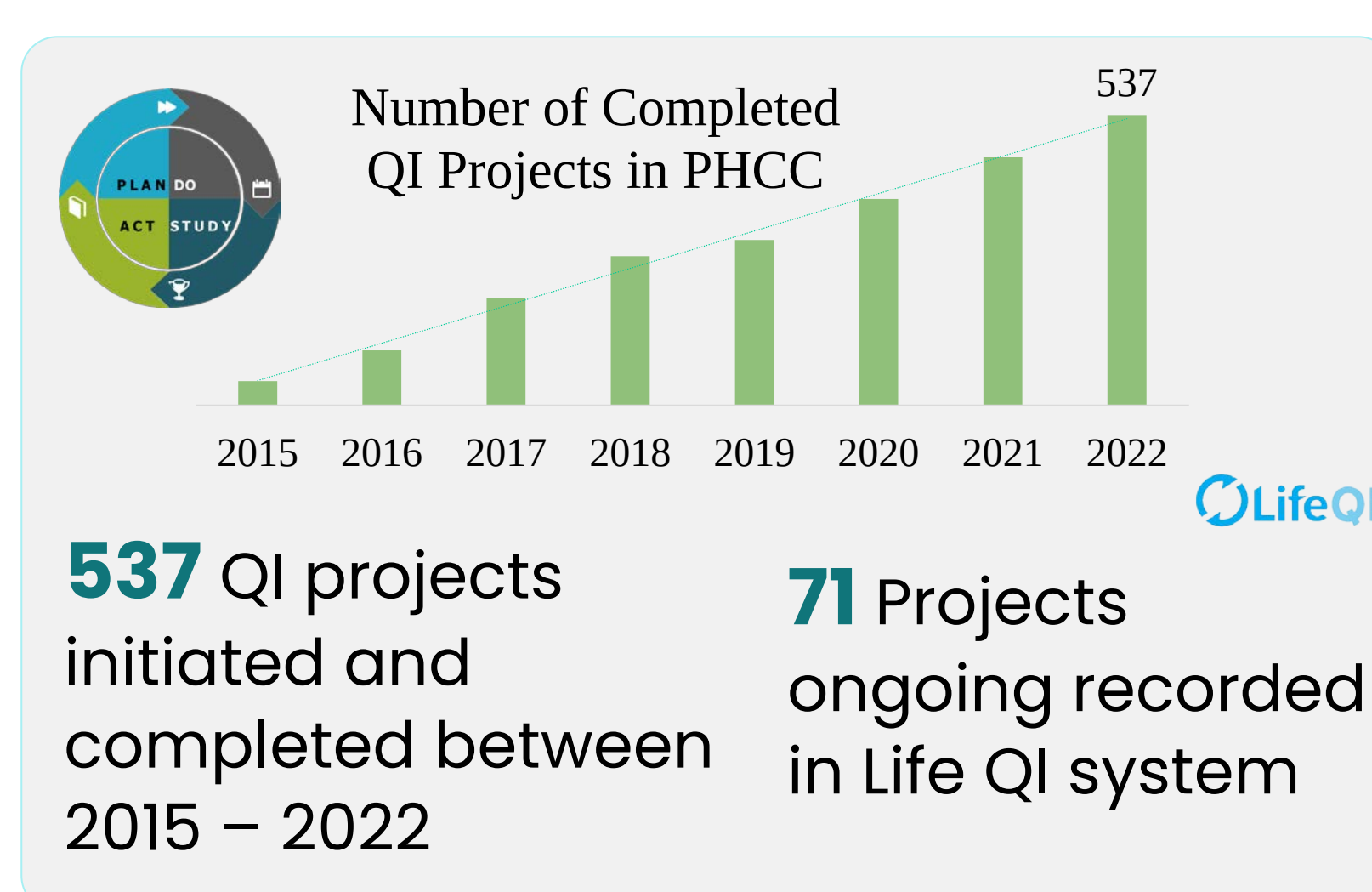
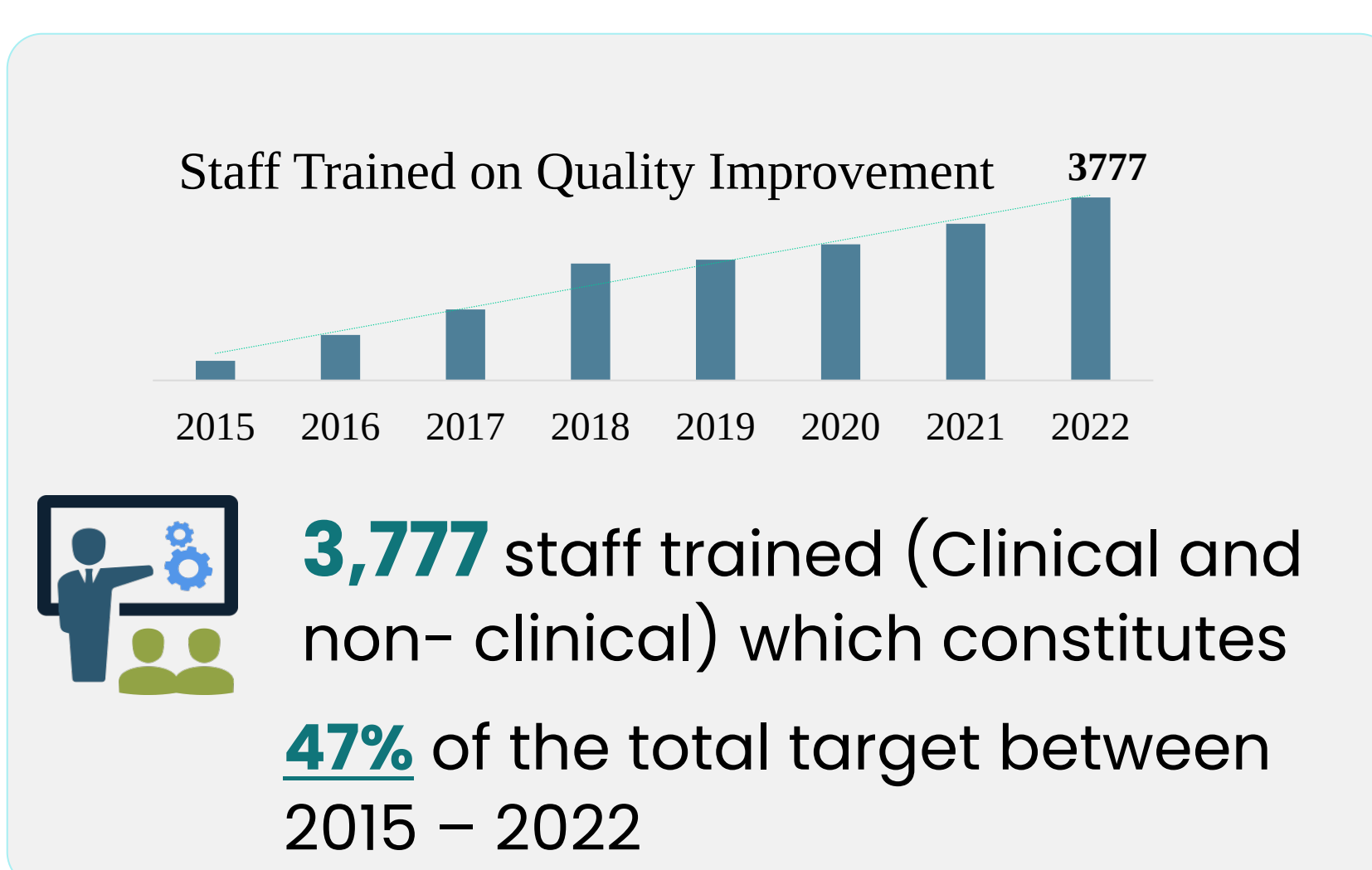


RESULTS

Training program designed to enhance staff, leadership and client QI science, and patient safety skills to lead quality improvement initiatives in the organization.

Consulted with Patients and Family members in the development of Operational plans, Patient Safety and Quality Improvement plans.

In 2021, PHCC has been awarded Accreditation Canada Diamond Level Status (2 consecutive cycles) and first in the world to have achieved 'PCC Commitment Award'.



76% 5,501 Staff

People Centered Care training completed via the Learning Management System

500 staff provided access to IHI Open School course

85 Clients participated in QI training until 2022

67 QI Projects with client participation

93 staff were enrolled to ISQua Courses related to Clinical Applications of PCC, Principles of PCC, External Surveyor (ES) & ISQua Fellowship

CONCLUSIONS

PHCC is committed in delivering Comprehensive, Integrated and Coordinated People-Centered Care in Qatar. Its strategic framework is founded on the health improvement principles of Better Health, Better Care and Better Value model. The continuous guidance and recognition from leadership team supports its organizational culture and helps in building right competencies, capabilities and capacities for staff and patients to champion quality and patient safety.

ACKNOWLEDGEMENTS

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REFERENCES

Qatar National Vision (QNV) 2030
Institute of Healthcare Improvement
Accreditation Canada
PHCC 2019 – 2030 Strategic Plan
Life QI System
ISQua

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