



VISION 2020 e-resource

-for eyecare management worldwide

Quality of Services - Strategy worksheet



Strategy Worksheet

This is a work sheet to continually improve the Quality of Services in both Clinical and Non-Clinical areas. This can be used as a template to design the action plan, which will give you an idea on how to modify the present working system to achieve the quality of services on a sustainable basis.

Strategies for Continually Improving Quality of Services Clinical & Non-Clinical

HOSPITAL:	
Current situation:	
Where do we want to be:	
Time frame:	
Clinical:	
Strategy 1:	
Strategy 2:	
Strategy 3:	
Strategy 4:	
Strategy 5:	
Strategy 6:	
Strategy7:	

Non-Clinical:	
Strategy 1:	
Strategy 2:	
Strategy 3:	
Strategy 4:	
Strategy 5:	
Strategy 6:	
Strategy 7:	

Action Plan Work Sheet- Clinical

Hospital	
Strategy area	Continually Improving Quality of Services Clinical & Non-Clinical

CLINICAL STRATEGY: 1			
Action	Person Responsible	Time Frame From - To	Cost Estimate

CLINICAL STRATEGY: 2			
Action	Person Responsible	Time Frame From - To	Cost Estimate

Action Plan Work Sheet- Clinical

Hospital	
Strategy area	Continually Improving Quality of Services Clinical & Non-Clinical

CLINICAL STRATEGY: 3			
Action	Person Responsible	Time Frame From - To	Cost Estimate

CLINICAL STRATEGY: 4			
Action	Person Responsible	Time Frame From - To	Cost Estimate

CLINICAL STRATEGY: 5			
Action	Person Responsible	Time Frame From - To	Cost Estimate

Action Plan Work Sheet- Clinical

Hospital	
Strategy area	Continually Improving Quality of Services Clinical & Non-Clinical

CLINICAL STRATEGY: 6			
Action	Person Responsible	Time Frame From - To	Cost Estimate

CLINICAL STRATEGY: 7			
Action	Person Responsible	Time Frame From - To	Cost Estimate

Action Plan Work Sheet- Non-Clinical

Hospital	
Strategy area	Continually Improving Quality of Services Clinical & Non-Clinical

NON-CLINICAL STRATEGY: 1			
Action	Person Responsible	Time Frame From - To	Cost Estimate

NON-CLINICAL STRATEGY: 2			
Action	Person Responsible	Time Frame From – To	Cost Estimate

NON-CLINICAL STRATEGY: 3			
Action	Person Responsible	Time Frame From – To	Cost Estimate

Action Plan Work Sheet- Non-Clinical

Hospital	
Strategy area	Continually Improving Quality of Services Clinical & Non-Clinical

NON-CLINICAL STRATEGY:4			
Action	Person Responsible	Time Frame From - To	Cost Estimate

NON-CLINICAL STRATEGY:5			
Action	Person Responsible	Time Frame From - To	Cost Estimate

NON-CLINICAL STRATEGY:6			
Action	Person Responsible	Time Frame From - To	Cost Estimate

Action Plan Work Sheet- Non-Clinical

Hospital	
Strategy area	Continually Improving Quality of Services Clinical & Non-Clinical

NON-CLINICAL STRATEGY:7			
Action	Person Responsible	Time Frame From - To	Cost Estimate

Checklist for improving Quality of Services

The above is a template for improving the quality of services on a continuous basis. This template can be used to design the action plan required to achieve the cost effectiveness in the quality of services offered. A list of quality improving strategies is given here which can be used as a checklist to guide you in designing the action plan.

Improving Quality of services

- Training (Ophthalmologist, Paramedics)
- CME
- Clinical Meetings
- Clinical Review Meetings
- Patient Selection Criteria for Surgery
- Examination Protocol
- Drug Administration
- Theatre Sterilization
- Pre-Operative Evaluation
- Asepsis
- Surgical Methods
- Range of Service
- Non-Clinical Activities Meeting
- Ophthalmic Instruments Maintenance
- Housekeeping & Maintenance
- Behaviour of Staff
- Monitoring Patient Satisfaction

- Complaints & Suggestions
- Waiting Time
- Aesthetic Dimension
- Medical Records
- Patient Counselling
- Computerization
- Resources Necessary
- Staff management and involvement