

## Health and Management 2020: The Need and Benefit of Adoption of Total Quality Management at Primary Healthcare Facilities

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### Abstract:

Total Quality Management (TQM) plays an important role in any company or facility as the implementation of this program will enable companies to continually improve their performance. Thus, organizations will be able to significantly meet the needs of their internal and external clients in terms of quality of services and products and will also be able to develop an efficient and profitable business. Total quality management (TQM) is a major determinant of efficient resource management within any organization. It is only hospitals that have adopted TQM methods that will thrive in this period, where hospitals provide the same type of services. The study evaluated management preparedness to implement TQM at Primary Health Centre's. Center from the perceptive perception of health staff. Methods: This analysis was a systematic, cross sectional study. Structured questionnaires were used to gather information on the demographic characteristics of the centers' randomly selected workers and their performance in five main areas: organizational, Interpersonal, Economic, Facilities and Economic factors. Focus group dialogue by chosen workers was also used. Results: The study showed that the impact of educational influences on response level had no effect on personnel understanding but affected staff productivity, sufficient monitoring, support system and computerized database service. Number of years of work has an impact on the provision of adequate resources, the efficiency of infrastructure and the computerized database system. TQM has been shown to have improved resource efficiency with the attendant output maximization. It is critical that management show commitment and provide an atmosphere supporting its sustainability. Management should specifically institute periodic performance measurement systems and reinforce the hospital training program. In updating existing TQM guidelines, there is a need to raise awareness of the concept and develop methods and procedures. Quality management has become an important issue in healthcare organizations (hospitals) during the last couple of decades. The increased attention to quality is due to governmental regulations, influence of customers, and hospital management initiatives. Apparently, there are many difficulties in managing healthcare organizations in a competitive marketplace with a little support from official bodies especially in a developing country like India. The purpose of this paper is to provide a framework for implementing the total quality management concept that is compatible with the local culture of India. The SERVQUAL model and its application can help the healthcare facility in achieving satisfaction on both ends - *employees' satisfaction* and *customer satisfaction*. In healthcare organizations, the traditional Indian culture, leadership style, and the mentality of the medical professionals are somehow the barriers to the adoption of the TQM. The suggested integrated framework model of the TQM can be of great help to the healthcare organizations to move out of the barriers and successfully implementing TQM concepts and practices. Quality management has become an important issue in healthcare organizations (hospitals) during the last couple of decades. The increased attention to quality is due to governmental regulations, influence of customers, and hospital management initiatives. So, the role of government as

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the main provider of healthcare (HC) services has changed. Additionally, the healthcare market is changing from a producer-oriented to a customer-oriented market due to the increasing influence of customers and public pressures. As a consequence, the patient is becoming a customer for the healthcare organizations, or more likely a direct strategic partner who participates in a decision making process. The changes in environment, society, and political policies have significant impacts on management in hospitals as well. There are many difficulties in managing healthcare organizations in a competitive marketplace with a little support from official bodies especially in a developing country like India. The evolution of concepts such as TQM and Six Sigma has only added to the repertoire of the word. TQM 'Total Quality Management' is practised widely at different organizations and Hospitals are no exception to this.

The Academicians and HR practitioners have discussed about TQM 'Total Quality Management' as a new concept that had its roots in the Japanese management style. Zandin (2001) mentions that TQM helps improve the quality of services and goods through a collaborative approach and standardized performance. Whyte and Witcher (1992) explain TQM as an approach with a holistic perspective on Total, Quality and Management. *Total*, because TQM takes input from every department and individual; *Quality*, because TQM helps attain standard on customer service and end-user satisfaction; *Management*, because TQM brings to fore innovative new forms and practices on Management. The researchers do seem to explain Total Quality Management as a management philosophy to achieve *Excellence on Business*.

The purpose of this paper is to provide a framework for implementing the total quality management concept that is compatible with the local culture of India. The study verifies that the proposed framework model provides an unbiased, perspective and comprehensive view of hospital reality that can human and other resources, patients, activities to organizational units

### **Biography**

Thaddeus Chukwudi Ugwuibe is currently a Master's student at Cyprus International University in the department of Healthcare Organization Management. He has a Bachelor degree in Health Education and has over 8 years of professional experience with the Public Health Department Federal Capital Territory Abuja Nigeria as a Principal Health Educator. He has served at different capacities and currently the Prevention Focal Person of the FCT AIDS and STI Control Agency of the Department.

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