

## 14. Quality, Competency and Performance Assessment

### A. Perceptions of Quality

1. Purpose is to minimize variations in laboratory testing by providing a systemic process for improving health care processes and outcomes.
2. Stakeholders are those who have an interest in or are influenced by health care services.
  - a. Have internal and external stakeholders
  - b. May be considered customers or consumers
3. The Joint Commission key stakeholder involved in the process in hospitals.
  - a. Total Quality management (TQM)
  - b. Continuous quality improvement (CQI)
  - c. Quality assurance (QA)
4. Other stakeholders include Medicare, Medicaid, CAP, and other groups
5. Quality can be evidenced by:
  - a. Training programs to teach basic skills
  - b. Certification
  - c. Professional associations
  - d. Code of ethics for the profession
  - e. Identification of competencies for the profession
6. Quality can be described in a variety of ways
  - a. Technical or scientific aspects of care
  - b. Nontechnical or interpersonal aspects of care
7. Perceptions of quality in healthcare has three major concepts
  - a. Efficacy
  - b. Appropriateness
  - c. Caring functions
8. TQM and CQI and are divided into 4 major components:
  - a. **Structure**
    - 1) Physical structure

# 14 Quality Competency And Performance Assessment

**Lei Shi**



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