

# ACHE CHAPTER PANEL DISCUSSION TEMPLATE

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## #IP35: In-Person Learning Environment

*For ACHE In-Person Education Credits*

### Comprehensive Quality Management Systems – Ensuring High Quality Care

**Length:** 1.5 hours

**Target Audience:** Mid-level to senior healthcare leaders

**Description:** This panel will present a framework for the development of a comprehensive, integrated quality management system. The program will begin with a brief presentation by the moderator, followed by remarks from each of the three panelists on various aspects of the quality management system. The program will conclude with a 15-minute question and answer period. Participants will learn what a comprehensive quality management system is and the elements necessary to develop and implement a successful quality management system.

**Faculty:** *Each session should feature a moderator plus two to three panelists.*

Moderator: The moderator should be someone with experience developing and implementing a comprehensive performance improvement system within a healthcare or non-healthcare organization. This could be an operations improvement practitioner, consultant or c-suite executive with responsibility for/experience developing an organization-wide quality improvement strategy.

Panelists: Panelists could include c-suite executives or directors with experience developing and/or implementing comprehensive organization wide performance improvement programs.

**Interactivity:** *All sessions must feature a minimum of 10 minutes of dedicated audience Q&A time at the end of the session. Additional small-group breakouts or discussions are optional but encouraged.*

**Presentation:** *An optional presentation template has been included for use if the Chapter sees fit. If used, the presentation should include required slides as designated in the template, and no more than 3 additional content slides.*

### **Questions for Discussion:**

- What are the advantages of an integrated quality management system versus a universal method?
- Can you describe the organizational infrastructure required to successfully develop and deploy an integrated quality management system?
- Who are the key stakeholders in this effort?
- What are some of the challenges in implementing a quality management system and how they can be surmounted?
- What is the organizational impact of implementing an integrated quality management system?
- What role does an integrated quality management system play in the quest towards zero harm?
- How has the move to more virtual care impacted these efforts?
- How can an integrated quality management system improve equity of care?

### **Materials for Distribution:**

Sah, S. & McKinnis, V. & Yates, N. "Holistic Care Goes Digital" *Healthcare Executive* (July/August 2023)

Pelletier, M. "Data Speaks Volumes" *Healthcare Executive* (July/August 2021)

Lenoci-Edwards, J. & McCall, J & Iyer, S "Effective Quality Planning" *Healthcare Executive* (January/February 2023)

### **Additional Resources:**

<https://www.ahrq.gov/talkingquality/measures/six-domains.html>

<https://nahq.org/>

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5640472/>