

Exploration of the Path to Improve the Operating Process and Service Quality of Friendly Hospitals for the Elderly Based on the FOCUS-PDCA

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Abstract

The research has established a set of mature and extendable scientific operating experience of friendly medical institutions for the elderly, and established technical specifications and continuous improvement mechanisms with the characteristics of geriatric services. Pragmatically enhance the ability to serve elderly patients. The focus cycle management method (FOCUS-PDCA) is more suitable for the construction of friendly medical institutions for the elderly under the existing system in Heilongjiang Province. It will strengthen the key research on the improvement of operation process and the improvement of service quality in the application of management model and the path of management theory. Solve the difficulties encountered by the elderly in seeking medical care in terms of smart technology, promote the Chinese nation's virtues of respecting and helping the elderly, and promote the construction of a friendly society for the elderly. Optimize the medical treatment process for elderly patients, improve the medical environment for elderly patients, improve their own service capabilities and levels, increase the satisfaction of elderly patients with medical treatment, and better meet the health and care needs of the elderly. Seize the opportunity to promote it to the whole province of Heilongjiang, China. The 7.3.9 million elderly people in Heilongjiang Province of China will enjoy the care of the party and the government and the inclusive benefits of social development and progress.

Keywords

FOCUS-PDCA; Friendly elderly; Hospital management; Medical service.

1. Introduction

In order to implement the requirements of the Fifth Plenary Session of the 19th Central Committee of the Communist Party of China on "Comprehensively promote the construction of a healthy China and implement the national strategy to actively respond to the aging of the population", promote the resolution of the difficulties encountered by the elderly in the use of smart technologies and optimize the medical environment for the elderly, To provide convenience for the elderly to seek medical care, give priority to the elderly, and decided to start the construction of friendly medical institutions for the elderly across the country. In December 2020, the National Health Commission issued the "Notice on Carrying out the Work of Building Friendly Medical Institutions for the Elderly" Guowei Lao Ling Han [2020] No. 457. According to the requirements of the document, the project team quickly interpreted the

document and applied the general management of management. Model-Deming Circle (PDCA Cycle) has launched a pre-research and conducted corresponding small-scale exploration and pilot projects. Results have been achieved and there are still problems. At present, further exploration and improvement are needed. [1]

2. Analysis of Research Status at Home and Abroad

The research on hospital and medical affairs management based on the general model of management-PDCA cycle (Deming Circle) has been very mature in China with numerous achievements, but research and exploration based on FOCUS-PDCA (focus cycle management method) are limited to drug management and device management And some specialist nursing. The level of results achieved is not high. The literature on FOCUS-PDCA (Focus Cycle Management Method) combined with old medical work is zero searched on CNKI. The general model-PDCA cycle (Deming Circle) and the literature on old medical work are only a literature report from Peking University. [2].

In foreign countries, the universal model of management-PDCA cycle (Deming Circle) was first created by American scholar Walter A. Shewhart and is widely used worldwide. Focus Cycle Management (FOCUS-PDCA) is a new type of quality management tool that is traditional the extension and expansion of the PDCA method is searched using CNKI, Wiley and PLOS databases. As early as 2018, there have been reports abroad, which are usually used in corporate management. At present, it has gradually extended from corporate management to hospital management. However, there are still few literature reports on FOCUS-PDCA (Focus Cycle Management Method) combined with veteran medical work. [3].

3. Research Content

The general model of management-PDCA cycle (Deming Circle) was pioneered by American scholar Walter A. Shewhart. Focus Cycle Management (FOCUS-PDCA) is a new type of quality management tool, an extension and expansion of the traditional PDCA method. The PDCA cycle includes four stages: plan, do, check, and action. After the National Health and the Elderly Letter [2020] No. 457 was issued, the project team through pre-research and small-scale exploration and experimentation found that the traditional PDCA cycle model was not competent for the construction of friendly medical institutions for the elderly. Through literature review and interviews with experts, it is planned to adopt a new type of quality management tool: Focused Cycle Management (FOCUS-PDCA) for the construction of friendly medical institutions for the elderly, in order to achieve practical results. [4]

The focus cycle management method (FOCUS-PDCA) consists of the following stages: Find the problem (Find), establish a leading group (Organize), clarify the current process and specifications (Clarify), analyze the root cause of the problem (Understand), and select the process (problem) Improvement plan (Select), development of improvement plan (Plan), implementation of improvement measures (Do), inspection of improvement effect (Check) and processing and continuous improvement (Action). It is more suitable for the construction of friendly medical institutions for the elderly under the existing system in our province. [5] It will strengthen the key research on the improvement of operation process and the improvement of service quality in the application of management model and the path of management theory.

4. Key Problems to Be Solved

On the basis of taking into account the friendly culture of the elderly and the friendly environment for the elderly, the application research work is focused on the improvement of

the operation process and the improvement of the service quality, and breakthroughs have been made in the following ten aspects:

- (1) Establish an operating mechanism for friendly medical institutions for the elderly.
- (2) Establish technical specifications and continuous improvement mechanisms with the characteristics of geriatric services.
- (3) Establish a long-term mechanism for education and training in gerontology and geriatrics knowledge and skills.
- (4) Establish a two-way referral mechanism for elderly patients and form a collaborative management model of medical consortia.
- (5) Provide multi-channel registration service. Unblock the channels for senior citizens to make appointments for registration.
- (6) Optimize the service process and establish a green channel for the elderly to seek medical treatment. Provide convenience for elderly patients to seek medical treatment.
- (7) Carry out comprehensive assessment services for the elderly in the department of geriatrics or internal medicine clinics, and provide early identification and intervention of high-risk factors for elderly patients to ensure medical safety.
- (8) Based on the actual situation, individualized services such as outpatient treatment, rehabilitation, and nursing care can be provided for elderly people in real need through various methods such as signing contracts and rounds.
- (9) Pay attention to the evaluation and intervention of senile syndrome, frailty, disability, and dementia, and carry out multidisciplinary cooperative diagnosis and treatment.
- (10) Carry out high-risk screening for hospitalized elderly patients, focusing on projects such as falls, pulmonary embolism, aspiration and falling from bed, and establish risk prevention measures and emergency plans, and an informed notification system after high-risk screening.

5. Research Methods

This study is a self-control retrospective comparative study based on social experiments. The institution that plans to conduct social experiments is a large tertiary-level A general hospital in our province. It is located in a city where the aging population is serious, and the number of elderly patients is relatively high, and the follow-up rate is high. The standard for elderly patients who intend to include service objects in the questionnaire survey is patients over 60 years of age. Other subjects of the survey included family members of patients over 60 years of age, on-the-job medical staff, auxiliary staff, and independent individuals from third parties in society. Through the development of the operation process improvement and service quality improvement of the friendly hospitals for the elderly, the establishment of a friendly culture for the elderly and a friendly environment for the elderly, the questionnaire evaluation data of the elderly patients on the four aspects of the operation process, the quality of the service, the friendly culture for the elderly and the environment before and after the work is carried out. Categorize, align, and apply the composition phase of Focus Cycle Management (FOCUS-PDCA) successively; [6] find problems (Find), establish a leading group (Organize), clarify current processes and specifications (Clarify), and analyze root causes of problems (Understand), Select the process (problem) improvement plan (Select), formulate an improvement plan (Plan), implement improvement measures (Do), check the improvement effect (Check), and deal with and continue to improve (Action) to carry out work. Carry out cyclical creation work and continuously collect feedback from questionnaires.

6. Technical Route

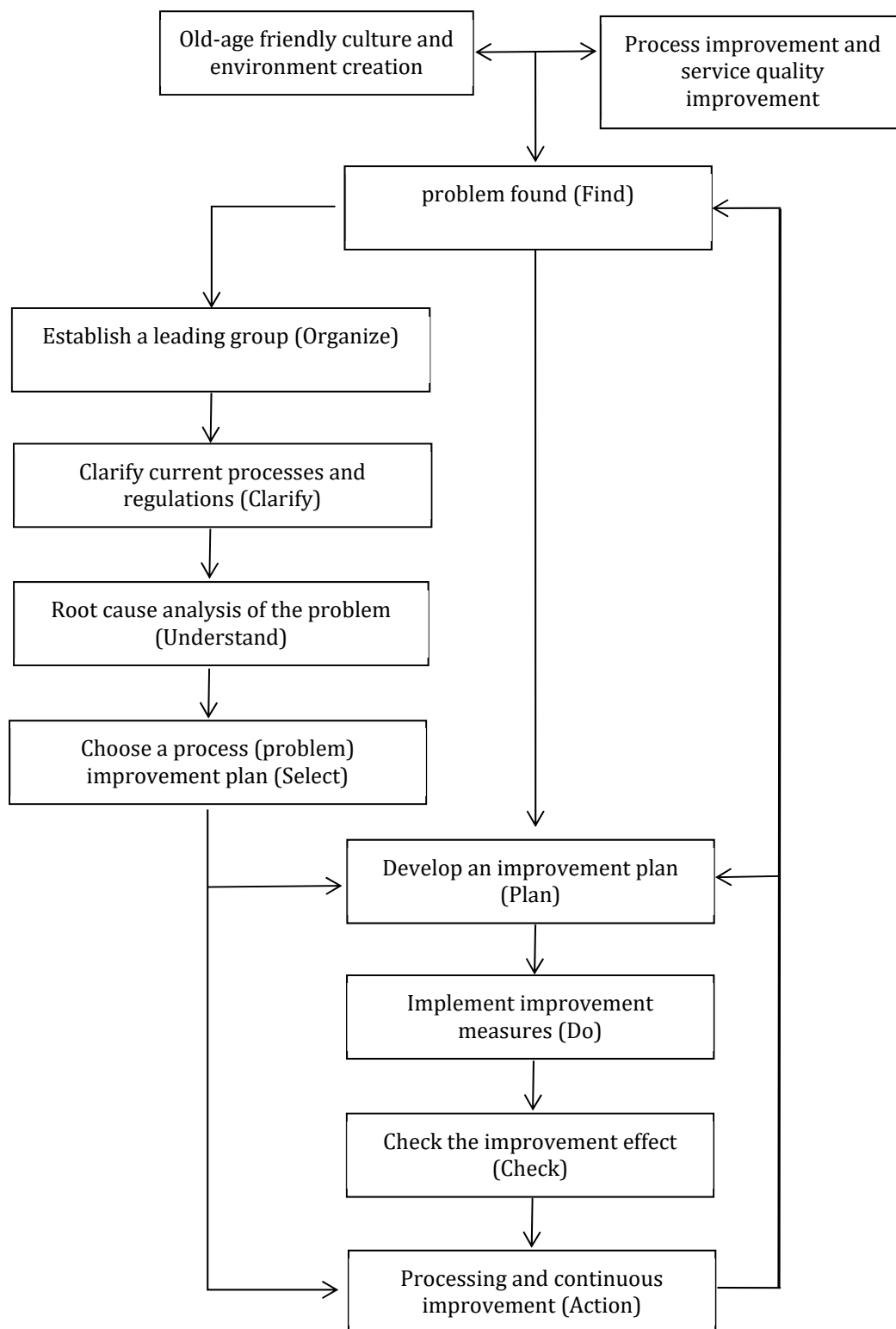


Figure 1. Technical route for the FOCUS-PDCA (focus cycle management method)

7. Discussion

On the basis of the initial application of the general model of management-PDCA cycle (Deming Circle), sum up experience, find problems, and plan to apply a new type of quality management tool: FOCUS-PDCA (Focus Cycle Management Method) for continuous improvement. The

method is an extension and expansion of the traditional PDCA method, which can better fit the actual work of the construction of friendly medical institutions for the elderly.

Through the construction of friendly medical institutions for the elderly, we will promote the comprehensive implementation of preferential treatment policies for elderly medical services by medical institutions, protect the legal rights and interests of the elderly, improve various systems and measures of medical institutions, optimize the medical procedures for the elderly, provide friendly services for the elderly, and solve the problem of seeking medical treatment for the elderly. For the difficulties encountered in smart technology, promote the Chinese nation's virtues of respecting and helping the elderly, and promote the construction of a friendly society for the elderly [7].

Through the establishment of a scientific operating mechanism of friendly medical institutions for the elderly, the channels for registration of the elderly will be unblocked, and it will be convenient for elderly patients to seek medical treatment. Establish technical specifications and continuous improvement mechanisms with the characteristics of geriatric services. Pragmatically enhance the ability to serve elderly patients. Further strengthen self-management, optimize the medical procedures for elderly patients, improve the medical environment for elderly patients, improve their own service capabilities and levels, and improve the satisfaction of elderly patients with medical care, so as to better meet the health and care needs of the elderly. Grasp the opportunity to promote it to the whole city and even the whole province. The 7.3.9 million elderly people in our province can enjoy the care of the party and the government and the universal benefits of social development and progress.

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