

QUALITY OF HEALTH CARE

“Quality of Life (QoL) is a multidimensional *concept* and has several alternative approaches to define and measure it. **Aristotle** (384 BC – 322 BC) attributed achievement of “Good Life” to capabilities of individuals, whereas **Emanuel Kant** (1724 –1804) called for individuals to achieve “Good Society” by acting in *the* moral ways. QoL is closely linked with the culture of a society *which is as a system of collectively held values* (Hofstede 1980). *History, religion and the level of development in a society influence its culture and consequently QoL.*

One of the major components of Quality of life is Quality of Health. Three (3) major issues facing health today are cost, quality and access. The quality movement has gone from evolution to revolution. The future will belong to those who embrace the potential of wider opportunities while recognizing the reality, that “*more constrained resources compel us to find new situations that permit doing more with less*”.

J. Baker (1992) in book entitled “*Future Edge: Discovering the new paradigm of Success*” defines three keys to the success of the organization: excellence, innovation and anticipation. Excellence being at the base of twenty first century.

In Pakistan, time is ripe for new directions in measuring the quality in health care. The theory of continuous improvement requires us to answer following question;

1. What is quality of health?
2. How can it be measured?
3. What are the key organizational issues?
4. Can we afford quality?
5. Can we afford quality?
6. Can the total Quality Management (TQM) method successfully applied to other industries be applied to health care?
7. What is the link between structure, process, and outcome?
8. What are the best methods of feed back to change practice patterns?
9. Are the institutional and professional cultures ready for TQM?
10. If Quality improvement (QI) is accepted, where is the best place to put it in the organization and with what level of support?
11. What type of information is required by purchasers, providers and patients to assess quality?
12. What is the effect of regulation on quality?



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