

A5 IAQ Panel

QUALITY IN HEALTHCARE

Chair of the Panel: Robert King, Founder and CEO of GOAL/QPC, USA

One of the three major focuses of the International Academy of Quality, IAQ, is to use quality to help address world problems. IAQ has extended its reach by participating in the United Nations Compact and in Healthcare that means working with the World Health Organization.



Among the challenges facing global health is poverty. Over 4.8 billion people live in developing countries (80% of the world's population). Of this group, 2.7 billion people (43% of the world's population) live on less than US\$2.00 a day.

Communicable diseases represents 50% of the world's diseases. Two of IAQ's areas of excellence, quality and innovation, represent among the most important tools according to WHO to improve public health and to reduce communicable diseases and chronic illness such as diabetes.

One of the most recent health problems has been Ebola in West Africa. Lack of a developed public health system was a key problem. Another key problem is that no vaccine has been developed for Ebola that has been around for four decades. As WHO says: "A profit driven industry does not invest in products for markets that cannot pay."

The challenge will be to find solutions using quality and innovation tools and thinking that simultaneously develop healthy patients and healthy healthcare organizations.

The short bibliographies of the Chair and Lecturers you can find in alphabetic order:

<http://eoq.hu/iaq/biography.pdf>

Following the lectures, the Panel will discuss issues like:

1. Quality needs to be rooted in the customer. But, in healthcare there are often multiple customers (patients, family, clinical staff, administrators, government, etc.) What to do with multiple views of healthcare quality, especially when they conflict?
2. How can we use quality to improve access to care – a key issue in almost every country?
3. How can we get healthcare administrators and the clinical staff to work together to improve outcomes and control costs?
4. What can we learn from other service organizations about negotiating a common purpose in the presence of conflicting agendas and varying quality definitions?