
Factors affecting continuous quality improvement in Police Hospital, Sri Lanka

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Introduction: Healthcare managers are responsible and accountable to provide quality as well as cost-effective services, to their patients and the community at large.

Objective: To identify the factors affecting the Continuous Quality Improvement (CQI) program at the Police Hospital in Colombo, Sri Lanka.

Methodology: A descriptive cross-sectional study was carried out at the Police Hospital in Colombo, Sri Lanka. Staff working in the hospital that includes doctors, nurses, allied health staff, attendants, Police constables, and sergeants participated in the study. Data were collected using a self-administered questionnaire.

Results: A total of 250 participants responded. They identified the commitment of the top management, training, teamwork, physical resources, and performance monitoring system influencing the implementation of the CQI program. The Pearson correlation between the top management and the implemented program ($r=0.731$) denoted a positive influence of leadership while the monitoring system also showed a positive correlation ($r=0.646$) implying a positive effect. The correlations related to teamwork and physical resources were 0.633 and 0.596 respectively. However, training showed the lowest correlation ($r=0.501$).

Discussion: The commitment of the top management, monitoring system, teamwork, physical resources, and training, were identified as the important factors affecting the program implementation.

Conclusion: The commitment of the top management was perceived as the most important factor influencing the CQI program at the Police Hospital, while training was perceived as the least influential factor.

Recommendations: Steps to improve the top management involvement in improving the continuous quality improvement at the Police Hospital with the assistance and guidance of the Ministry of Health and higher officials of Sri Lanka Police are recommended. As the monitoring system for CQI was found effective, the development of quality indicators in the hospital is important.

Keywords: Continuous Quality Improvement, Top management, Commitment

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