



CENTRO MEDICO  
VISTA DEL JARDÍN

PREVENTION HEALING HOPE

Quality Improvement Project

**COVID AREA**







## GENERAL TARGETS

To provide specialized care and treatment options that ensure patient recovery.

To achieve the proposed quality standards for care in high specialization for emergency and critical care.



## SPECIFIC TARGETS

To define the way to optimize the user care service in the COVID area, in order to ensure the best care.

Have a backup of trained and qualified personnel.

To provide specialized care and treatment options.



## MEASURABLE TARGETS

To manage effectively and efficiently the resources assigned for the purchase of medications and personal protection equipment (PPE).

To improve processes, achieving a positive impact on the quality of care.



## ACTIONES REQUIRED TO ACHIEVE TARGETS:

¿What needs to be done to reach the targets?

Reduce waiting time, both in consultation and in delivery of COVID test results.

Continuous training for medical, nursery and patient service personnel.

Improve hiring of ARS, to provide more ample coverage for patients.

Personalized care

Maintain a constant supervision.

Hiring qualified personnel for each position.

Assign dedicated personnel for critical management of patients.

# PLAN CYCLE



Quality guarantee in services and care for patients.



Planning



Monitoring



Low number of deaths



DOING



## IMPLEMENTATION:

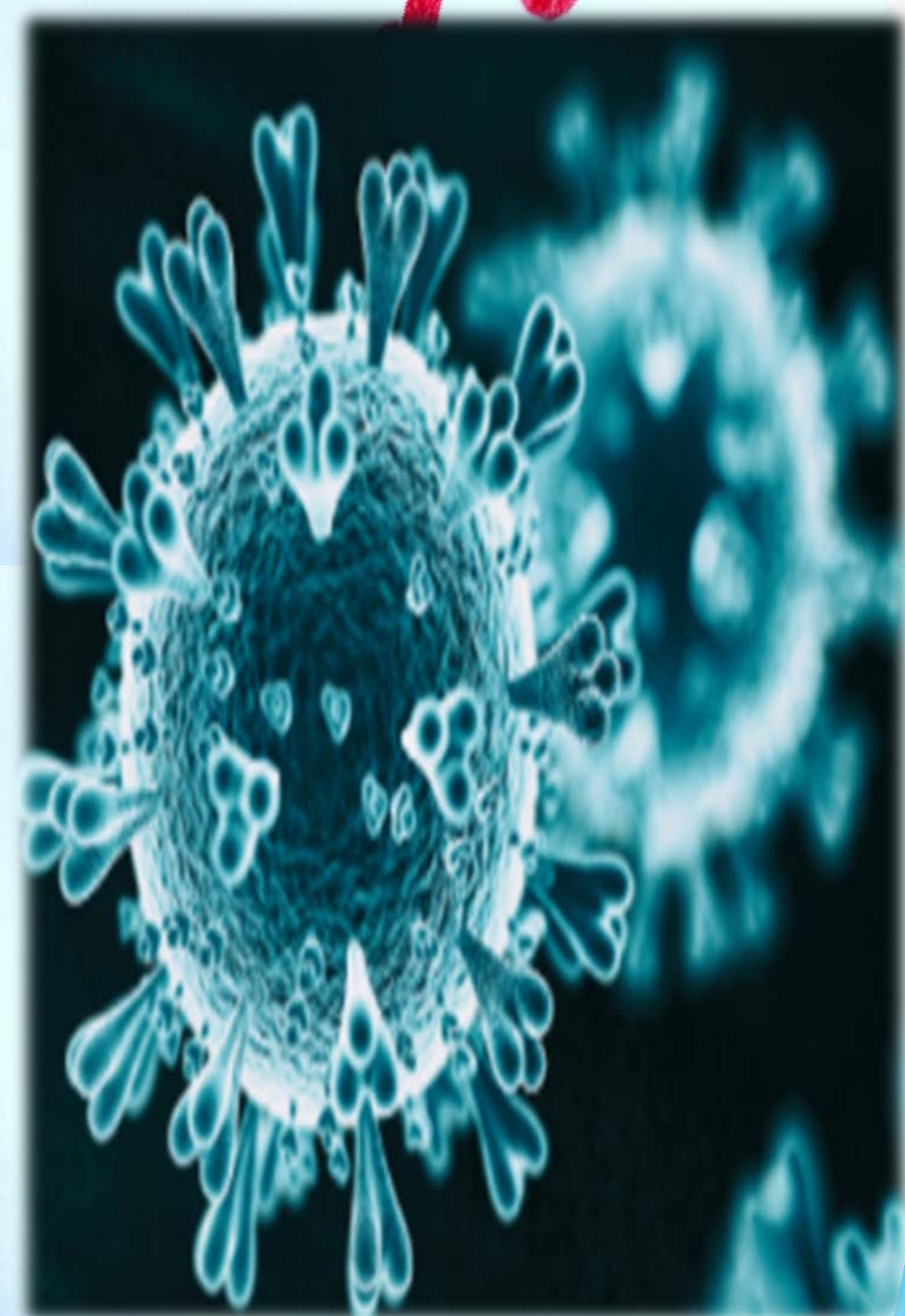


- Timely management of patients.
- Contact suppliers to avoid setbacks when medications and consumables are required, since there maybe shortage and an increase in costs due to demand.

# STUDYING

Refer COVID patients to Chaplaincy and Psychology, in order to provide spiritual and emotional support. This also applies to our personnel, who suffer emotional effects by constantly facing difficult cases.





# ACTING

- Control the flow and operational condition of equipment.
- Establishing a permanent Respiratory Unit.
- To enable PCR tests in our Center.



# EXPANDING SUPERVISION

Monitoring to  
ensure that  
everything is  
performed as  
planned, within the  
established time.





# FUTURE STEPS

- Enable more beds
- Acquisition of new Ventilators
- Reinforce the COVID Prevention Protocol