

# Total Quality Management TQM

Total Quality Management (TQM) is a philosophy and set of guiding principles that BHW adopts to focus on continuously improving our organization, our procedures, and the services that we provide our clients. TQM focuses on the needs of the client, and on improving the quality of work and providing a finished product. TQM promotes continuous monitoring and improvement of company procedures in order to reduce inefficient or wasteful practices. TQM involves the entire organization in the improvement of quality and also empowers employees at all levels.

## 1. Problem Prevention Cycle

Part of BHW's key to designing and implementing award-winning programs is our formal process towards monitoring treatment implementation, utilization, and quality. We use a **PROBLEM PREVENTION** cycle which includes four steps: **PLAN**, **IMPLEMENT**, **CHECK**, and **ENHANCE**.

## 2. TQM's Five Premises



### CLIENT FOCUS

The goal is to meet the needs of our clients.



### TOTAL INVOLVEMENT

Total involvement means that all members of the team are aware of what their teammates are doing as well as the overall goal of the team.



### MEASUREMENT

Measurement requires the use of quantitative methods to measure progress.



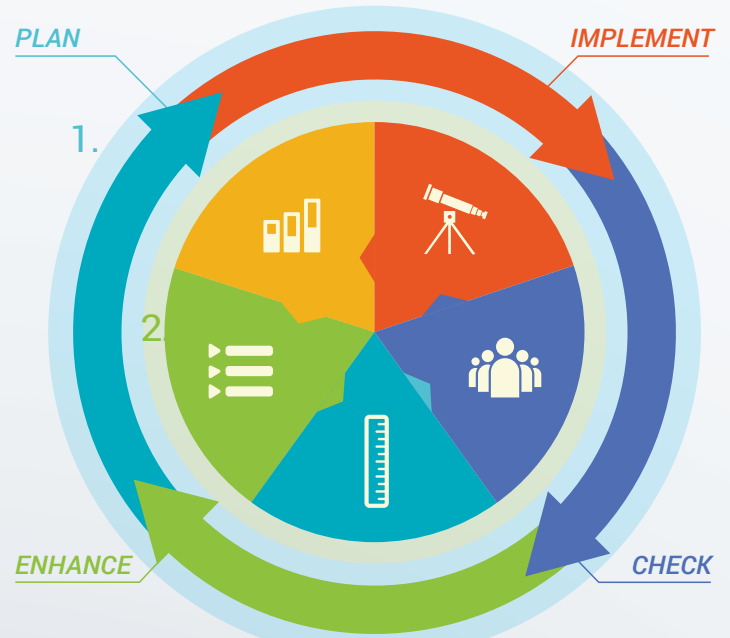
### SYSTEMATIC SUPPORT

Systematic support involves using innovative problem solving techniques and analytical tools to make key decisions.



### CONTINUOUS IMPROVEMENT

Continuous improvement is based on the belief that there are always better ways for getting the job done.



## 3. Treatment Monitoring Bases

### QUALITY ASSURANCE (QA)

Quality assurance involves monitoring and evaluating BHW's services in terms of availability or accessibility, adequacy, and appropriateness. QA also assesses our program's strategies to promote continuous improvement. QA interventions include monitoring patterns and outcomes of care, conducting client satisfaction surveys, reviewing targeted diagnosis and treatments, and comparing the current with past performance.

### RISK MANAGEMENT (RM)

Risk management (RM) involves taking steps to reduce inappropriate practices and thereby limiting the potential for liability or malpractice. It includes planned programs for loss prevention and liability management. RM programs are directed towards identifying and evaluating potential risks, and taking actions against factors that could harm clients and staff.

### UTILIZATION REVIEW (UR)

Utilization review focuses primarily on conserving costs and resources. UR strategies include reviews (prospective, concurrent, and retrospective), second opinions and case management. The goal is to evaluate the medical necessity, appropriateness, cost-effectiveness, and quality of proposed and delivered services.

