
Quality

Improvement

Importance of Quality Improvement

Quality:

- Protects the health of staff and clients
- Adds some characteristics that attract users
- Increases use of services
- Brings profits (less work repetition, less waste)

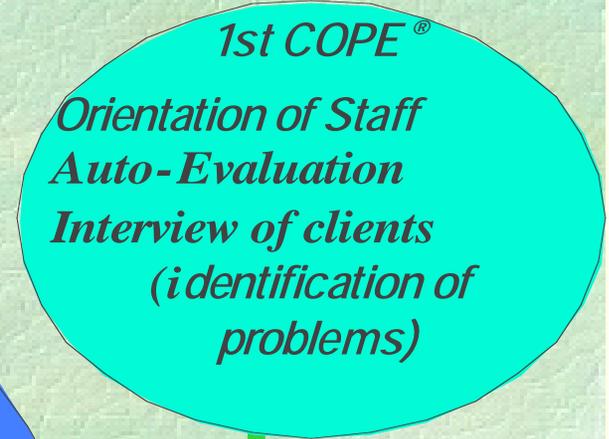
Quality Improvement Principles

- Participation and engagement of staff
- Concentration on client
- Concentration on processes and systems
- Awareness on cost/effectiveness
- Ownership, development, and ongoing reinforcement of staff capacity

COPE

2nd and successful exercises
COPE

Evaluation of Action Plan
Conduct the *Auto-Evaluation*,
Interview of Clients
*Apply other tools according to
needs*



Follow up
By staff, supervisors
and committee
COPE®

Process
COPE

Analyze of Root
Causes

Execution
Solutions

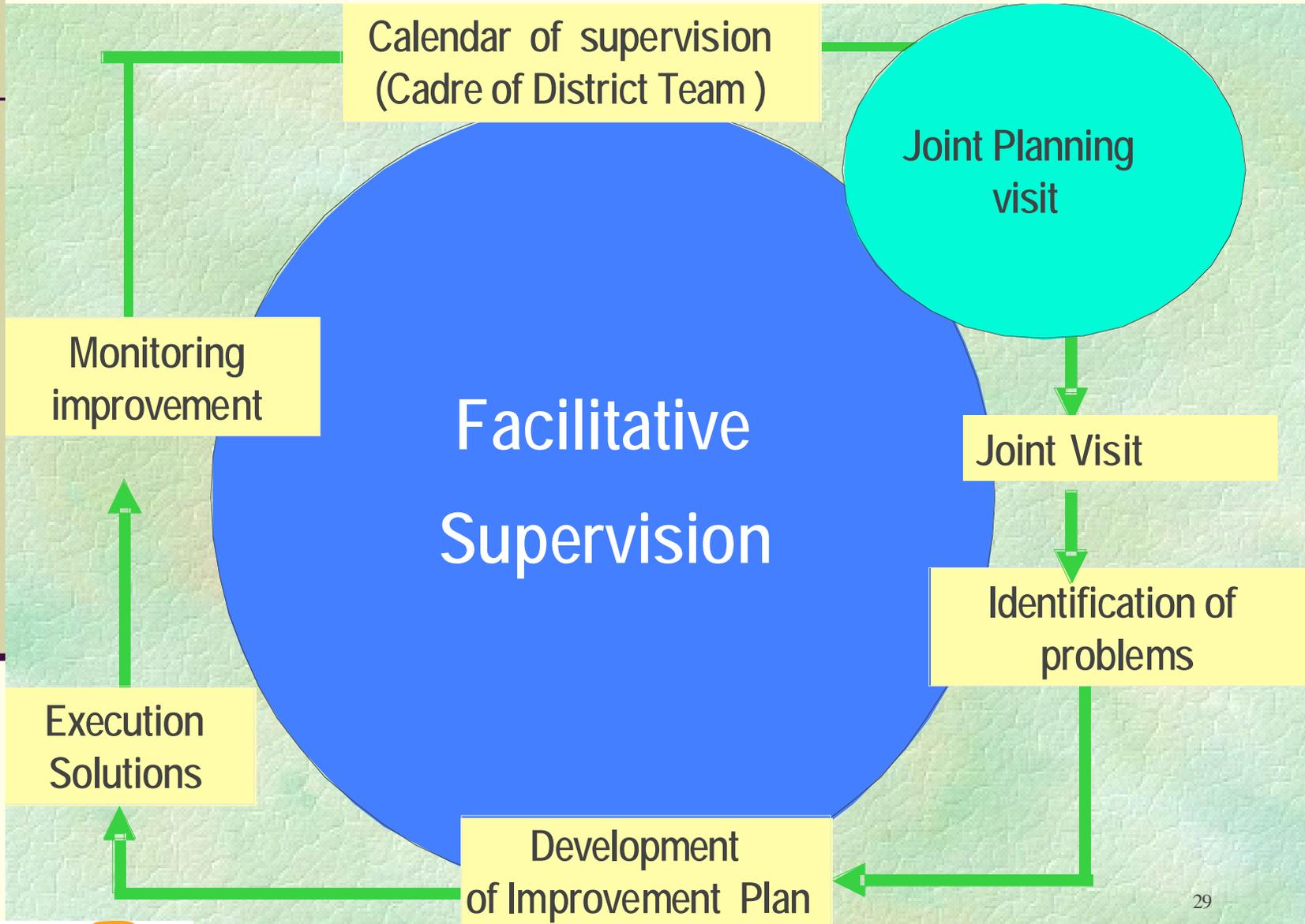
Development
Action Plan

Facilitative Supervision and Medical visit

Goal:

- Verify that there are effective communication and coordination between the different level of performance within a facility
- To assure that established norms and procedures are followed
- To assure that staff has the necessary knowledge and skills to efficiently perform tasks
- To inform, orient staff, and correct their weaknesses

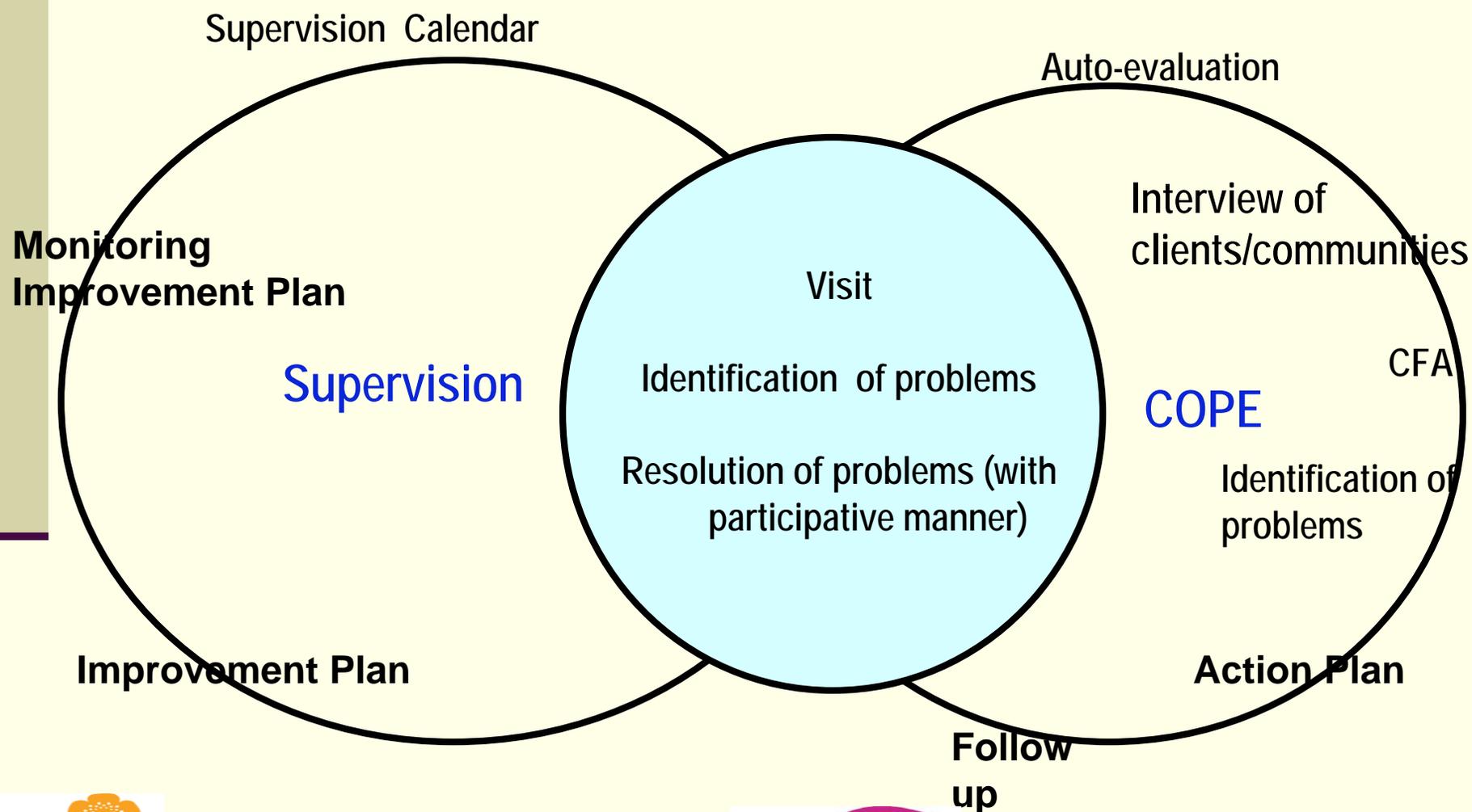
Supervision Process



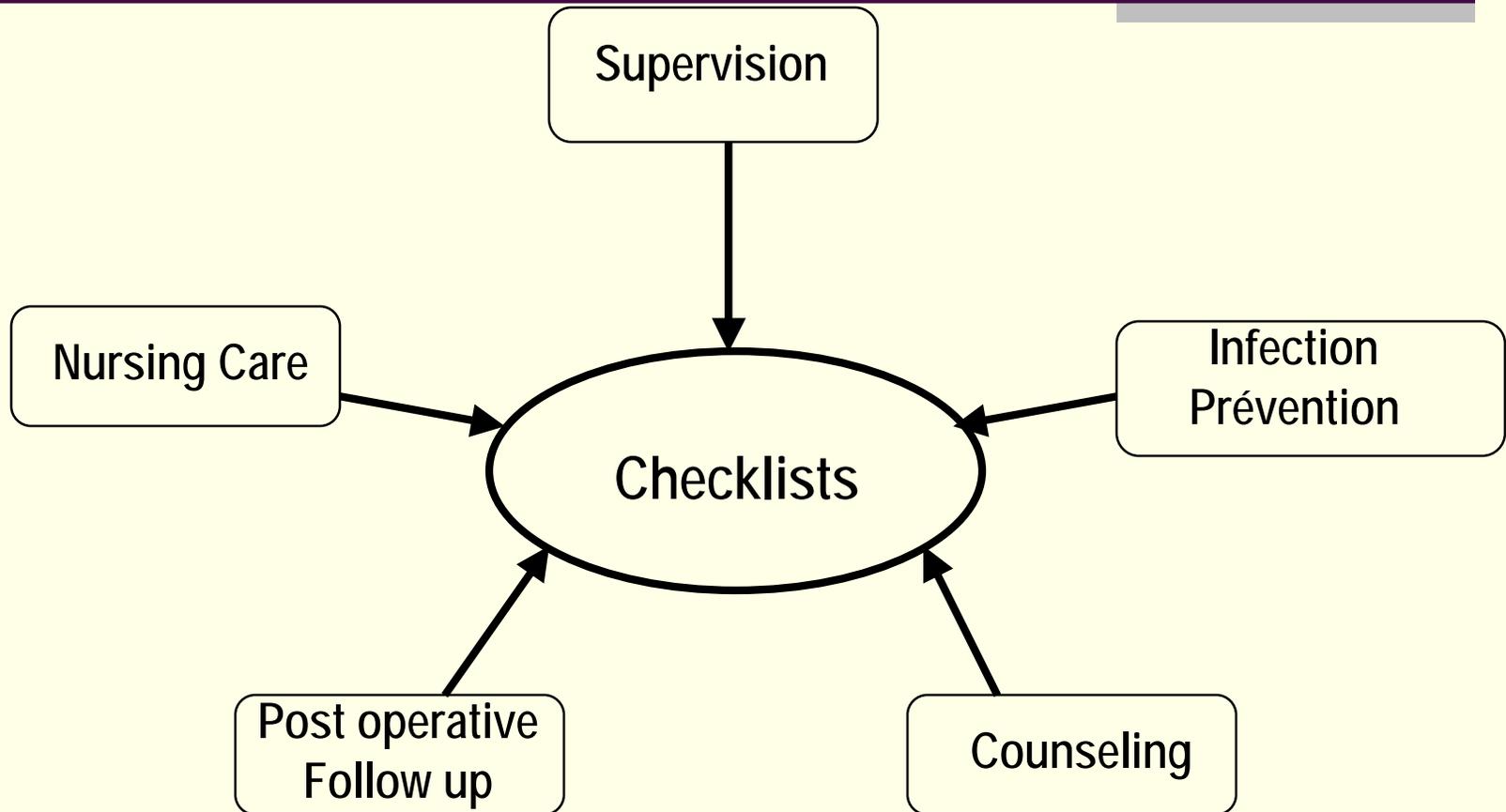
COPE and facilitative Supervision

- Two approaches can be used in the identification and resolution of problems
- Reinforce the notion of team
- Help to create an ongoing culture of Quality Improvement of services within facilities
- Allow supervisors to concentrate on problems that staff are not able to solve

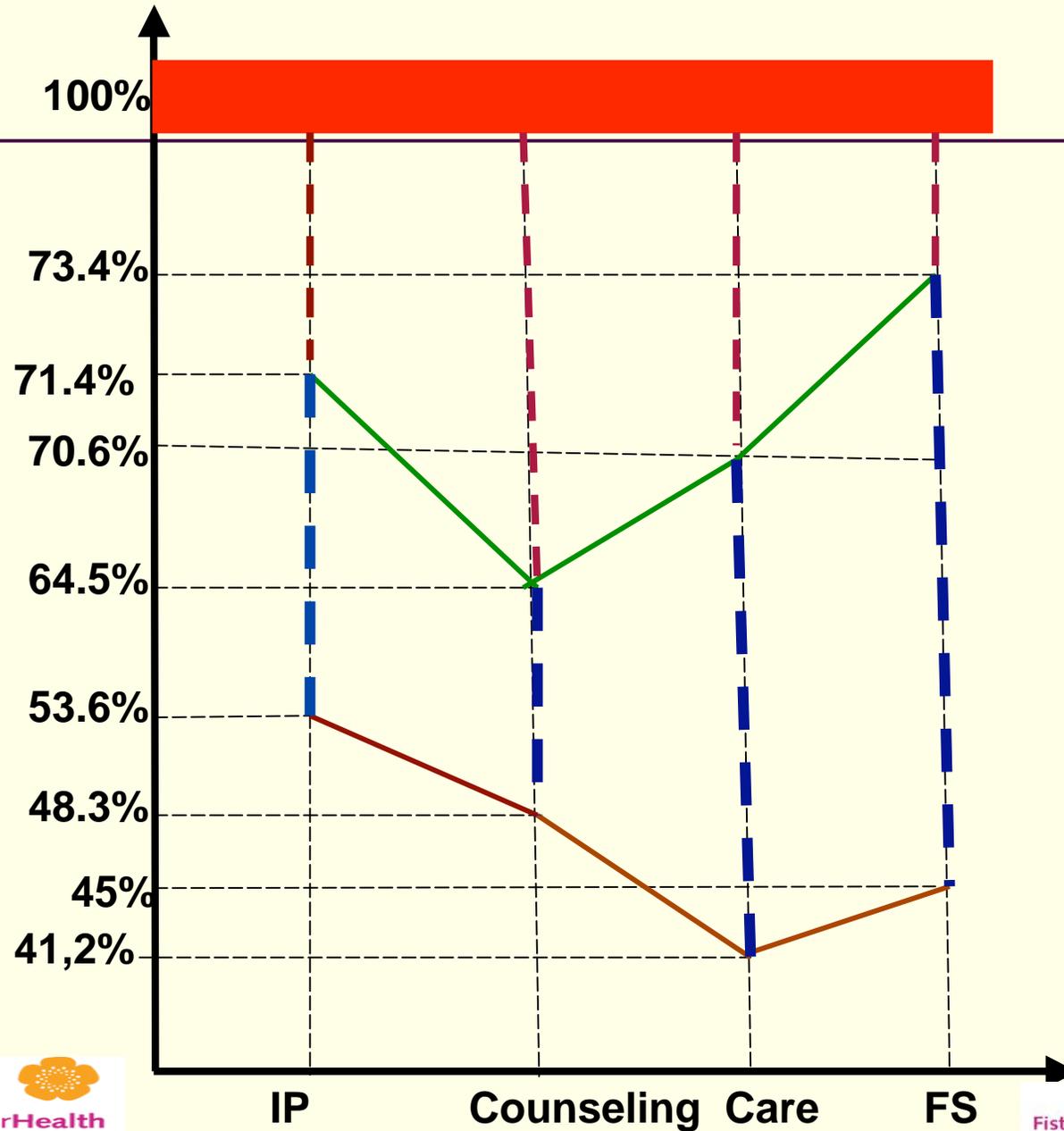
Relationship of COPE and Facilitative Supervision



Evaluation of Performance



Normal Profile of Site



THANK YOU