

DEFINITION OF QUALITY

Quality is defined as those sets of behaviors and practices that improve patient outcomes, reduce patient risk, enhance patient experience and reduce inefficiency. Quality is a prime goal and responsibility of every member of the medical staff, medical center leadership and all medical center employees.

MEDICAL STAFF'S COMMITMENT TO THE MEDICAL CENTER	TORRANCE MEMORIAL VALUES	MEDICAL CENTER'S COMMITMENT TO MEDICAL STAFF
SERVICE		
<i>Provide patient-centered care by:</i> <ul style="list-style-type: none"> • Putting patients first at all times • Providing excellent patient experience • Engaging the patient and family in treatment and care decisions • Communicating the plan of care to the patient, care team and family as appropriate 		<i>Provide patient-centered care by:</i> <ul style="list-style-type: none"> • Putting patients first at all times • Providing processes to achieve excellent patient and family experience • Engaging the patient and family in treatment and care decisions • Ensuring processes are in place to communicate to the patient, care team and family effectively and consistently
EXCELLENCE		
<ul style="list-style-type: none"> • Strive for clinical excellence • Support quality and patient safety initiatives • Implement Medical Staff approved clinical standards of care • Continue to improve through innovation and ongoing education 		<ul style="list-style-type: none"> • Strive for excellence • Provide the tools, resources, education and the environment to support quality improvement and patient safety initiatives • Provide the framework for the development and approval of clinical standards of care • Commit to provide innovative technology to support safe patient care practices • Acknowledge and reward contributions to patient care and the organization
KNOWLEDGE		
<ul style="list-style-type: none"> • Practice evidence based medicine, actively engage in quality initiatives and support joint decisions • Work collaboratively with the medical center to develop metrics tied to department and personal performance improvement • Incorporate quality data in the improvement of department, practice and individual outcomes • Use the approved communication methodology to give information and receive information 		<ul style="list-style-type: none"> • Include medical staff in the identification and development of quality initiatives and assure their representation in the joint decision making process • Provide information, education and the tools necessary to improve individual and staff performance • Provide quality data in the improvement of department, practice and individual outcomes • Use the approved communication methodology to give information and receive information
STABILITY		
<ul style="list-style-type: none"> • Commit to promoting each other's long term success • Be good stewards of resources • Participate in efforts to reduce waste 		<ul style="list-style-type: none"> • Commit to promoting each other's long term success • Provide appropriate resources to assure excellent patient care • Identify opportunities for reduction of waste • Foster understanding of individual/team impact on Torrance Memorial economics
COMMUNITY		
<ul style="list-style-type: none"> • Exhibit high levels of respect, ethical and professional conduct • Be involved with the medical center and its activities • Demonstrate collaboration by regularly participating in organized medical staff activities (department meetings, general staff meetings, etc.) • Support teamwork 		<ul style="list-style-type: none"> • Exhibit high levels of respect, ethical and professional conduct • Be involved with medical staff and its activities • Provide support for Medical Staff activities • Promote trust and collaboration within the team