Continuous Quality Improvement and Patient Satisfaction

Student’s Name:

Institutional Affiliation:
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Several differences exist between the concept of leadership and management. Leadership refers to the ability of a person or group of people to influence as well as guide their followers or members within an organization. Leadership is all about making clear and informed decisions, articulating as well as creating a vision that is clear and establishing goals that are achievable. Management, on the other hand, consist of the interlocking functions of creating corporate policy and organizing, planning, controlling as well as directing the resources of an organization with an aim of achieving the objectives of that particular policy. In nursing, continuous quality improvement and patient satisfaction is of great importance as it helps determine the health outcome of a patient. Continuous quality improvement helps in improving healthcare through the identification of problems, implementing, monitoring of corrective action as well as studying its effectiveness. This essay analyzes how nursing leaders and managers are expected to approach the issue of continuous quality improvement and patient satisfaction while taking into consideration principles, skills and theories.

Leaders Approach

Effective leadership is of great significance in nursing for improving quality and integration of care. One of the approach that leaders can use to deal with this issue is inspiring confidence, respecting
use is by creating an environment that is conducive for success as well as empowering the health providers to reach higher levels. A leader can empower the employees by setting goals that are achievable since employees tend to be demotivated when goals that are above their limits and capability are set. The leader will empower the other nurses by identifying and removing powerlessness through the provision of efficacy information as well as enhancing self-efficacy among the employees. This will play a significant role in improving the quality of care offered by the nurses as they will be able to have access to the necessary resources that are required to enable them to provide quality services to the patients and also it will act as a motivation for them to do better which in turn will affect the level of patient satisfaction positively. The leader will also assist the other nurses and physicians to achieve the set goals by implementing certain strategies (McFadden, Black & Green, 2015).

Several theories can be used in the field of nursing. But in this case, a leader will be expected to use the situational theory. There are two main concepts which are usually addressed in the situational leadership model which are leadership style and the groups or individual performance readiness level. The leader should ensure that he adjusts his leadership style to help at the development level of the followers or employees that he is trying to influence. According
to this theory, no style of leadership can be considered as being the best; rather it depends on the situation which is at hand and the leadership style and strategies that are best suited to solve a given problem.

Finally, in this case to enhance continuous quality improvement and patient satisfaction, the leader will be expected to implement certain principles. Some of these principles that the leader will be expected to use include self-knowledge, making decisions that are informed as well as in a manner that is timely, being a good example whereby the other nurses can emulate his/her practices and advocating for the principle of teamwork. To be able to advocate for continuous quality improvement a leader will be expected in this case to possess the skills of problem-solving, effective communication skills, good interpersonal skills and ability to motivate the employees to do better.

Manager Approach

Nurse Managers are usually tasked with the near-impossible of ensuring that their unit provides quality care as well as keeps patients and their families happy and also ensuring that the productivity goals are met. In this situation a manager will be expected to ensure that the other nurses and health providers follow or adhere to the standards of quality and improvement that have been put in place as well as plan and direct in a timely manner to help in achievement of the organization goals that have been set towards ensuring that patient satisfaction is achieved (Taylor, McNicholas, Nicolay, Darzi, Bell & Reed, 2014).
The appropriate theory that a manager is expected to implement in this case is the systems theory. Managers who understand the systems theory are able to recognize that different systems usually affect a worker and the manner in which the employee also affect that given system. Through the implementation of this theory, a manager will be in a better position of examining patterns as well as events that take place within the place of work. Through this, the manager will be able to coordinate programs in a way that they work as a collective whole for the overall mission or goal of the organization. Just like in the leadership approach the manager will also be expected to be a good example to the other nurses, enhance the spirit of teamwork as well as create a conducive environment which will motivate the employees to work better and provide quality care to the patients which are free from errors.

Some of the principles that the manager will be expected to look out for is being present and engaged. One of the ways that can be used to increase the morale of the team members is by the manager being visible. When team members are motivated, they tend to provide quality of care as one can even interact with the employees more and understand some of the problems that they may be facing that can hinder them from providing quality care and strategizing on the suitable solutions that can help eliminate them. The manager is also expected to be clear and consistent, as well as involving the other nurses and physicians in making decisions. Just like a leader a manager is also expected to have good communication skills, excellent interpersonal skills, problem-solving skills, and good decision-making skills (Al-Abri & Al-Balushi, 2014).

**Approach that Fits my Personal and Professional Philosophy**

The approach that is best suitable and fits my personal, as well as my professional philosophy of nursing, is the participative leadership style. I believe this is the most suitable
approach since all the team members are usually involved in the identification of goals that are important and also in the development of strategies and procedures that can assist achieve those goals. This will help set goals that the employees can achieve without much struggle, and this will be a motivating factor for them to continue providing quality care to the patients and also put the needs and wants of the patients first which in turn will increase the level of patient satisfaction. This approach will help everyone in the organization to demonstrate their ability, creativity, and talents. This approach is suited to my personal leadership style because I believe that continuous quality improvement and patient satisfaction can only be achieved when the spirit of teamwork is encouraged as well as creativity (Chassin, 2013).

One of the possible funding sources that address this issue is the application of grants that are offered by HRSA that can help train the healthcare providers and this will help equip them with more skills and expertise. The HRSA is a suitable funding source as their grants assist in supporting education as well as training to enhance the delivery of health care as well as improve access to high-quality care. I believe to be in line with my philosophies of nursing the participative leadership theories as all the members within the team are considered.
In conclusion, managers and leaders have a significant role to play in ensuring that continuous quality care is achieved. Some of the skills that managers and leaders should possess to assist in the achievement of quality care which in turn help increase the level of patient satisfaction include excellent communication skills, motivation skills, problem-solving skills, and excellent interpersonal skills.
References


