

A health care framework for improving quality in the private hospitals in Kuwait

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Abstract

Kuwait is one of the fastest growing countries in terms of population. The country recently is facing a major capacity challenge with respect to many aspects including education, employment and health care. The demand for health care service increases rapidly in Kuwait. With a few number of governmental hospitals, other health care suppliers such as private hospitals and outside health care providers are needed to overcome the limited capacity. Currently the government depends heavily on the private hospitals as a major internal health care supplier to satisfy the high demand. However due to the relatively new involvement and few experience of the private local health sector, a serious effort to maintain service quality of health care is highly needed. This research presents a framework to improve quality of the local health care service providers in terms of both the design and operational sides. In the design side, the framework includes evaluation measures for the mission and objectives, international affiliation, administration and leadership, medical specialties, admission and registration, testing and evaluation, physicians, support staff, infrastructure, financial status, systems of filing and records, and hospital environment. While in the operational side, the framework includes measures for the productivity, organizational structure, effectivity, efficiency, and grow and continuous improvement. A score system is introduced to classify the providers in terms of quality.

Keywords (12 font)

Quality Assurance, Health Care Engineering, Quality Control, Organizational Excellent, Total Quality Management

Biography

Majid M. Aldaihani is an Associate Professor in Industrial and Management Systems Engineering (IMSE) at Kuwait University (KU). He received his BSc in Petroleum Engineering from Kuwait University and his MSc and PhD in Industrial and Systems Engineering from the University of Southern California. His research interests focus on applied operations research. He is a Certified Educational Institution Auditor, a recipient of Six Sigma Master Black Belt, and a recipient of Kuwait University Award of Excellence in Teaching. Aldaihani was the chairman of the IMSE department and Acting Dean of the College of Engineering and Petroleum at KU. He is a member of INFORMS, IIE and Kuwait Society for Engineers.

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Ahmad Elshennawy is a professor of Industrial Engineering at University of Central Florida (UCF). He earned Ph.D. in Industrial Engineering and M. Eng. in Industrial Engineering from The Pennsylvania State University. While he received MS in Production Engineering and BS in Production Engineering from Alexandria University. Elshennawy's areas of specialty includes Quality Management: ISO 9000, Six Sigma Quality, Lean Six-Sigma Manufacturing Systems: Lean Manufacturing, Advanced Manufacturing Systems Precision Metrology: Machine Tool Metrology, Coordinate Measuring Machines Process Improvement: Statistical Process Control, Reliability and Maintainability Housing Constructability: Modular Homebuilding, Advanced Production Technologies, Quality Improvement.