Q4E Quality for Excellence

Support Services

Project Excel: The Quality for Excellence (Q4E) Program

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Outlined Objectives & Proposed Targets

Q4E program is a comprehensive cyclical activity aimed at

"Continuous Quality Improvement"

Standardize the data collection and monitoring of quality indicators or outcome measures across the network of Apollo Clinics, Cradles & Spectra Hospitals

Continuous improvement in critical areas like compliance to incident reporting, reduction in reporting errors, increase in patient & employee satisfaction among others

External assessment/evaluation to determine the level of implementation, validation of data collection process, continuous quality improvement and to identify best practices

Award & Recognition for centers with best compliance and innovative practices towards quality improvement.
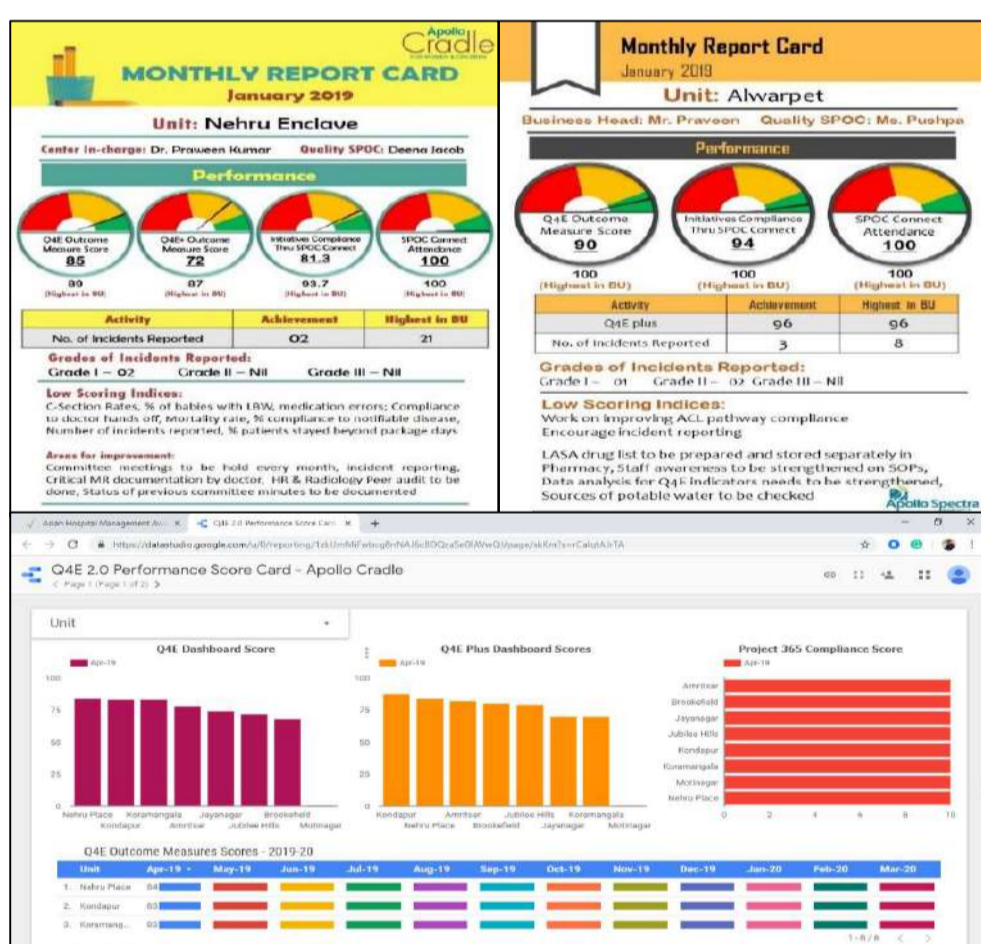
Implementation Approach

Q4E Award presented to the winning centers by the Managing Director during Founder's Day celebrations on 5th February 2021

Q4E Awards
Recognition of best centers

Revision of Indicators
Revision of indicators based on level of improvement & requirements

Peer Audits & Q4E Surveys
External assessment to evaluate the level of implementation

Quality for Excellence
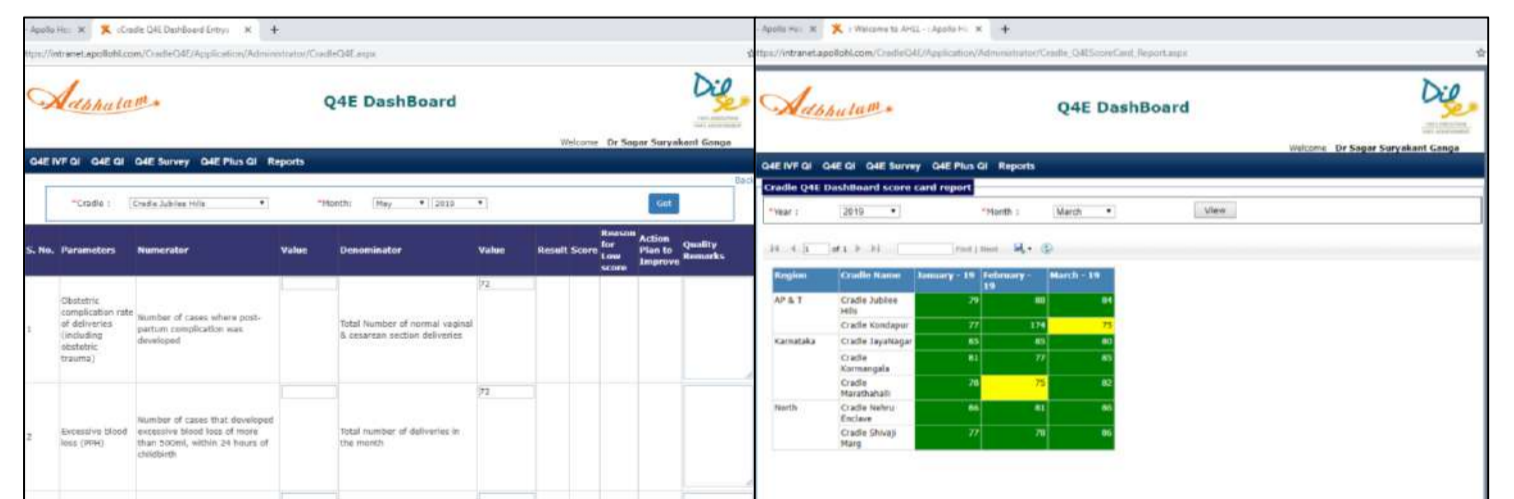
Q4E Dashboard
Monthly data upload in the online dashboard

Action Taken Report
Identifying weak areas and implementation of solutions for improvement

Screenshots of the online Q4E dashboards

Validation & Reporting by Quality Team; Unit-wise report cards released every month

Results Achieved

- Average Q4E dashboard score achieved was **84** against a target of 75
- Average Q4E Survey score achieved was **86** against a target of 85
- Net promoter Score achieved was **82** against a target of 75
- There was an increase in the average incidents reported by **300%**
- Nosocomial infection rates have practically come down to **Zero**
- Operationally processes were streamlined
- Ground staff got a sense of involvement, accountability & responsibility, as they were involved in the data collection process and were eventually responsible for improvement of their respective processes

Apollo Sugar Clinics PROVEN DIABETES CARE

Apollo Clinic Expertise. Closer to you.

Apollo Cradle DELIVERING JOY

Apollo Spectra HOSPITALS TOUCHING LIVES

Apollo TOUCHING LIVES