

## CHAPTER 4

### Quality Management Assessment Team

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Another component of the Quality Management System is the Quality Management Assessment Team (QMAT). The QMAT provides an independent assessment of the quality of medical care delivered. Individual institution results and identified system-wide trends will be reported directly to the Deputy Director, Health Care Services Division (HCSD).

The QMAT is based at HCSD headquarters and is composed of 6 physicians and 6 nurse consultants. QMAT shall conduct an annual audit and quality assessment of each institution's health care program.

The role of the QMAT is to provide direct guidance to institutional medical and nursing staff, based upon on-site assessment and evaluation. At the institutions, the QMAT will assess:

- access to care,
- quality of care,
- continuity of care, and
- follow-up care, **with emphasis on the quality of the care delivery.**

The QMAT will coordinate and communicate quality of care issues with the Quality Management Committee at the institutions and assist in the review of results of emergency response as well as routine medical care.

The QMAT will provide a written report on its findings to the institution's Health Care Manager and Headquarters, HCSD. The QMAT will provide technical assistance to the institution in developing and implementing corrective action plans.

The QMAT will act as the catalyst and the facilitator for Quality Management. The QMAT reports will be used as part of the HCSD continuous Quality Improvement activity, along with the Morbidity and Mortality, Risk and Utilization Management reviews. It will coordinate with other HCSD units such as Health Program Monitoring and Medical/Dental Services. A QMAT physician and nurse will be members of the Health Care Services Quality Management Committee and will report to the committee on QMAT activities.

An adequately functioning QMAT, capable of providing an independent assessment on the quality of medical care, is an essential part of HCSD strategy to improve the access, quality and continuity of health care services.