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Title: CONTINUOUS QUALITY IMPROVEMENT USING THE BALDRIGE MODEL FACILITATES FACT REACCREDITATION

Category: JACIE

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FACT is the standard accreditation body used for transplant centers in the United States and increasingly in other countries. Centers must become reaccredited on a regular basis. Typically this process involves a reevaluation and reorganization of SOP's as well as involvement with multidisciplinary BMT staff to facilitate these changes.

Since 2005, our program has used the Malcolm Baldrige model to facilitate ongoing continuous improvement. This model looks at the processes in 6 key areas: Leadership, Strategic Planning, Patients, Customers and Markets, Measurement Analysis and Knowledge Management, Human Resources, Process Management. Metrics are applied to ensure that the processes are meeting the desired goals. By having the BMT team "buy into" the Baldrige philosophy, we encourage ongoing refinements to improve the transplant experience for patients, staff and referring physicians. It also ensures that processes are continually examined by the very staff that utilize them on an ongoing basis, as they have the best opportunity to recognize Opportunities For Improvement (OFI's) that may exist within their spectrum of activity.

Between our FACT inspections using this model we significantly modified 23 % of the 378 SOP's for our clinical, laboratory, apheresis, administrative and quality manual. Less than 1 percent of SOP's required significant changes in the 6 months prior to inspection.

The Baldrige philosophy significantly shifted the time and effort needed for reaccreditation. Rather than most changes being performed in the months immediately prior to a reaccreditation this allows for ongoing and incremental changes when appropriate. Such changes may be implemented rapidly as new information is available. An additional benefit is improved staff satisfaction by allowing staff to define how better to improve their jobs.

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