

## P02-229 - THE IMPLEMENTATION OF MANAGEMENT THROUGH PROCESSES IN AN INPATIENT PSYCHIATRIC MEDIUM-STAY UNIT

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**Objectives:** The European Foundation for Quality Management (EFQM) Excellence Model is a non-prescriptive framework based on nine criteria. The aim of this work is to describe the implementation of the EFQM model as a quality framework for the improvement of an inpatient medium-stay psychiatric unit.

**Methods:** In 2005 a multidisciplinary performance improvement work group was convened to begin a project with these aims:-

- The definition of the unit's mission.
- The identification of the unit's main processes.
- The identification of performance and quality results.
- The establishment of an audit period of clinical outcomes.
- The creation of a protocol for admissions.

**Results:** Between 2005 and 2008 the group designed the following:-

- A map showing the medium-stay unit process as well as the main processes.
- The key performance indicators.
- An ECT protocol.
- The Quality Indicators.
- A patient satisfaction survey.

Every year we decide the objectives of each indicator and revise them every month. Efficiency in the use of resources improved, due to an increase in annual admissions (from 190 in 2005 to 213 in 2009) as well as a decrease in length of hospital stays (from 62 days in 2005 to 48 days in 2009).

**Conclusions:** The management through processes according to the EFQM model is an instrument for the improvement of the quality of assistance. This type of management allows for the definition of the unit's mission, the measure and analysis of results and for the establishment of areas of improvement.