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Amer Alata

Via Medica International Healthcare, UAE

Quality metrics and outcomes management in primary healthcare settings

Quality is essential for all types of healthcare settings and even more important in primary healthcare settings as there is a higher flow of patients. In order to ensure quality, each facility ought to set quality metrics. The choice of the quality metrics must be meaningful to the facility, as the outcomes relate to, and impact, the strategy of the facility. Providing high quality care at all times is a challenge, but even more challenging is the choice of the key performance indicators. The learning objectives of this presentation are: Recognizing the importance of quality metrics in primary healthcare setting; developing an understanding of how to select the appropriate Key Performance Indicators (KPIs); demonstrating an understanding of the KPI format and; candidate KPIs for primary healthcare setting. Key performance indicators are simply tools that help us, objectively measure performance. Furthermore, they provide an insight into continuous improvement; paving the way to measure quality and successfully meet targets. Quality metrics, in the form of key performance indicators, help facilities and provider with: Understanding the established process and procedures; clarifying vague processes elements; increasing and measuring efficiency of the process; establishing baseline and comparing own facilities to others, as well as established national and international benchmarks; providing an input into the facility's strategy, policies, procedures and; establishing transparency.

Biography

Amer Alata has completed his High School (USA), and Higher Education at the University of Michigan. He graduated with high distinction; majoring in Psychology and a minor in Philosophy. After his graduation, he earned his Doctor of Medicine; MD degree from Ross University School of Medicine. His career focus was on medical education and training. He held the position of Medical Programs Director at a private institution for over 4 years. He then held other positions including Medical Practice Manager for a chain of successful primary care outpatient urgent care centers in Michigan, USA. His acculturation in the UAE dates back to early 2015. He first held the position of Business Manager for Aster Grace Nursing and Physiotherapy, located in Abu Dhabi. Currently, he holds the position of the Medical Director for Via Medica International Healthcare.

aalata@hotmail.com, dr.amer@viamedica-international.com

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