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# Improving outcomes through quality certification of breast units

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# QUALITY CERTIFICATION IS AN ACTIVE PROCESS

- A breast unit which is willing to achieve a quality certification is also confident in the quality of its work
- Quality certification means
  1. transparency
  2. accurate recording of all procedures
  3. agreed protocols and modalities of care
  4. team spirit and collaborative attitudes
  5. belief in multidisciplinary and multiprofessionality

# QUALITY CERTIFICATION MEANS BEING OPEN TO CHANGE

- The quality certification process implies an acceptance of the fact that things may need to change
- The old approach «we have always done it this way» is not compatible with the quality certification process
- Protocols describing the different procedures are written on the basis of consensus within the unit and with the full awareness that they need to be revised periodically and possibly changed
- Change can also be necessary in the leadership of the unit (rotating directorship) and in the composition of the Core Team

# ■ QUALITY CERTIFICATION AS CRITICAL ANALYSIS OF THE UNIT'S WORK

- The Multi Disciplinary Meeting (MDM) is the core centre of the activity of the unit: by definition a critical analysis of process of care
- Quality indicators are the main tools to support the quality control process. It is essential that the key quality indicators are simple, easily controllable and not ambiguous
- A constant, constructive critical attitude is the essential component of quality assurance
- External evaluations (peer review site visits and patients outcome evaluations) are indispensable

# QUALITY CERTIFICATION IMPROVES PATIENTS OUTCOMES

- Preoperative and postoperative MDMs reduce dramatically the risk of error because several different professionals focus their attention on the same clinical case and the patient can benefit from a variety of competences and experiences
- Data recording and data management force the health professionals to be careful in what they are doing and how they do it
- The minimum requirements (50 procedures for the surgeons, 1'000 mammographies for the radiologists, etc) ensure competence
- The quality indicators make nearly impossible to persevere in wrong attitudes and procedures