

# 降低精神科日間病房住院接案工作之疏漏率

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## **Abstract**

A complex medical field such as that which deals with psychiatric disorders can only meet the expanding problems of quality management by multidisciplinary cooperation. The quality control circle (QCC) is the central element of the quality control process and is essential to realize further advances in quality management. The purpose of this study was to apply the quality control circle in the Taipei City Psychiatric Center, Taiwan. The goal of this QCC was to reduce the missing rate of tasks in before-hospitalization arrangements, which was initially found to be 30%. Data from 30 patients admitted to daycare for psychiatric disorders from July to September 2003 were collected and analyzed. After the QCC activity, the missing rate of tasks in the before-hospitalization arrangements was reduced to 3%. The target achievement rate was 180%. The results show that the quality control circle is an excellent tool for quality improvement and management. (Full text in Chinese)