

Use Planning for Top Quality Approach to Design a Neonatal Isolation Intensive Care Unit

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Abstract:

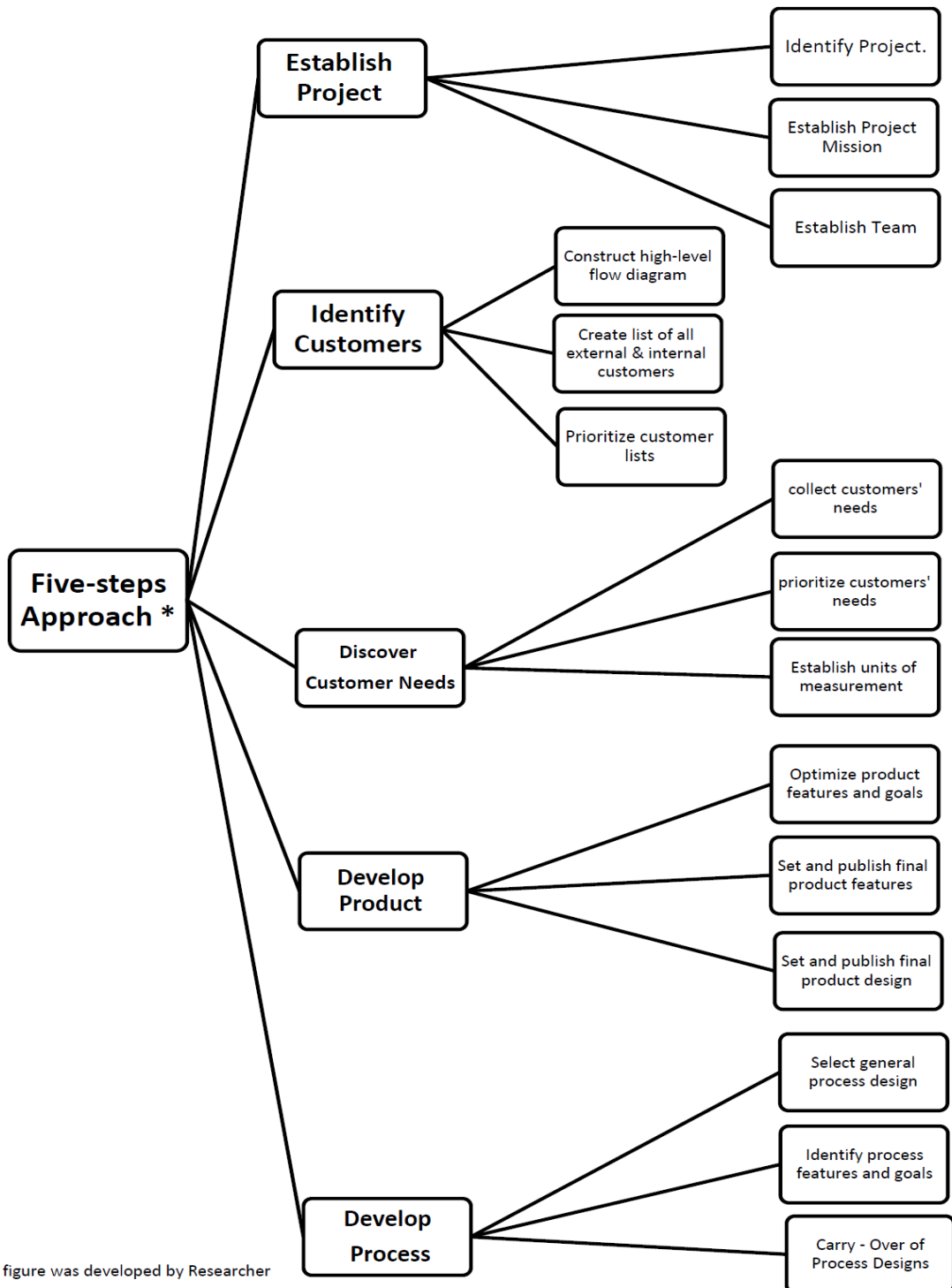
Newborn intensive care unit (NICU) in a governmental hospital, Established since 14 years with 30 incubators. Infection rate was very high and leads to serious complications such as multi-organ failure, pneumonia, meningitis, diarrhea, skin infection and many other infections. A neonatal intensive care isolation unit service wanted to be designed and put into operation to the current neonatal intensive care unit to separate infected newborn.

The aim of this study was utilizing of top quality tools to design an isolation unit to the current NICU, by five-steps of planning for top quality approach:

1. Establish Project
2. Identify Customers
3. Discover Customer Needs
4. Develop Product
5. Develop process /Transfer to Operations

This study could serve as valuable models for other planning for top quality concerns in the health care.

Keywords: NICU, planning for top quality, incubators, Customer Needs.



*this figure was developed by Researcher