



The Plan-Do-Check-Act Cycle to Keep Maintaining High-Quality Teaching Environment in Taipei City Hospital

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Introduction

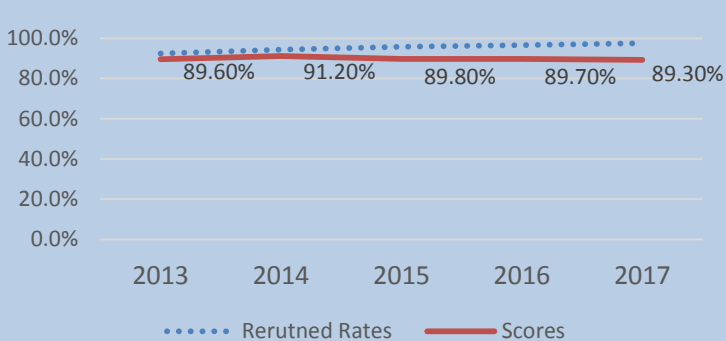
Taipei city hospital launched the center for faculty development (CFD) in 2008, and the CFD passed the accreditation process in 2011, 2013 and 2016. The CFD improves the teaching environment by reviewing the trainees' questionnaires and following the plan-do-check-act cycle every year. This study investigated the satisfaction scores of teachers' teaching skills, attitudes, and performance from the trainees.

Summary of work

This was a cross-sectional study from the yearly satisfaction questionnaires of the trainee's from 2013 to 2017. A total of 1,649 questionnaires returned which evaluated the professionalism, teaching attitude, skills, and performance of the teachers and open questions for suggestions were asked. By reviewing the results, we keep improving the teaching quality by the plan-do-check-act model.

Summary of results

The numbers of questionnaires sent were 502, 248, 261, 356 and 369 from 2013 to 2017, and the returned rates were 92.4%, 94.4%, 95.8%, 96.6% and 97.6%, respectively. The scores of questionnaires (maximum: 100) were 89.6, 91.2, 89.8, 89.7 and 89.3 which showed stable high satisfaction rate from the trainees.



	Numbers of questionnaires	Questionnaires returned	Returned rates	Valid questionnaires returned
2013	502	464	92.4%	464
2014	248	234	94.4%	234
2015	261	250	95.8%	248
2016	356	344	96.6%	343
2017	369	360	97.6%	360

Discussion

After reviewing the satisfaction scores and the suggestions every year, the CFD has improved not only the teaching environment and facilities but also the certification teacher preparation programs to maintain the high quality of teaching environment. For example, the CFD bought new teaching manikins and held varies teaching development activities every year.

Conclusions

For keeping the high quality of teaching environment and learning resources, not only holding the survey but also improving the environment and facilities by fitting what the trainees' needs are necessary. The CFD in Taipei city hospital organizes different kinds of teaching development activities based on teachers' needs as well.

Take-home messages

High-quality teaching is vital for student success. The well-designed questionnaires could reflect the trainees' satisfaction rate and needs could the CFD follow plan-do-check-act cycle to improve the quality of clinical education and help health professionals to maintain excellent patient care as well.