

## **Abstract**

Healthcare managers are responsible and accountable to provide quality as well as cost effective services, to their patients and community at large. Objective of this study was to identify the factors affecting the Continuous Quality Improvement programme at the Police Hospital, Colombo, Sri Lanka.

This was a descriptive, cross sectional survey carried out at Police Hospital, Colombo. Various categories of staff working in this hospital were considered as the total population for this research. The staff included doctors, nurses, allied health staff, attendants and Police Constables/Sergeants. Data was obtained using a self- administered questionnaire, which was pre-tested at the Colombo East Base Hospital Mulleriyawa. A total of 250 participants responded within the stipulated time and this study could identify the top management commitment, training, team work, physical resources and performance monitoring system as independent variables which influences the implementation of the Continuous Quality Improvement programme.

The Pearson correlation of 0.731 between top management and the implemented programme denoted positive influence of leadership while, the monitoring system which also showed a strong correlation of 0.646 had a positive effect, in the implementation of this programme. The correlation of teamwork and physical resources were 0.633 and 0.596 respectively while training showed the lowest correlation of 0.501 which, indicated that the hospital staff perceived this concept as less influential. The socio- demographic factors such as age, gender, service years and education level of the staff were observed, as not being statistically significant in influencing the implementation of this programme.

**Index items:** Continuous Quality Improvement, staff, top management commitment, training, physical resources, monitoring system