



# The Utilization of the “Juran Trilogy” in the Practice of Quality Improvement in Radiology

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## OBJECTIVE

- To evaluate the use of the Juran Trilogy in radiology quality improvement.
- We discuss the various phases of the Juran Trilogy that includes quality planning, quality control and quality improvement.
- We demonstrate how this Trilogy can improve quality of care and patient outcomes.

## METHODS/MATERIALS

In his book titled *Critical Evaluations in Business and Management*, Joseph Juran went on a mission to explore the quality crisis in business. Assessment of the Juran Trilogy was performed to extrapolate key aspects of QI including, quality planning, improvement, and control. Since then, this approach has been extrapolated and applied to multiple aspects of company hierarchies and complex systems.

Quality planning focuses on optimizing product features and identifying specific metrics needed to deliver products to the ideal consumer. Quality Improvement centers on developing and optimizing production. In this phase, there is a focus on regular reviews of collected data to identify areas for improvement. Lastly, quality control analyzes processes before expansion. In this project, we apply the Juran Trilogy to the practice of continuous quality improvement in radiology.

## RESULTS

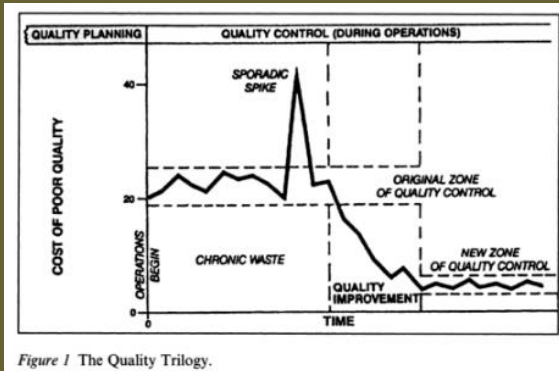


Figure 1 The Quality Trilogy.

Quality improvement in radiology involves improving the effectiveness of diagnostic and therapeutic procedures. This includes optimizing appropriateness of radiology imaging, room and workflow design quality safety and imaging/diagnostic oversight.

Implementation of the Juran Trilogy reinforces a systemic approach for quality management in radiology which ultimately improves patient care and radiologic credibility. Radiology organizations that adopt the Juran Trilogy principles can work toward achieving better patient outcomes, improving the patient experience, and maintaining compliance with regulatory standards.



## CONCLUSION

The Juran Trilogy promotes a systematic and structured approach to quality management, emphasizing the importance of ongoing measurement, analysis, and improvement.

In healthcare and particularly radiology, it is particularly relevant for enhancing patient safety, reducing medical errors, optimizing clinical processes, and delivering high-quality care that exceeds patient expectations.

## REFERENCES

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