

BENEFITS OF IMPLEMENTATION OF ISO 9001 QUALITY SYSTEM IN THE HEALTH SECTOR

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Abstract

Quality Standard ISO 9001 helps and enables organizations, regardless of the sector they exist in, to implement the quality management properly. Recent years have attracted attention to the possibilities of implementing this standard in the health sector and the economic viability of that long-term investment. Healthcare organizations are recognizing the value system that combines all the criteria for managing quality, including management of business, compliance and management of procedural steps and most importantly the total quality management. In general, the implementation of ISO 9001:2008 standard for quality in health care institutions is seen as an opportunity to improve the quality of health care, and the entire process is to be completed by reducing costs and improving services in the sector.

Objectives

The implementation of quality standard is directed towards patients, medical staff and management in order to achieve reduction and complete relief from the pain, correct and professional service, conducted services with an appropriate skilled and professional care to obtain results that are comparable to known standards and protection services with an appropriate insurance policies, and the management expects the implementation of quality system to justify and return their investment.

Materials and methods

The methods used in this paper are based on the quality system ISO 9001:2008 – System quality management and guidance in improving the performances which are made by and based on ISO 9004:2000, System Quality Management - Guidelines for continuous improvement. These guidelines contain big part of the text in ISO 9004:2000, but they are supplemented with specific guidelines for their implementation in the health sector.

Results

The implementation of the system and monitoring guidelines evidently contributes to the overall resolution and closure of problems in over 50% of cases. This results in saving

money for the institution, but it also globally leads to reduced variations in the healing process, thus shortening the time for treatment of a patient an additional savings and improve efficiency.

Conclusion

The expected benefits of the implementation of this system provide a solid basis for obtaining all the necessary facilities, reduce costs by reducing the inappropriate staff at certain departments, the implementation of future accreditation processes is accomplished in a much shorter period of time, improved communication and cooperation between departments. Improved working system, processes and final results inevitably contribute to happy and healthy patients.

Key words: ISO 9001, ISO 9004:2000, guidelines for improving