

Question of quality and safety of patients

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Text: Accreditation is an external evaluation of the medical organization for compliance with approved standards. It is a key mechanism of quality management system that provides assessment and uninterrupted improvement of medical care quality. The quality is reached by factors identification that affects defects emergence in medical care provision technological processes and recommendations elaboration to eliminate the revealed defects.

Control of Quality Management:

Effective management:

1. Continuous provision of the organization with goods and services;
2. Creation of a supportive (non-punitive) environment;
3. Funding of quality processes;
4. Motivation of employees;

Process management:

1. Standardization of operating procedures;
2. Development and approval of the diagnostic and treatment protocols;
3. Monitoring of quality indicators;
4. Monitoring of operating activities KPI;

Risks management:

1. Openness and transparency in reporting of incidents (incident reports);
2. The root cause investigation and analysis of incidents;
3. Projects to improve the processes;
4. Questionnaires and interviews with patients, managerial decision-making;
5. Analysis of complaints;
6. Questionnaires and interviewing of employees;

Management of personnel:

1. Continuous training of personnel;
2. Evaluation of efficiency of the staff at all levels;

Prevention of risks:

1. Commission checks;
2. Prevention efforts of possible hidden risks.