

C14 Application of ISO 9001:2000 Standards in a Hospital Setting

Leader/s: Seval Akgun, Guillermo Herrera

Objective and Rationale: The ISO 9000 series has become the standard for Quality Management System (QMS) worldwide. The series provides an excellent framework for managing work processes regardless of the type of organization involved. Baskent University Hospital Network decided to build a QMS by adapting and implementing ISO 9000. This has been translated into a strong foundation for positive change in the organization. In this workshop we would like to share our experiences while setting up ISO 9000/ 2000 standards.

Following these workshop participants will be able to:

1. Evaluate an approach to define, implement, and maintain a quality process that will involve every component of ISO 9001;2000 Quality Management System, interpret ISO clauses in a health care setting.
2. Experience how a quality system and a quality culture can be implemented through ISO 9001; 2000 approach that motivates and encourages employees of the entire organization.
3. Learn to decide vital processes in a health care setting, learn process map definition, identification of key or critical processes, processes systematic management; stabilization and improvement.

Outline for Workshop Content

Welcome by Dr. Akgun and Dr. Herrera– Introduction: brief background, experiences, and session goals. Analysis of market forces and presentation of the internal and external environment leading BUN to the implementation of ISO 9001/ 2000. We will discuss how Turkish health care market is changing, where it is going in the future, and how BUN fits in this market. Within this framework, BUN looked into its internal and external environment and made key decisions on how to position the network as a major health care provider. The backbone of the strategy selected is ISO 9001/ 2000.

Following this introduction, a framework for discussion (main points) will be provided and attendants will be asked to think about their own markets and contribute elements that could influence the health care industry into implementing QMS. To do so, attendants will be asked to form groups and use the framework provided for their deliberations.

Introduction to the eight components of ISO 9000:2000, and discussion of their implementation using BUN as context. The components are customer focus, leadership, involvement of people, process approach, systems approach to management, continual improvement, factual approach to decision-making and mutually beneficial supplier relationships. We will focus the discussion on 4 main elements: customer focus, leadership, involvement of people, and systems approach to management. Attendants will be provided the framework for discussion, divided into groups, and ask to tackle individual components followed by group presentations of recommendation on how to implement ISO 9001/ 2000 in their own system.

Leadership: Dr. Seval Akgün of Ankara, Turkey – an expert in health care quality who has achieved remarkable success – is the Director of the Health Care Quality Department at BUN. She has published extensively in the field of Quality Improvement and has been instrumental in the implementation of Quality improvement practices at BUN. Dr. Guillermo Herrera is a guest researcher at BUN. He is a Medical Epidemiologist with training in epidemiology and management at the Centers for Disease Control and Prevention in the US. He has devoted extensive time to Health Services Research and Quality Improvement practices. At BUN he is working on new strategies for Q_ at priority units within BUN.