

Martuniuk O.A.

Candidate of Economic Sciences, Associate Professor,
Senior Lecturer at Department of Management
International Humanitarian University

Kurdybanska N.F.

Lecturer at Department of Management
International Humanitarian University

INTRODUCTION OF QUALITY MANAGEMENT SYSTEMS IN HEALTH CARE FACILITIES

In article the methodology for establishment of an effective quality management system of medical institution as one of the most important criteria of efficiency and quality of the medical establishment is considered. In modern conditions of construction of a new health care system in Ukraine, along with the introduction of state guidelines and standards, a priority direction to improve the quality of care is defined by the introduction of modern scientifically based medical standards.

Medical institutions that operate in the present conditions in the Ukrainian market, should actively promote standards of quality and management standards as the main tool to enhance competitiveness. In the medical field there are many standards. First, medical conditions, standards of safety interventions implemented through accreditation of health facilities. Second, the training of medical personnel by introducing of standardized certification of licensing and medical practice. Thirdly, the medical technology sector by creating standardized database of medical standards. However, restructuring management techniques and the implementation of ISO 9000 in the field of medical technology management only gets momentum.

The author examines how medical industry should be developed as to the new legal framework, representing the ISO 9000 standards, harmonized, and how it should correlate with the current Ukrainian legislation.

The author draws attention to the main directions and stages of implementation of the standard ISO 9001: 2009, offering specific proposals for the action plan.

Development of implementation strategy of requirements of ISO 9001: 2009 should be carried out with the direct participation of the head of medical institution. The success of implementation should be considered as personal success of head of the medical establishment. For each medical institution, this strategy will be an individual, but a standard set of actions on organization work for developing a quality management system, and consists of the following stages: appointment of officials responsible for the organization of work; providing executors with standards and other relevant documents; attracting of external consultants (if necessary); diagnosis of the existing quality system; training of performers; conducting of explanatory work with personnel and their training; allocation of resources needed to fulfil a work in a set time.

Quality management system provides significant benefits to both the organization of large hospitals and small medical centers. These benefits primarily relate to quality control and efficient coordination of activities but the main advantage is the significant improvement of the quality of care without significantly increasing in its cost.