

The Launching of Quality Management System In the Health Care of the Slovak Republic

m.prof. MUDr. Milan Dragula, PhD.

- prezident Slovenskej lekárskej komory;
- prednosta Kliniky detskej chirurgie MFN;
- člen Výboru pre akreditáciu v zdravotníctve pri SNAS

Ing. Dušan Komiš

- manažér kvality, auditor kvality,
- tajomník Výboru pre akreditáciu v zdravotníctve pri SNAS

MUDr. Martin Olej

- Predseda Výboru pre akreditáciu v zdravotníctve pri SNAS
- výbor pre kvalitu SLK

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- Some facts about Slovakia
- Health Care System and QMS
- The role of Slovak Medical Chamber
- SNAS
- Problems

Slovakia

Source: M.E.S.A. 10

Population: 5,4 million people

Living Standard: 51% of EU average

EUR 1 = SKK 38



Slovakia

Source: M.E.S.A. 10

<i>Economic indicator</i>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>
GDP growth	4,4	4,2	4,3	4,7
Unemployment rate	18,5	17,4	16,5	15,9
Inflation (CPI)	3,3	8,5	6,5	4,8

Health Care System

Finding the right balance

Financially viable health system

Access to health care

Health Care System

Health insurance company	Oversight Authority Oversight of health insurance Oversight of healthcare services	Providers
Regional self-government, Ministry Permit	Chambers Licence QMS	Emergency service

Quality Management System

Health care = collection of operations executed by health care professionals to reach the objective

- *to prolong a life of the physical individuals,*
- *improve a quality of their lives*
- *guarantee a healthful development for the next generations.*

Quality Management System

- is the most reliable way, how to provide the quality of the health care.
- conformity with requirements of international standards ISO 9000:2000, to all the activities relating to the quality of output (s) from the QMS.

International standards of the QMS

- Slovak technical standard ISO 9000:2000
QMS – Fundamentals and Dictionary
- Slovak technical standard EN ISO 9001:2000
QMS Requirements
- Slovak technical standard EN ISO 9004:2000
QMS - Guide for improving efficiency
- Slovak technical standard ISO 10011-1, 2, 3
- EN ISO 19011

Quality Management System

- The quality systems was identified correctly,
-in this way that they should comprise all the activities of health care institutions that have influence, directly or indirectly, to the health care quality and its records.

But in conformity with this:

- was not explained even basic quality system requirements

(QMS by ISO 9000:2000 as a ground for the realization of effective changes and also eventual next extension sources (EFQM / CAF , TQM , accreditation hospital manuals, EBM, ...)

But in conformity with this:

- -was not made the transformation by health care outputs valuation and
-also the connection between health care financing and economic development in the Slovak Republic (with the production of GDP/1 inhabitant)

But in conformity with this:

- there are not created health care quality indicators

Quality Management System

- QMS obligatory for every health care providers / 1.4.2007/

■ Pressure by the Act

(§ 9), the Act No. 578/2004 and the Act No. 538/2005

Quality Management System

- duty to approve the quality launching projects for all the health care providers

(members and non-members of the SMCH)

Quality Management System

- Strategy decision of health care providers

-ISO, ISQA, JCI, ...

- -The role of Slovak Medical Chamber

The role of Slovak Medical Chamber

Main tasks of the SMCh- focus on

- professional standard,
- ethics,
- morality
- quality of health care

The role of Slovak Medical Chamber

- This responsibility was imposed to the Slovak Medical Chamber by the Act No. 538/2005, Article IV, Chapter 7, Statutes Book – “the launching of QS”.

The role of Slovak Medical Chamber

- We can eliminate *{by the methodical letter}* the fact, that the requirements have determined, according to the Act, **unclearly** and some of them was stated **incorrectly**

The role of Slovak Medical Chamber

- The Slovak Medical Chamber has initiated the institution of the Committee for accreditation in the health care by the Slovak national accreditation service (SNAS)

Quality Management System SNAS

- Slovak national accreditation service is the only one representative in international accreditation structures for:

- trial laboratories,
- certification authority for the QMS.

Quality Management System SNAS

Working groups in the Committee for accreditation in the health care:

- accreditation of medicine laboratories
- accreditation of referency laboratory
- accreditation of the certificate bodies for the QMS:
 - health care providers
 - health insurances companies
 - pharmacies , etc....

Quality Management System SNAS

The structure of these working groups is compatible with the structure of the Committee for Accreditation in the health care in conformity with EA Working Group in the Health Care Sector.

Quality Management System SNAS

- All the activities are coordinated with international activities of ILAC and also with ISO TC 212 (the quality), and we also contribute to the progress of ISO/CEN standards in the sector of medicine and reference laboratories and in the sphere of QMS of the health care services.

Quality Management System

- System of accreditation and certification in health care system.



Quality Management System

- System of certification in health care system
 - 1-phase-education
/education, consultant firm, e-learning /
 - 2-phase-certification
/ certifying body, accredited by SNAS
EAC 38,...../
 - 3-phase-recertification

Quality Management System PROBLEMS

- Dissatisfaction with the ongoing certifications by the main providers
- Debate of independence and reliability of certification and accreditation process

Quality Management System PROBLEMS

- health environment of our country is incompatible, not only to requirements of these international standards, but also to:
determined definition of the health care

Quality Management System PROBLEMS

- health status of the Slovak people is worsened nowadays

Quality Management System PROBLEMS

- Decision on standards to be used in Health Care System in Slovakia
- ISO 9000 or what ?

Quality Management System PROBLEMS

- Sectorial specific requirements for institutions certifying health care providers
- Selection of assessors for accreditation processes

Quality Management System PROBLEMS

- Indicators
- Motivation of providers
/ Quality is not reflected in the reimbursement, yet/

Quality Management System PROBLEMS

- health workers have found themselves on the very end in average salaries sphere after the agriculture (while before the reform they were prior to it)

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- Thank you for your attention.