

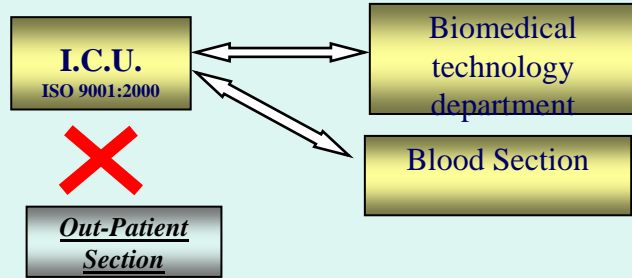
# "A certified department work as leader to encouraging quality management system in a hospital organisation"

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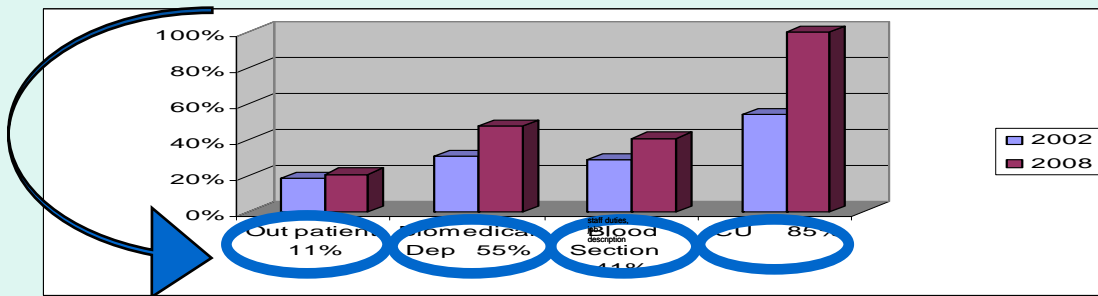
## Purpose:

To highlight the impact being made by a certified with the Quality System department to other parts of an organization providing health services with the aim of creating an operational framework that will allow the organization to improve quality of service, development and certification the cooperating departments.

Part of the communication graph between ICU and the other department



- The results of the diagnostic inspection for the parts involved in two periods and change brought about by the certification of ICU



Observe consumables , set minimum stock

There is a scheduled staff training:

staff duties, job description

There is a direct view of orders, receipts, loose; special forms, notes, electronic archive

### CRITICAL SUCCESS FACTORS

- Commitment of Senior Management
- Setting measurable goals
- Regular monitoring of progress
- Measurement results

### CRITICAL FAILURE FACTORS

- Complexity of the hospital as an organization
- Many and varied skills of workers
- Entrenched practices
- Reaction and difficulty in adjusting to changes in employee
- The Quality System is treated as a control mechanism
- Possible increase bureaucracy

## Conclusions:

The monitoring and improving quality, effectively achieved into the subsystems of an organization-hospital, cause it developed a sense of active participation of all employees. In a constantly evolving quality system, we find that daily communication and cooperation between "neighborhood" or satellite departments of an certified section, have an increased momentum towards their certification.