



PRIMENA QMS-A PREMA STANDARDU SRPS ISO 9001:2008 U PROCESIMA DOMA ZDRAVLJA

APPLYING QMS TO THE STANDARD OF SRPS ISO 9001:2008 IN THE HEALTH CENTER PROCESSES

Biljana Milojević, dipl. ecc., student master studija, Fakultet inženjerskih nauka Kragujevac,
mail: biljana_mil@hotmail.com

Rezime: Zadovoljstvo korisnika (pacijenata) predstavlja jedan od ključnih faktora postizanja uspešnosti poslovanja Doma Zdravlja i bitan element akreditacije po normativima Ministarstva zdravlja. Serija standarda ISO 9000 naglašava primenu procesnog pristupa i usmerenost ka korisniku (pacijentu), a posebno merenje i praćenje zadovoljstva pacijenata. Postizanje zadovoljstva pacijenata se nalazi u neraskidivoj vezi sa ostvarivanjem ciljeva sistema menadžmenta kvalitetom (QMS) i indikatora kvaliteta procesa. Unapređenje kvaliteta i zadovoljstvo korisnika vezano je za procese pružanja zdravstvenih usluga. Ovaj rad prikazuje značajne aspekte QMS-a u radu DZ-a (Doma Zdravlja). Date su preporuke za zadovoljenje zahteva standarda ISO 9001, primenu procesnog pristupa i izbor ciljeva kvaliteta. Na kraju naveden je primer merenja zadovoljstva pacijenata.

Ključne reči: QMS, zadovoljstvo pacijenata, procesni pristup

Summary: The contentment of users (patients) presents one of the key factors of achieving the successfulness of Health center's business, and presents an essential element of accreditation by regulations of Ministry of Health. The series of ISO 9000 standards highlight the use of process approach and orientation to a user (patient), especially the measuring and observation of the patients' contentment. The achievement of contentment lies in the unbreakable relation between the fulfillment of goals of quality management system (QMS) and quality process indicators. The promotion of the quality and the contentment of users are linked to the processes of health services. This work shows the significant aspects of the QMS in the management of HC (Health center). The suggestions for satisfying the ISO 9001 standard requirements, applying of process approach and the choice of quality goals are submitted. At the end, the example of the patients' contentment measuring is stated.

Key words: QMS, patient satisfaction, process approach