

The Perspective of EN 15224:2012 ‘Healthcare services – Quality Management Systems – Requirements based on ISO EN 9001:2008’ Implementation to Intensive Care Units of Greek hospitals

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Aim: The perspective of EN 15224:2012 “Healthcare services – Quality Management Systems – Requirements based on EN ISO 9001:2008) implementation to Intensive Care Units of Greek public hospitals and ultimate aim the gathering of clues offered for the assessment of the National Healthcare System.

Method: A two-part questionnaire was developed and electronically distributed to the ICU directors. The first part was about the ICU working conditions and daily practice of the healthcare professionals while the second part was asking about quality indicators concerning safety issues, efficiency and efficacy of delivered services. The first-part questions correspond to one or more of 11 quality characteristics described in the standard. Data were analyzed with descriptive and inferential statistics including chi-square test and alternatives, and the non-parametric methods Mann-Whitney test and Kruskal-Wallis respectively.

Results: The mean of ICU performance (meeting the quality characteristics of the standard) is 64,3%. The delivered service quality depends on the ICU location. ICUs in big cities perform better. Low occupancy (<95,5%) and a number of more than 2,5 nurses per bed per day conclude high effectiveness and more appropriate and correct care.

Conclusions: This study supplies with optimistic results the perspective of EN15224:2012 implementation and the assessment of healthcare services in public ICUs in Greece. At the same time, some failures of the National Health System, such as lack of support to the regional hospitals and lack of staff, pop up. Clinical risk management is a priority of high importance and requires keeping records of clinical events. Employing the appropriate performance indicators, healthcare services will become countable and controllable, aiming their improvement always focused on patient.