

Involving Employees in the Improvement Process – A Key Factor Ensuring Continuous Quality Growth in the Organization

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The expansion of scientific discoveries in the field of medicine and parallel sciences over the past 30 years has had a key impact on shaping individual approaches to the provision of healthcare services. Due to new knowledge and the creation of new opportunities, healthcare organizations have been forced to establish a sustainable system for developing, maintaining, upgrading and monitoring the execution of the core activities related to the implementation of the healthcare organizations' specific strategy and vision. With the emergence, establishment and implementation of a process approach to everyday work, there has been a parallel need to ensure, implement and evaluate the continuity of ongoing improvement in medical care quality. Continuous improvement of medical care is determined by the strategic orientation of the individual healthcare organization, activities focused on the end-user of health services (the patient), observation, identification of opportunities for change, evaluation and optimization of the existing process, the use of accurate data obtained from several dedicated analyses, and organizational learning, as well as by involving all employees in identifying causal links and solutions. With their general and specific knowledge, as well as their understanding of the process, employees are the greatest capital of the organization. In the process of improving the quality of medical care and holistic patient care at Jesenice General Hospital, employees have, through the method of making proposals, been encouraged to actively identify causal links in the field of patient safety and to find solutions in this regard.