

Integration and control of implemented quality measures, risks and objectives

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Summary

Hospital Topolšica has had a quality management system (QMS) implemented since 2014. The quality management system was introduced gradually and since setting up, the system has been constantly improved. In our opinion, one of the major challenges of good QMS is to effectively and efficiently manage the identified non-conformities, employees' suggestions for improvement, consistently recorded recommendations of external and internal audits, technical checks and inspections, patient complaints, actions specified by internal committees, measures from management reviews etc. We see the solution in the integrated system of recording!

Monitoring and control of adopted measures are the responsibility of Quality representative (PVK) with a basic Excell program installed, while in contrast, it is not his responsibility to resolve them! PVK is in charge of organizing the elimination of (potential) non-compliance or the implementation of suggestions in a way that involves persons responsible for specific areas, who also convey the proposed measures and deadlines for realization. Recording and communication are carried out in electronic form. Therefore, the integrated recording system allows a more efficient and effective management of (potential) non-compliances and suggestions and provides to the management an accurate view and control the entire scope of the measures adopted in the hospital. In the last year the implementation of measures has improved significantly causing also increased performance of adopted measures.