

Role of quality in healthcare service provision process

Olkiewicz M.¹, Bober B.²

1. Department of Management Faculty of Economic Sciences, Koszalin University of Technology, Koszalin, Poland
2. School of Management and Banking in Poznan, Poznan, Poland

ABSTRACT

Introduction: The role of quality in achieving, improving, maintaining repeatable processes, service level guarantee patient satisfaction, determinants of hospitals.

Objective: Identification of the mechanisms consistent quality in the provision of services in the public hospitals.

Materials and methods: The study was conducted on a random sample of 104 public hospitals in the provinces of A, B, C. Author's questionnaire was distributed among 8975 participants of the medical staff. An analysis of the operating environment and documents, query literature. Was conducted individual in-depth interview with 540 medical experts from January 2007 to December 2011.

Results: Diagnosed public hospitals network problems in the implementation phase of quality management system for medical services: interpretation of the requirements of the standards, development of implementation documentation,

knowledge of procedures, standards. The work confirmed the theory that managers/Medical is responsible for the good/bad its functioning.

Conclusions: Building on the paradigms of science organization and management expanded the scope of the study on the analysis of the factors determining the quality management of medical services based on a family of ISO standards. Factors focused on human capital and structural describing the quality of intellectual capital, supplemented by a layer of organizational and functional entities. This made it possible to get an answer in terms of phenomena, which in the area of quality in the network of public hospitals can be observed. And suggests practical solutions. Indicated tools and capabilities to implement the principles of quality in shaping the satisfaction of stakeholders.

Key words: quality management system, patient, hospital staff, health care
