

Quality Control System as a Key Factor for the Efficiency in Health Care

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Abstract

According to Donabedian „the quality is the property of healthcare”. Why is the quality needed in healthcare? On the basis of this we created a multidisciplinary Healthcare Centre. Besides of the professional background it has increased the efficiency of the complex healthcare programme. This was needed because of the health status of the employees. The morbidity figures in cardiovascular diseases, musculoskeletal, digestive diseases, nervous system diseases, metabolic and tumor diseases were high. This programme is based on three pillars: health care, education and health promotion. Covering the three fields: basic and special service, speciality guidance, education in 1999-2000 the Quality management system MSZ EN ISO 9001:2001 was introduced. This provides new perspectives for controlling the work activity objectively and changes the way the problems are handled. It follows the main professional flow and fulfils the requirements of our activity. This way besides multidisciplinary professional work it increases the efficiency of our activity. It has resulted in the fact that the morbidity percents significantly decreased. The clients' health condition has improved. In 2013 in Brussels this programme was awarded as a Successful Model of Best Practice in Promoting Healthy Work for People with Chronic Illness. In 2014 ANACT France adapted the Hungarian Best Practice Model. Starting from the Hindu proverb „It is easy to be better than others, it is more difficult to be better than ourselves” the errors are valuable and their correction is the key for future success. These aim the complexity of the whole system. It is a continuous duty.