

# Recent developments in the Quality Management System at Albert Szent-Györgyi Clinical Center: IIASA-Shiba Award 2014

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## Abstract

Integration and changing environment are the key factors determining the operation of the Albert Szent-Györgyi Health Center. The Health Center as part of an educational institution must ensure a high standard of care in addition to the requirements of a permanent change in health. The Health Center consists of 38 organizational units. In this large and complex organization we had to determine long-term development trends on the basis of common principles.

The operation of the integrated management system based on ISO 9001 and MEES (Hungarian Healthcare Standards) standards enhanced according to the requirements of ISO 27001 standard.

The evaluation of the development strategies formulated in 2006 and the 8 years experience can serve not only as a basis for determining the tasks for the next period, but also as a lesson for all health suppliers of the country.

According to the applied method, after the development of a strategic target map, priorities have been determined. These priorities combined with the BSC aspects set up a priority matrix, with the strategic targets in the fields to give a visual support for determination of a balanced target-system.

Quantitative indicators assigned to each defined target support the control of the implementation.

It is unique in the Hungarian Health System to apply this method, which uses the EFQM excellence model and the BSC model for the practical implementation in an integrated organisation with appr. 4000 employees and 1810 clinical beds.

The quality indicator system integrated into the quality assessment system of the university has become an important element of this system. It allows for the management of University of Szeged and Szent-Györgyi Albert Health Center to monitor the implementation of the strategy.