

## ACCREDITATION AND ISO 9001 NORM AS SYSTEMS OF MEDICAL SERVICES QUALITY ASSURANCE IN POLAND

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### ABSTRACT

*Health care in Poland is a branch of the national economy. Quality of health care is not only a factor of market success, but also a determining factor which pertains to the type of culture present in the organization. The meaning of accreditation and ISO 9001 in the context of provided services was showed in the article.*

**Keywords:** accreditation, ISO 9001, health care

### 1. INTRODUCTION

Quality understood as something, which it is possible to adjust (1), entered in the sector of the health care too within a few last years. The change of the act on centers of health care, the reform of health insurance (2), and facilities, the use of tools such as ISO standards entering the Polish market, the cost of quality care, and accreditation applications (3, 4) forced this situation. The process of the health care centers in Poland transformation from the budgetary units to the independent public centers was the caused factors to introduce market mechanisms. At the same time functioning in the market system requires the orientation for the client/patient, the improvement in the services quality as well as putting into practice quality management systems in order adapting them to needs and the client/patient's stand-bies. The outside methods of the assurance system or quality management these are the accreditation and ISO standards. The hospital accreditation program became the first step to the quality according to domestic quality standards. It has become insufficient with the time and it was began to reach for the tool adjusting general functioning of the center, and considered in the international arena, which are ISO standards (5). Evolution of the quality in the health care concept, as well as the entrance Poland to the European Union forestalling the increase number of health care centers oneself for quality certificates (the accreditation, ISO 9001).

## 2. MEANING THE ACCREDITATION IN THE HEALTH CARE

The accreditation is the known and checked method of the quality assurance. Relying on carrying the review centre of the health care out basis of determined accreditation standards and occurring on this basis assigning the status of accreditation unit (6).

An accreditation is the estimation of the quality level of the provided services by hospitals on the basis to definite standards (6). Partially, before everything accreditation perform the role of internal effects stimulate on the thing make more effective or improving the functioning centre of the health care (7). The accreditation procedure was presented in the figure 1.

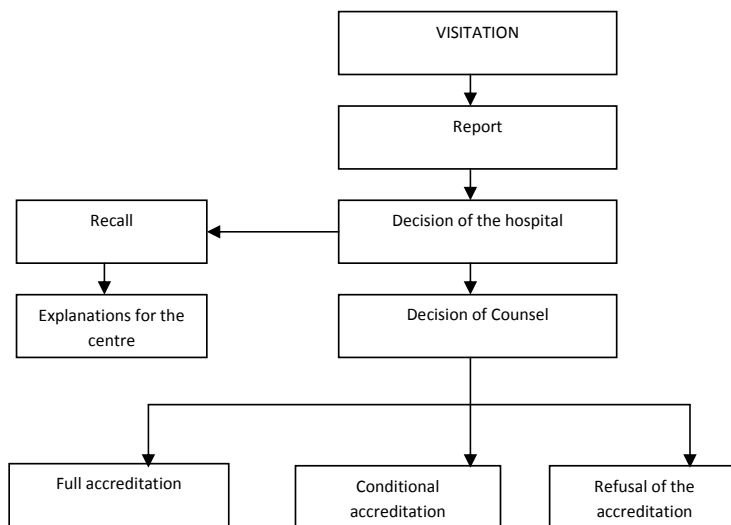


Figure 1. Accreditation procedure.

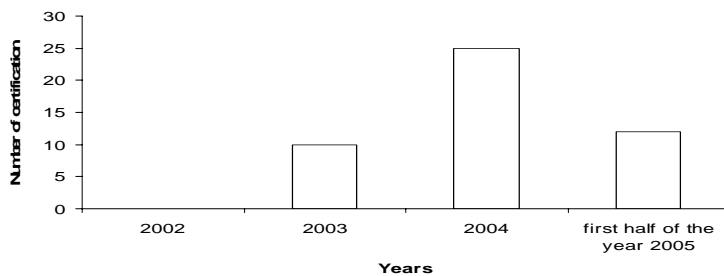
Source: Own study basis on: Opolski K., Dykowska G., Możdżonek M. Zarządzanie przez jakość w usługach zdrowotnych, CeDeWu, Warszawa 2003, s. 75.

Essence the process of the accreditation is boiling down to reaching the suitable level compatibility of the hospital practice with standards known earlier. He consists of three phases:

1. *Preparatory* - is relying on acquainting oneself with the set of standards and principles the realization of the process which were published by the accreditation centre.
2. *Visits* - the centre is determining the term of the accreditation visit in consultation with the management of the hospital.
3. *Accreditation decision* - is falling for to two months from the visit, making the final report companions it. The Accreditation Piece of Advice is taking up one of three types of the accreditation decisions:
  - *granting the accreditation* (full accreditation), when fulfilling standards by the level is equal or higher than 75%.
  - *granting the conditional accreditation* (conditional accreditation), when the level is fitting into fulfilling of standards in the interval 70-74%,
  - *refusal the accreditation*, is occurring when the level of fulfilling requirements of standards is lower than 70% which means that the centre obtains insufficient conformity in fulfilling standards in the determined area of the activity (e.g.: general management), is being granted for the one period.

### 3. ISO 9001 CHARACTERISTIC

An interest with putting into practice quality management systems and their certifying for compatibility with ISO 9000 standards is increasing. In spite of many difficulties performing by putting these systems into practice, the bigger number of the health care centers is opting for them, because the became oneself bargaining chip posing at the same time broader opening for surrounding (6). The accreditation hospitals program became the first step to the quality improvement according to domestic quality standards. The ISO shortening edit through International Organization for Standardization that is the extra governmental organization appointed in 1974 with the office in Geneva. The ISO purpose is to support the every kinds and size of an organization in putting into practice and effective working of quality management systems (8). The ISO 9001 standard is divided into 4 main processes: the management's responsibility (the policy and quality purposes, the organization, the system and the control), the resources management (workers' qualifications, trainings, the work environment, the information control), the process management (processes tied with the client/patient, designing, development work, purchases, productive activity and service, supervising measuring and control devices), measurements, the analysis and the improvement (the system and satisfying the client/patient measurement, the audit, processes control, supervising incompatibility, the data analysis in order improving) (9). In the figure 2 was showed a number of certification according to ISO 9001:2005 standards executed by DEKRA in Poland in the health care. DEKRA Intertek Certification is numbered among excelling units certifying on the international market. It can be seen on the basis of the figure that an interest in certification according to the ISO 9001:2005 is increasing.



*Figure 2. Number of certification executed according to ISO 9001:2000 standards in Poland through DEKRA in the health care.*

Source: Own study

### 4. RESULTS OF EXAMINATIONS AND THEIR ANALYSIS

The research object there are 65 hospitals possess quality certification: accreditation, ISO 9001, GMP, HACCP, and not possess quality certification. Hospitals are located in Poland area, possess various level of the reference, providing various types of medical services. To the quality of medical services estimation was used Servqual method (fig. 3). Servqual is one of methods allow for the define patients' and workers stand-bies of stationary health care. Method of quality service examination is treating quality as the dissimilarity between clients'/patients stand-bies, and their actual experiences during the process of the service provision. Servqual method is able to be extensively applied to these areas, where the client's/patient contact is very frequent with the provider (e.g.: medical services, tourist

services and library).<sup>1,2</sup> Servqual is enabling the identification of spheres the activity of institutions which require the improvement or total reorganization versatile. Examinations referring to the quality estimation of the stationary medical treatment were resisting on following models (10):

$$S = P - O \quad (1)$$

where: S - Servqual result,  
P - perceiving the service by clients,  
O – expectation clients with respect to the service.

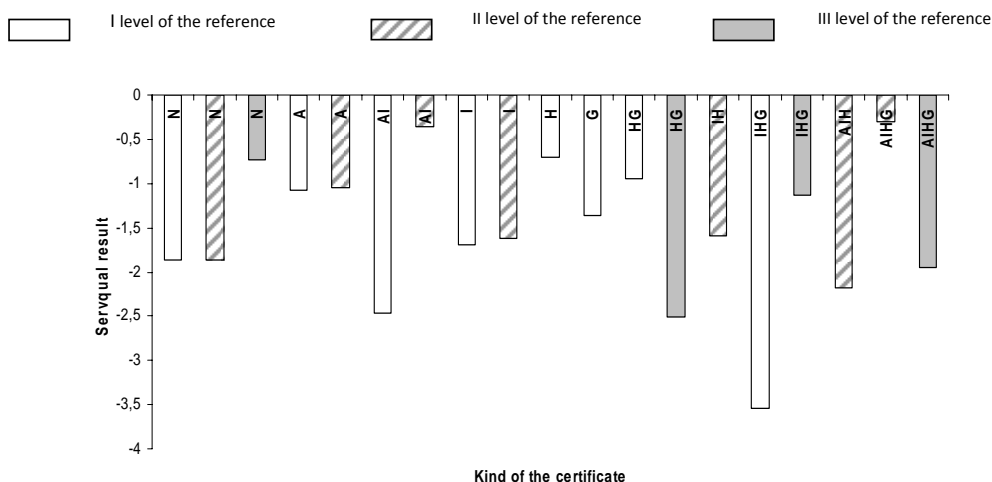


Figure 3. Level of the services quality offered by tested hospitals with the division into quality certificates and levels of the reference in S=P-O patient's estimation.

Source: Own study

where: A – accreditation certificate, I – ISO certificate, H – HACCP, G – GMP, N – hospital don't possess certificate.

It can be seen from the figure that the client/patient is estimating highest the hospital with the I level of the reference, possessing 3 certificates that are: ISO, HACCP (Hazard Analysis and Critical Control Points) and GMP (Good manufacturing practice). The client/patient is estimating somewhat more lowly the hospital with the III level of the reference, possessing HACCP and GMP certificates, and the hospital with the I level of the reference, possessing the accreditation and ISO. Clients'/patients' estimated most lowly hospitals with the II level of the reference, possessing the accreditation and ISO certificate.

## 5. SUMMARY

The analysis of obtained data showed, that attempt of the health care quality assurance are made in two-way by fulfilling requirements of ISO standards confirmed with the certificate or through the accreditation procedure in harmony with requirements of the accreditation unit The Centre of Quality Monitoring in the Health Care. The quality management system can introduce each organization that possess the client/patient and act to his thing. The condition of rational application ISO standards, particularly in service units, is interpreting and perceiving

<sup>1</sup> Rudawska E., Kiecko R.: Servqual – metoda badania jakości usług i jej praktyczne zastosowanie, Marketing i Rynek, 5/2000, s.24.

<sup>2</sup> Rudawska E., Kiecko R.: Servqual...,s.24.

each requirements through the specificity working of these units, rather than affecting strength by adjusting organization to requirements the standard what was generating excessive, unnecessary for effective action, quantity of documents.

It was stated, that the organization undertaking the decision about introduce the system is able to set various purposes to the achievement for oneself. There are in the majority purposes tied with the improvement in efficiency of action and with obtaining the better position in the market. However looking from the point of the client's/patient's view an assurance should be this purpose in the system of the business management of delivering conditions minimizing the probability to the client/patient of the services inconsistent with his requirements, needs and stand-bies.

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