Quality Management in Health Care
Applying ISO Certification in Libyan Medical Clinics

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Introduction

- Quality = Meeting and exceeding the customers requirements, expectations and preferences.
- Who are the customers of Health Care?
- What are their requirements and expectations?
- The main customers are the Patients
- The main requirement is the quality with its dimensions

Research Problem/Issue

Providing medical services with mistakes

Research Questions

Can the Libyan Medical Clinics Apply for ISO Standards Certification?
What are the applicable Standards to HealthCare Management?
What are the Stages of Certification?
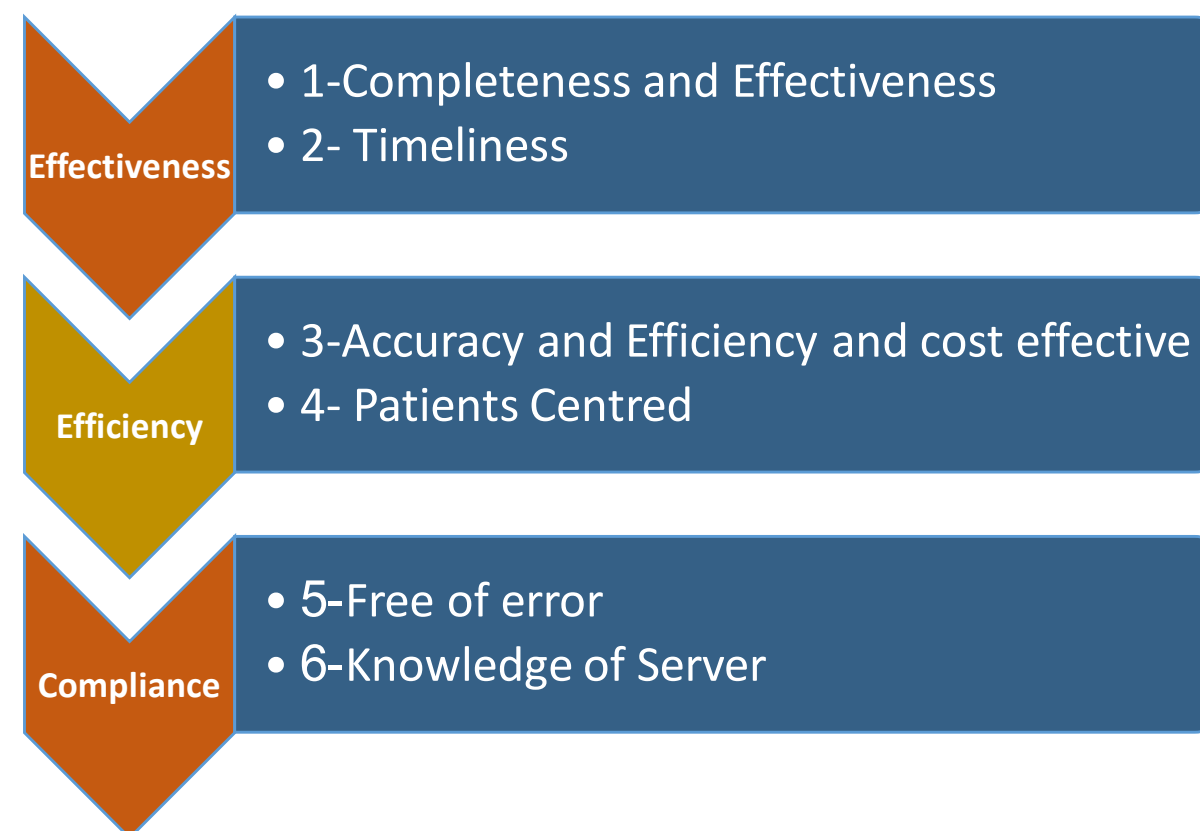
Research Contribution/Value

Explaining the road map for the local clinics to improve their quality services by implanting ISO requirements

Literature Reviewed / Theoretical Part of the Research

ISO 9000:2015: Vocabulary
ISO 9001:2015 Standard: QMS Requirements

Methodology and Data Collection

Research Sample: Ibnsina Polyclinic Benghazi; Quality Department
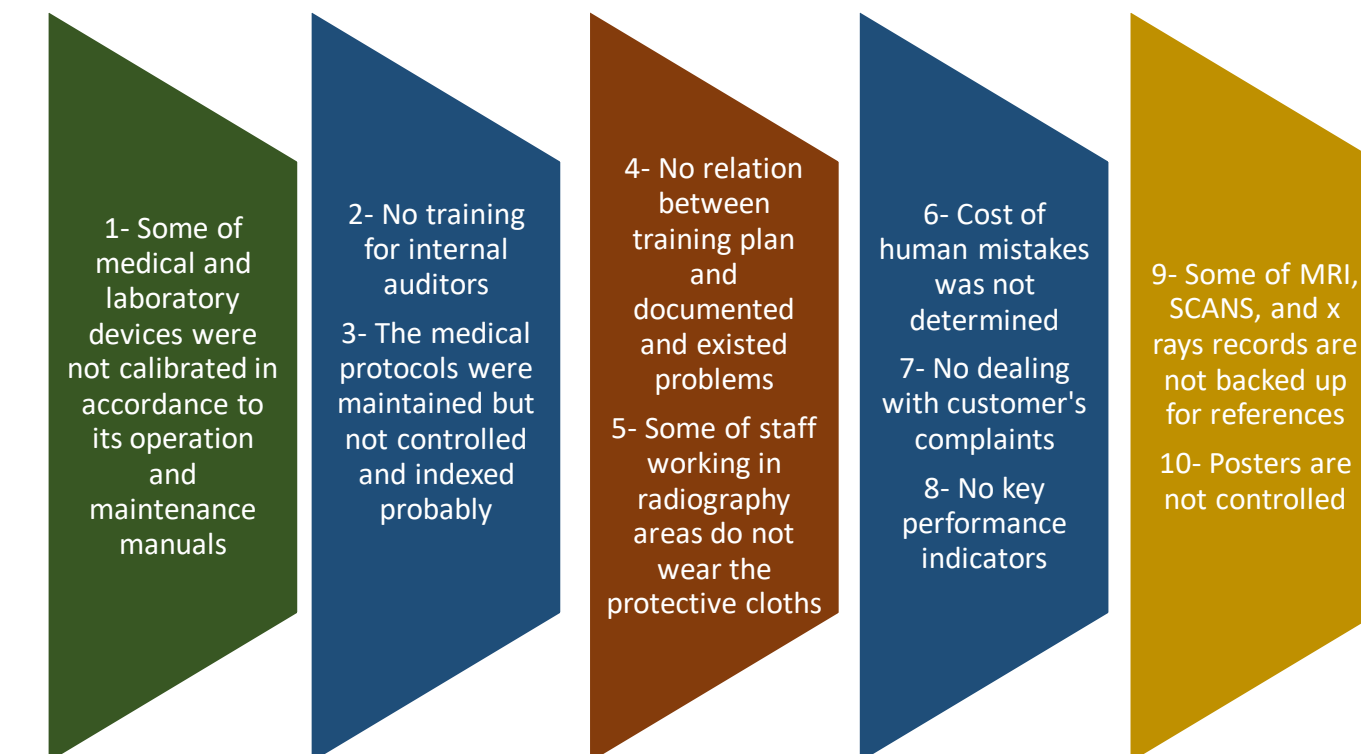Research Type: Case Study (Interviewing and Documentation Review)

Effectiveness
- 1-Completeness and Effectiveness
- 2- Timeliness

Efficiency
- 3-Accuracy and Efficiency and cost effective
- 4- Patients Centred

Compliance
- 5-Free of error
- 6-Knowledge of Server

Results and Discussion

Stages of ISO Certification at Ibnsina Polyclinic Benghazi

1- Gap Analysis and Pre-audit by accredited certification body
2- Determination of 34 Non Conformance Reports (NCRs)
3- Determining the causes of these non conformities. Most of
4- Developing of 30 Procedures and Instructions to ensure implementing ISO requirements in medical services.
5- Closing out of the 34 NCRs
6- Implementing of internal audits and management review)
7- Auditing by CB
8- Issue the certificates
9- Follow Up to maintain certification

Conclusion

Samples of NCRs

1- Some of medical and laboratory devices were not calibrated in accordance to its operation and maintenance manuals

2- No training for internal auditors
3- The medical protocols were maintained but not controlled and indexed probably

4- No relation between training plan and documented and existed problems
5- Some of staff working in radiography areas do not wear the protective cloths

6- Cost of human mistakes was not determined
7- No dealing with customer's complaints
8- No key performance indicators

9- Some of MRI, SCANS, and x rays records are not backed up for references
10- Posters are not controlled

The above NCRs were closed by the following stages:

Conclusion: Corrective actions and Problem solving

1- identify the root cause of the problems (Human, System, or Physical)
2- Correcting the problem
3- Correcting the cause of the problem and preventing the problems from happening again (Corrective Action)
4- ISO Certification
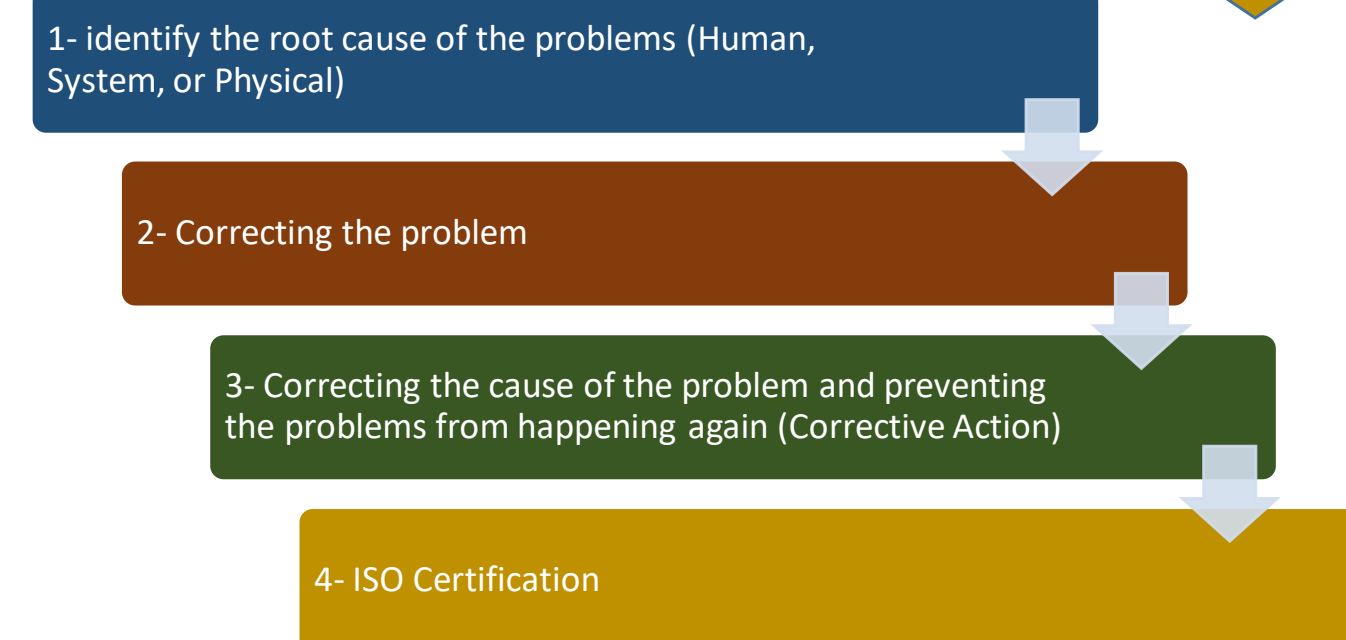
References

ISO 9000:2015: Vocabulary
ISO 9001:2015 Standard: QMS Requirements
Audit Report of Ibnsina Polyclinic Benghazi; Quality Department