



# IMPACT OF THE CERTIFICATION ON HOSPITAL EFFECTIVENESS

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- n Effectiveness (efficiency) – an output-to-input ratio
- n Such a utilization of economic resources that brings a maximum level of satisfaction achievable under given inputs and technology
- n Service quantity and quality, and quantity of work exerted thereon
- n Ratio of investment yields and costs

- n A hospital works effectively when all of its resources are fully used at the highest possible economic efficiency
- n Productivity is closely related with the quality, including the fitness of a service (product for use) for the characteristics required by the consumer



## Quality management system complying with the ISO quality standards should:

- n improve the quality of all processes in the hospital
- n improve the quality of services under reduction of costs for low-quality services
- n satisfy the expectations of customers – patients and health insurance companies

## Why is the ISO system important

It is system-oriented, which represents quite an irreplaceable approach to quality building when the employees' motivation is not enough unless it is supported by institutionally correct methodologies, procedures and properly established structures and standards.

- n Any institution cannot hope to survive, not to mention success unless it meets the standards laid down by given industry leaders no matter where they are located in the world
- n Neither company nor whole country economic development can be based on cheap labour force; the employees have to reach the productivity of leading institutions.



Reality and, in particular, responsibility towards the patients should make all health service managers try to find solutions, i.e. strategy that will enable sustainable development of health care and its quality under a limited increase in costs. One of the possibilities rests in the intensification of activities. Intensification can be defined as a process of increasing the intensity of activities in health care facilities under the observance of evidence based medicine and applicable legislation. Intensification can or even must be understood as an integral part of the hospital strategic management..

Model of management strategy where the care is provided for "reasonable money"





DET NORSKE VERITAS

CERTIFIKÁT SYSTÉMU MANAGEMENTU JAKOSTI

Certifikát č. 00818-2006-AQ-PRG-RvA

*Tímto se potvrzuje,  
že systém managementu jakosti společnosti*

**Fakultní nemocnice Brno**

Brno, ČESKÁ REPUBLIKA

*byl shledán shodným s požadavky normy pro systém jakosti:*  
**ISO 9001:2000**

*Certifikát je platný pro následující rozsah činnosti a služeb:*

**Poskytování zdravotní péče**

*Datum následní certifikace:*  
14. května 2006

*Platnost certifikátu do:*  
14. května 2009

*Audít byl proveden pod sledováním kvalifikačního auditors  
DNV.*

**Lubomír Ondřejček**  
*Volenský audít*

*Místo a datum vyjádření:*  
Rotterdam, 16. května 2006

*Do akreditované míst:*  
DNV CERTIFICATION B.V.,  
THE NETHERLANDS

**Ron J. Meijer**  
*Volenský audít*



Nesplnění certifikačních podmínek uvedených v příloze může vést k neplatnosti certifikátu.

DNV-Certification B.V.

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Thank you very much for your attention