



CUSTOMER CASE:



After getting to the First Grade Plus level, Dr. Gharazi General Hospital faced the challenge how to stay there. Combined use of both QPR ProcessGuide and QPR ScoreCard has provided the needed "remedy" for the hospital management.

The Dr. Gharazi General Hospital consists of nine wards with 168 beds and is a member of Iranian welfare system hospitals. It is situated in the province of Kerman and serves the people of the cities of Sirjan, Baft, Shahre-e-babak, Haji-abad and Neyriz.

## Dr. Gharazi General Hospital stays in Premium League with QPR ProcessGuide and QPR ScoreCard



*"QPR ProcessGuide and QPR Scorecard is a management suit making every manager eager to have set in his unit",*

*Dr. Balvardi  
Dean of Gharazi  
General Hospital*

During the past eleven years, Dr. Gharazi General Hospital's performance has been ranked as "first grade" and "first grade plus" in accordance with the standards upheld by the Ministry of Health and Hygiene. It has also been recognized as the "Outstanding case among social welfare system hospitals" and has received the ISO 9001:2000 certificate.

### How to stay among the best?

In the late 1990's, higher quality of service, particularly in the Emergency Rooms (ER) services was defined as the main focus in Dr.Gharazi General Hospital. Therefore the efforts were shaped towards gaining the highest national standard of the ministry of health and hygiene (i.e." 1st+ grade") and also establishing the quality management system.

In order to achieve the aforementioned goals, a series of planning, training and implementation was carried out so that the Hospital could finally meet the requirements and was awarded the ISO 9001:2000 in the year 2002 from QMI Canada. The Deming cycle (Plan-Do-Study-Act, PDSA) was put into action in the observation of results, optimization, improvement and some where reengineering of processes.

"Huge challenges appeared in the analysis of results and re-engineering of processes when traditional methods reflects time-consuming and the outcome was mostly not perceived by either the medical or non-medical users", *Dr. Balvardi*, Dean of Gharazi General Hospital describes the challenges, and continues:

"Communication of business targets aligned to healthcare criteria and standard was another weak point we faced."

