

CUSTOMER CASE:



The healthcare sector must provide excellent, high quality services and patient satisfaction while keeping abreast of, and adopting, new technology.

İzmit Government Hospital has 85 specialists, 285 healthcare staff and 430 non healthcare related employees. It has 401 beds and new technological equipment, and it provides inspection, diagnosis and investigatory outpatient and inpatient treatment to approximately 810,000 patients in İzmit, an industrial city in Turkey.

İzmit Government Hospital Offers High Quality Services with QPR ProcessGuide



“With QPR ProcessGuide all documentation could be managed easily and made available to the entire staff.”

Saim Toker, Vice-head Physician and Quality Management representative at İzmit Government Hospital

İzmit Government Hospital is aware that, in creating excellent processes and management, new technology is indispensable. That is the reason why it decided to begin a process management and quality system management project.

“Developed countries allocate a large proportion of their national income to indispensable healthcare investments. In our country, public hospitals form the basis of healthcare investments and draw a major proportion of the related funding.

Both public and private hospitals must provide flawless medical services, even if they have limited resources. Total Quality Management is an important management philosophy for our hospitals in the face of their challenging work.” says Saim Toker, Vice-head Physician and Quality Management representative at İzmit Government Hospital.

“At İzmit Government Hospital, we began setting out an organization and management structure that would

serve us just as we needed, by optimizing our limited resources to make us the best in our sector.”

As for finding a suitable tool, the initial attempts did not prove satisfactory, due to a high volume of complex documentation and unclear processes with poorly defined interrelationships.

When the İzmit Government Hospital authorities received information on QPR ProcessGuide from Kalite Sistem Consulting, a partner of QPR Software, they decided that this tool precisely met their needs.

Using QPR ProcessGuide, staff commitment and collaboration increased

Management system modeling was implemented by the quality committee. Teams were created to work on the processes, led by a consultant, and they developed their processes through a half-day workshop, based on process owners' viewpoints.

"We have begun work with our partner, Kalite Sistem Consulting, and our levels of commitment, gained through training, have created a new standard of quality awareness throughout our hospital.

We have ensured wholehearted staff collaboration by creating a comfortable working environment using QPR ProcessGuide" explains Mr. Toker.

Team-mates on the quality committee and other employees have gained a new perspective on their daily lives and events and all other matters related to the hospital, especially through process management. Both this perspective and our quality system, formed according to the ISO 9001:2000 standard, deserved to be documented based on a successful audit.

Document management became easier

Thanks to the processes having been defined, the practical benefits of the work were realized. Reviewing the processes step by step made some unnecessary process steps and other problems visible.

At the same time, discussions on processes between quality committee members and those in charge of departments were extremely useful and a host of suggestions associated with organizational activities were introduced. The implementation of these suggestions generated additional motivation, increasing employee and patient satisfaction.

Process improvement activities were implemented more effectively by reducing the time required for documentation and minimizing the related resources through monitoring process measurement results, and through QPR ProcessGuide. Patient satisfaction was enhanced appreciably by implementing the necessary improvements more quickly, based on the opinions of staff and patients.

Once the Quality Management System Model was finalized, it was published in the QPR Portal in order to gather the staff's opinions and enhance their collaboration.

All employees could easily access their processes, roles within the system and all documents. They communicated opinions and feedback to the quality committee through the QPR Portal. Based on such feedback and the resulting changes, the system was able to meet all of the needs of İzmit Government Hospital.

The Quality Management System Model comprised core processes, patient support processes and other support processes, providing a comprehensive framework for the hospital's structure and operations. Managing and measuring these processes became easier using QPR ProcessGuide.

Future Goals

"Our renewed, exciting quality journal will continue, alongside the implementation of accreditation and process improvement activities, and the launch of corporate performance management. Our main goal is to maintain our new-found status as a model health-care organization," adds Mr. Toker.