A Healthcare Quality Management System[1]

(incorporates Patient Safety Management)

Clear plans to deliver strategic priorities

Strategy Deployment

Service Specification

Work designed to meet stakeholder, policy, and regulatory requirements

Process Management

Service Design

Robust compliance monitoring to ensure we minimise error

Targeted Improvement (CI)
(Process and Performance)

4 Context of the Organisation

Understanding the organisation and its context
Understanding the needs and expectations of stakeholders
Determining the scope of the management system for quality in healthcare organisations
Management system for quality in healthcare organisations

5 Leadership

Leadership and commitment
Healthcare quality policy
Roles, responsibilities and authorities
Service user focus
Access to care

6 Planning

Actions to address risks and opportunities
- General
- Risk culture
- Risk management process

Healthcare quality objectives and planning to achieve them
Planning of change

7 Support

Resources
Competence
Awareness
Communication
- General
- Service user communication
- Clinical communication
- External communications

Documented information
- General
- Creating and updating documented information
- Control of documented information
- Information management systems
- Control and management of electronic information
- Audit of records

8 Operation

Operational planning and control
Healthcare facilities management and maintenance
Waste management
Handling and storage of materials
Service user belongings
Emerging technologies
Service design in healthcare
Supplies and service from external providers
Provision of services
People-centred care
Ethics
Patient safety

9 Performance evaluation

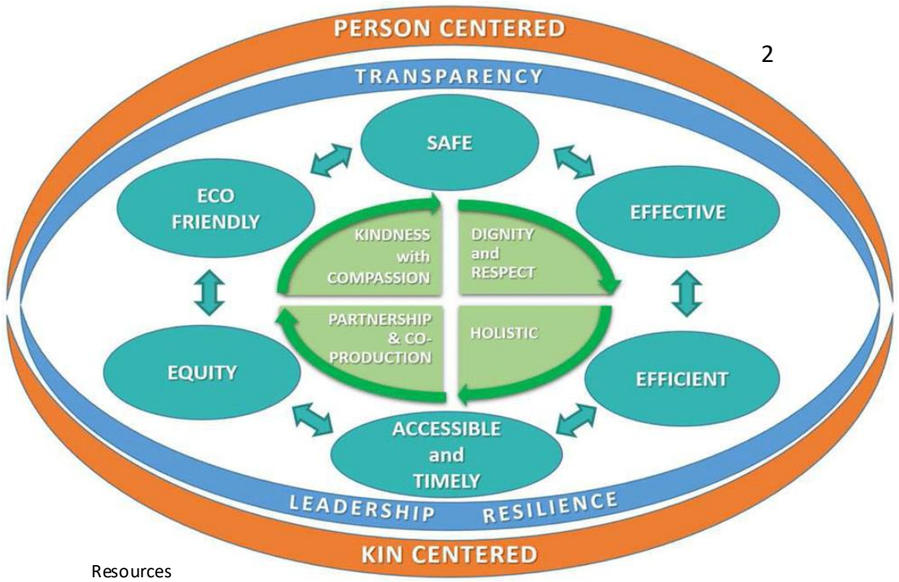
Monitoring, measurement, analysis, and evaluation
- General
- Healthcare quality indicators
- Methods
- Results

Internal Audit
- General
- Internal audit programme

Management Review
- General
- Management review inputs
- Management review results

10 Improvement

Continual improvement
Nonconformity and corrective action
- General
- Management of nonconformity and corrective action



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8 Operation - expanded

Healthcare facilities management and maintenance
- General
- Contingency planning for facilities and services
- Equipment

Waste management
- General
- Waste reduction
- Environmental responsibility

People-centred care
- General
- Service user experience
- Compassionate care
- Inclusivity and diversity
- Health literacy
- Co-production
- Workforce wellbeing

Patient safety
- General
- Knowledge and learning in safety
- Patient identification
- Medication safety
- Surgical safety
- Infection prevention and control (IPC)
- Prevention of falls, pressure ulcers and thromboembolism
- Diagnostic safety
- Blood transfusions

We introduce the concept of person- or "kin-centred care" to emphasise the shared humanity of people involved in the interdependent work.[2]

References:

1, BS ISO 7101:2023 Healthcare organisation management – Management system for quality in healthcare organisations – Requirements
2. Lachman, P.I., et al. (2021) A multidimensional quality model: an opportunity for patients, their kin, healthcare providers and professionals to coproduce health

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