

# DIN EN 15224

## QM for Health Care Services

To ensure that the focus is on patient care

DIN EN 15224



# Quality management for Health Care Services

## Special QM-System

The DIN EN 15224 defines a standard for the quality management of health service providers. In the norm, the general conceptuality of ISO 9001 is translated into the special language of the health sector. In addition to general requirements on the organization and the quality management, it also addresses specific topics. These include concrete requirements on patient security and the management of clinical risks in the processes of planning, execution and steering. Patient care and clinical risk management are central points addressed by the norm.

## Clinical process

A risk that can have a negative impact on at least one of the 11 quality features in health care is rated as a clinical risk. The following quality features are defined by the norm: Appropriate and correct care, availability, effectiveness, efficiency, equality, evidence (knowledge) based care, patient oriented care (including physical and mental integrity), inclusion of the patient, patient safety, timeliness, and accessibility. Every process must be guided by these eleven quality features.

## Target group

All health facilities and institutions which improve their performance capability and competitiveness and at the same time increase the patient safety in their institution, encourage defect and safety culture and want to uncover potential improvements. These include:

- » Hospitals, medical care centers, medical and dental surgeon practices, physiotherapy practices
- » Nursing and rehabilitation facilities, care services, psychosomatic and psychotherapy facilities, hospices
- » Pharmacies
- » Emergency services



## Advantages of a DIN EN 15224 certified company

- » Growing patient safety
- » Orientation of the organization on clinical processes
- » Encouragement of a safety culture and of improvement processes
- » Combination with other management standards such as ISO 9001 possible
- » Improvement of patient trust

## Give us your mandate

- » For a pre-audit
- » For the audit, and
- » For the certification of your management system according to DIN EN 15224



## Kontakt

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