

عنوان مقاله:

Designing the Standard Model of Quality Improvement Using Synthetic Model QFD and BSC in Hospital Accreditation
(standard)(Social Security Hospitals Case Study)

محل انتشار:

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خلاصه مقاله:

Operation Improvement in all of hospitals needs to have a suitable model for services delivery. Because therapeutically aims achievement will be impossible without a controversial model in order to evaluation and revision the programs. In this article, the Balanced score card is used with the material for expanding the quality operation. In fact, it is the customer conversion evaluated demands to technical specifications in order to presenting therapeutic services. This study has done in the Imam Reza hospital in Qom province as a case study. The significant aim of this article is designing a quality standard of authentication system in hospitals in order to recognize and identify key success factors, challenges and profits in presenting controversial model of this standard. Also, determining the effective and useful criteria and values in quality standard with a model designing based on balanced score carts for achieving hospital objects in beneficiaries satisfaction is the other one of this study objects. Then, data collection for Imam Reza hospital is done by interview and observation in all of sections and financial prefecture. The obtained results show that implementation the quality standard in authentication system has a considerable effect on therapeutic service delivery and hospital strategy. So, the ideal evaluation indexes for the processes operation, financial operation, beneficiaries operation, safe environment and trust making are designed by using balanced score cards model in qualitative evaluation of the hospital. In other word, this model also helps to identify and omit the loss resources, implementation the 5S , material, defect of zero, standardize the processes, minimizing and delete work .foals and staff power making

کلمات کلیدی:

Accreditation, BSC, QFD, Quality Improvement, Process approach

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