

**55<sup>th</sup> EOQ Congress**  
World Quality Congress  
Budapest, Hungary - June 20-23, 2011

"Navigating Global Quality in a New Era"



**June 20, 2011 (Monday)**

**Pre-Congress Seminars**

**KEMPINSKI HOTEL CORVINUS  
REGINA BALLROOM I.**

**Erzsébet tér 7-8, Budapest V.  
Monday 10:00 – 18:15**

## **2.2. QUALITY IN HEALTHCARE**

**Session Chair:** *Paula Friedman, SSM Health Care, St. Louis, MO, USA*

### **12.00 Quality Improvement and Patient Safety Strategy Development in the Hungarian Healthcare System**

*Krisztina Török, Institute for Quality Development in Healthcare and for Hospital Technique, Hungary*

**Török, Krisztina** (Hungary)

Health Services Manager graduated at the Semmelweis University – Health Services Management Training Centre, Budapest, Hungary. She is a dentist (Semmelweis University, 1993) and a healthcare lawyer (ELTE University, Faculty of Law, 2000). Beginning from November 2010 she is Director General at EMKI – Institute for Healthcare Quality Improvement and Hospital Engineering, Budapest. Earlier she was Senior Political Advisor at the Ministry of National Resources and Advisor at the National Development Agency. She has good communication and organisational skills gained through various workplaces and education. She is characterized by open minded thinking and by leadership skills managing now a big Institute. She also has good and valuable experience in project and team management.

## Quality Improvement and Patient Safety Strategy Development in the Hungarian Health Care System

*Krisztina Török,*

*Institute for Healthcare Quality Improvement and Hospital Engineering, Hungary*

The Institute for Healthcare Quality Improvement and Hospital Engineering (EMKI) has initiated the preparation of a *National healthcare quality improvement and patient safety strategy* (MIBES 2011) at the beginning of 2011. The development of the strategy has not been concluded until preparation of current abstract.

The goal is to develop a tight but manageable, realistic and feasible program with the available human and financial resources. In order to achieve this, *the strategy aims for the quality improvement of healthcare (HC) services and providers, the improvement of their safety, and furthermore the improvement of networking of HC services, the amelioration of coordination and continuity of service.*

To this end, the strategy

- defines the most important necessary measures and directions of development which are effective and efficient in solving fundamental problems/issues;
- promotes the establishment and construction of healthcare policy guidelines and decisions;
- promotes the orientation of HC providers with regard to choosing and implementing the applicable tools and methods.

The most important steps in the development of MIBES 2011:

1. collection and prioritization of quality and patient safety problems/issues, the setting of strategic goals;
2. identifying the causes originating from system and process organization;
3. defining possible solutions;
4. definiton and scheduling of operative tasks.

The collection and prioritization of quality issues to be treated is to be done using the Delphi method. The 140 people contacted through E-mail represent all levels of service, occupational group and geographical region, including patient organizations. We first asked for the self-assessed definition of the 10 most important problems along the lines of the following criteria:

- activities, procedures and treatment services concerning high number of cases or high costs;
  - which are designed and/or implemented while denoting a higher risk in patient safety, or
  - do not reach the expected results, satisfaction, effort.
- the known poor results of HC services.

50% of the questioned people reported back 650 issues. Items carrying to the same message were combined and grouped into 13 different domains. The list of categorized items was sent back for prioritization. The respondents shall grade the importance of each item on a scale of five (5), and choose the three (3) most important issues to be dealt with.

The process of prioritization and the specification of strategic goals based on it are ongoing, detailed results will be presented at the conference.