



Content of the presentation

- Characteristics of HKZ
- The Harmonisation Model
- What is HKZ-ISO certification?
- Plan Do Check Act
- The results of certification
- International efforts

Characteristics of HKZ

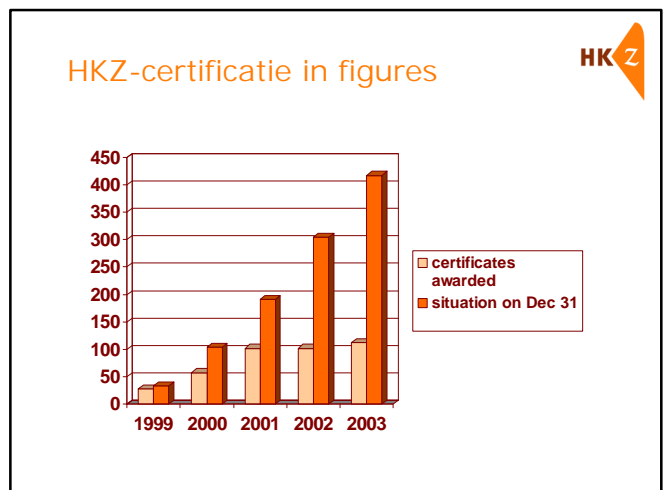
- harmonises quality review in healthcare and welfare
- involves three main parties (clients, care-institutions and insurers) in norm development
- translates ISO 9001 to Dutch care practise
- produces schemes for certification purposes
- brings parties to agreement on quality standards
- stimulates implementation of quality management systems
- acknowledged by the Dutch Board of Accreditation
- substantially financed by the government

HKZ-ISO certification

- All parties involved in norm development
- Certification by independent certification bodies

The extent of certification

- 420 certificates (2003: 309, 2002: 191)
- Schemes available for 17 sectors
- Schemes under construction for 7 sectors

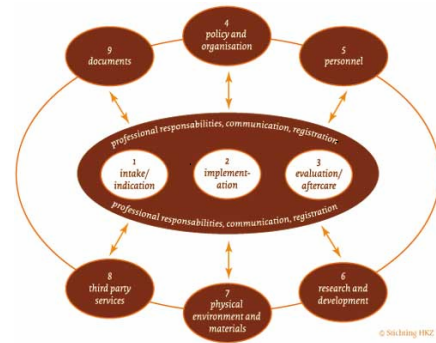


What is a certification scheme?



- Norm document
- Sectorspecific
- To be used for (external) evaluation of quality management systems
- Compatible with ISO 9001:2000
- Based on one model (harmonisation)

The Harmonisation model



Multiple use of the HKZ schemes



- For internal evaluation on an organizational level
- By branch organizations (membershipdemands)
- For certification executed by external bodies

How is ISO 9001 implemented in HKZ?



Example: ISO requirement 5.2 (customer focus)
In HKZ schemes standardized as follows:

1. Providing a client with information
2. Care and service agreement
3. Care or supervision plans
4. Coordination of the care and service
5. Evaluation both in the primary process and on an organisational level
6. External communication

Significance for prevention of adverse events



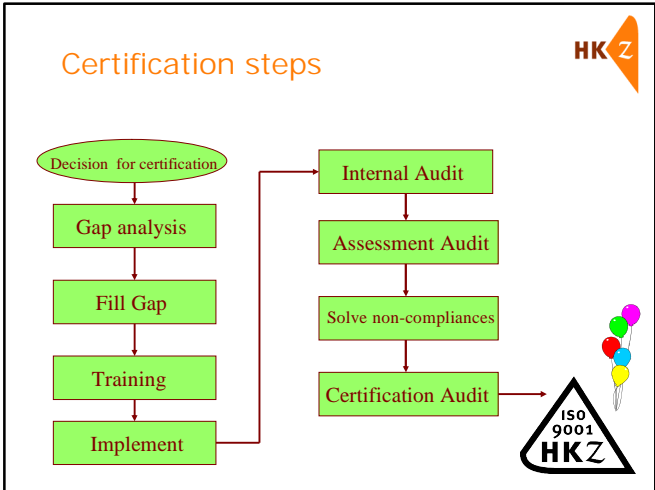
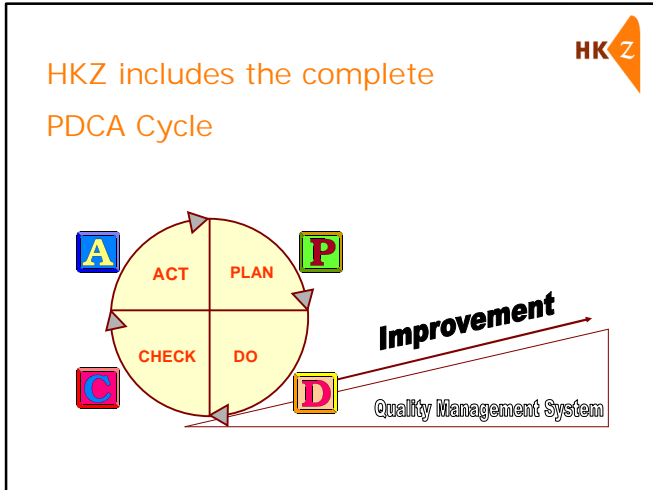
Certified quality management systems must include procedures for:

- Identifying, analysing and evaluating risks
- Identifying, documenting and analysing errors, injuries and nonconformities
- Corrective action and prevention
- Reporting incidents

HKZ-ISO:

a guarantee for a basic level of quality and continual improvement in the organization





Stichting Harmonisatie Kwaliteitsbeoordeling in de Zorgsector

It's the result that counts!

- The results of certification
- Improvement of work processes and communication
 - Fewer failures, quicker and more structural solutions to problems
 - Organisation policy becomes clear to the workers and is better documented
 - Increased quality consciousness of employees
 - Financiers and inspectorate value the certificate

Stichting Harmonisatie Kwaliteitsbeoordeling in de Zorgsector

HKZ's international efforts

- The European CEN task force
- Aiming at:
a document for implementation of ISO 9001 in healthcare
- will not replace HKZ-ISO certification, because:
- Sector specific approach of HKZ is a proven success
 - Making concessions in favour of European consensus would be a waste of the achieved level of quality management in the Netherlands

Summary



- HKZ model à certification schemes
- A proven Dutch success
- Plan – Do – Check – Act = continual improvement
- HKZ model à CEN project

