IMPLEMENTATION OF AN ISO QUALITY MANAGEMENT SYSTEM
IQMH accreditation embraces the quality principles of the International Organization for Standardization (ISO). An ISO quality management system provides facility management with a systematic set of tools in order to document processes and procedures, control documents and measure progress with quality indicators, occurrence management, internal audits and management reviews. Utilization of these tools of self-analysis promotes continual improvement. In addition, the implementation of a quality management system provides a solid base and the infrastructure on which to add efficiency initiatives such as Lean.

ASSURANCE OF TECHNICAL COMPETENCE
The IQMH accreditation program requisites contain management requirements and very specific technical requirements to ensure overall competence in performing the service. IQMH assessment teams are composed of peers carefully selected to mirror the entire scope of the services and provide the right technical expertise.

RISK REDUCTION
An effective quality management system reduces risk and improves patient safety through the implementation of tools to measure and mitigate risk.

STAFF CONFIDENCE
A quality management system can foster healthcare reform and provide an environment in which staff can perform their best. Staff contribution, involvement and professionalism are encouraged, and morale is improved. The implementation of the accreditation requirements, particularly the quality management system requirements, will present many new learning opportunities for staff, and new career paths such as quality manager positions will emerge. The process provides excellent validation of the quality of the service. Additionally, participating as a peer assessor will develop another set of valuable tools for individual growth and professional development.

IMPROVED COMMUNICATION
Clear documentation of processes and procedures results in improved communication and reduced variability.
INTERNATIONAL RECOGNITION
IQMH accreditation is recognized world-wide as a mark of excellence, fostering competitiveness and assisting facilities in expanding their business model.

ASSESSMENTS BY PEERS
IQMH accreditation assessments are carried out by a team of peers, not professional inspectors.

DEMONSTRATES A COMMITMENT TO QUALITY AND ACCOUNTABILITY
Investment in a structured accreditation program demonstrates a solid commitment by management to provide the best quality service and accountability to patients, accreditors and regulators. This is a clear sign that its service can be trusted.

SUSTAINMENT OF GAINS
The IQMH program cycle encourages continuous review and maintenance of documentation and processes. Momentum is never lost.

CULTIVATION OF FRESH IDEAS
The IQMH accreditation process provides an opportunity for a service to be scrutinized by different eyes, providing different perspectives to cultivate fresh ideas to improve the overall system. In addition, volunteering as an assessor provides a unique opportunity to observe alternative approaches.

Learn more about how to become an ISO 15189 accredited facility with the help of IQMH’s interactive online education series, Decoding ISO 15189™.

Visit www.IQMH.org.