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EN 15224

## Services in health care

### Quality management systems - requirements according to EN 15224



The diffusion of the EN 15224 standard in the health care system has increased significantly. Especially regarding newly implemented quality management systems this standard is starting to get ahead of ISO 9001 certifications.

#### Objectives and targets

In the center of interest are clinical risk management, compliance with additional legal/regulatory burdens and the eleven quality features:

- adequate and correct health care
- availability
- continuity of health care
- effectiveness
- efficiency
- equality
- health care based on evidence/knowledge
- health care focusing on the patient, including the physical, psychological and social integrity
- involvement of the patient
- patient safety and security
- timeliness/accessibility

#### Target group

In principle, the standard is applicable for all service providers active in this sector as well as for doctors' offices, hospitals, nursing homes, hospices, health care institutions, psychiatric nursing institutions, dentists' offices, physiotherapeutic institutions, institutions providing labour protection services and pharmacies.

#### Other relevant standards or regulations

ISO 9001, ISO 13485, ISO 14001, ISO 27799, ISO 31000

#### Motivation and benefits

In march 2017 the update of EN 15224 was completed. This standard is a sector specific quality management standard for health care organizations and has incorporated the complete ISO 9001:2015 and some specific requirements, like clinical risk management.

In order to promote high-quality health care, elements of ISO 9001 are extended by the addition of further aspects.

First and foremost these are the eleven quality features which should be a reference point in quality policy, quality planning and quality objectives. In addition to risk management the clinical risk management is highlighted explicitly, since risks in the core process and the security of patients have been becoming an increasingly important issue in the health care sector.



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**Quality Austria introduces itself**

Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH is your competence partner for the Integrated Management System in the fields of Quality, Environment and Safety as well as Industry Standards and Business Excellence. The services provided by Quality Austria range from trainings in the field of international management trends and techniques via certification of management systems according to international standards and regulations and national guidelines and directives and assessments acc. to the EFQM Excellence Model to awarding the Austria Quality Seal. The Austrian Excellence Award will be presented to Austrian organisations in cooperation with the Federal Ministry of Science, Research and Economy. Quality Austria is accredited by the Federal Ministry of Science, Research and Economy and has numerous international registrations and accreditations.

Having more than 1.000 auditors, trainers, assessors and technical experts, Quality Austria secures successful implementation of standards and regulations within the organisations and provides sector and product specific know-how with a very high focus on practical work. Based on the competence network in the field of comprehensive sector specific, technical and methodological knowledge as well as comprehensive experience, trends will be influenced while innovations will be interpreted and tomorrow's requirements will be co-designed actively and consistently in corresponding bodies even on an international scale.

The close connection of Quality Austria as a national representative with the international partner organisations IQNet, EOQ and EFQM as well as cooperation of Quality Austria with IPC, VDA-QMC and IATF enable global know-how to be imparted and turn the organisation into a competent partner. Quality Austria cooperates with some 50 partner and member organisations. Quality Austria is a stable factor when it comes to creating valuable synergies at the economic site of Austria.

**Contact**



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