Identification of patient’s requirements in quality management system in health care institutions

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A B S T R A C T

Aim: To present the solutions implemented in health care institution in the context of identification of patient’s requirements, and evaluation of the level of patients’ satisfaction in accordance with the requirements of ISO norm 9001:2008 based on the experience of GPCC.

Background: The fundamental mechanisms behind the free market, such as competition, start applying also to the public health sector. Health service providers are gradually realising that patients are actual clients of health care institutions, with physicians, nurses, supporting personnel, registration officers and other staff responding to patients demand for medical and auxiliary services (e.g. exam registration, provision of information).


Results: Model of identification of patient’s requirements and satisfaction in accordance with the requirements of ISO 9001:2008 has been elaborated and implemented in the GPCC.

Conclusion: The identification of patient’s requirements is much more complicated than evaluating the same parameters in manufacturing companies. In the context of medical services one should be aware of the subjectivity of patient’s feelings, the psycho-social status and the general state of health during his or her treatment. Therefore, the identification of patient’s requirements and satisfaction must be carefully thought out, implemented and regularly improved.

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