

MEHMET YORULMAZ

Selcuk University Faculty of Health Science , TURKEY

EVALUATION OF THE ISO 9001:2000 QUALITY MANAGEMENT SYSTEM APPLICATION IN THE HOSPITAL MANAGEMENT SYSTEM**Abstract:**

Investigating the significance of the application of the ISO 9001:2000 quality management system in hospitals in terms of the hospital management system was aimed.: The evaluation of the reflections of the ISO 9001:2000 quality management system in hospital practices render it significant in terms of concerned literature. The study is a descriptive study and was conducted through literature review. Ensuring quality in the presentation of services, work satisfaction and motivation of employees, modernization of management and organization methods, rationality in decision-making mechanisms, documentation of information systems, and the functionality of communication mechanisms are expected with the implementation of total quality management systems in hospitals. Thus, the existence of a strong management model and organization and knowing by who, when, where, by which instruments and methods the work is performed is of importance in order to be able to mention of quality in health services. One of the most important conditions is the belief and support of top management in quality. For the purpose of constantly improving quality in the Turkish healthcare system, planning quality, and demonstrating a systematic approach, there is a need to be aware of and address many prerequisites. Some of these prerequisites are the measurement of the current quality system, constant improvement of the level of quality, a dynamic process, integration of existing basic health services, regional differences, series of activities flowing from the field to the center, full support from the center to the field, sharing of responsibilities and activities, satisfaction of patients/society, and health personnel, increasing the awareness of society, and cooperation.

Keywords:

Psychological Contract, Health Sector, Alienation, Organizational Trust

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