

Which Standards Are More Effective for Healthcare External Evaluation Organizations Management Systems?: ISQua 4th Ed. vs ISO 9004:2009

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Abstract

The aim of this study; to find out which standard for institutional accreditation is more appropriate for external evaluation organizations for healthcare institutions. Data obtained from ISQua: Guidelines and Standards for External Evaluation Organizations 4th Edition Version 1.2 and ISO: Managing for the sustained success of an organization – A quality management approach.

In this study; two sets of standards that organizations can use as guide to increase their institutional quality were evaluated to find out which one is the best choice for External Evaluation Organizations for health care. Other quality systems and standard sets were not evaluated in this study.

First, the ISO standard set was examined in detail, then it was sought whether there is a matching standard or requirement in the ISQua standard set with each standard found in the ISO standard set. It was evaluated whether the sets had superiority or weakness against each other. ISQua: Guidelines and Standards for External Evaluation Organizations were found as more suitable for external evaluation organizations for healthcare institutions.

Keywords: Quality, Accreditation, External Evaluation Organization.