

ADVANTAGES OF IMPLEMENTING THE PRINCIPLES OF INTERNATIONAL STANDARDS ISO 9001:2015 AND ISO 7101:2023 IN THE HEALTHCARE SYSTEM

Z. B. Juraev
B. M. Komilov
Andijan State Technical Institute, Andijan, Uzbekistan

ABSTRACT	KEYWORDS
<p>The article examines the quality management systems of healthcare services and the compliance of service quality and safety indicators with international requirements.</p> <p>Based on the content of the ISO 7101:2023 and ISO 9001:2015 standards, in essence, the new standard expands the requirements of ISO 9001 and defines them in connection with the specifics of healthcare organizations. ISO 7101 pays great attention to the involvement of patients and their representatives in the treatment process. It is based on the fact that the concept of leadership is effectively expanded from leadership in healthcare organization employees to leadership in patients and society.</p>	<p>ISO, healthcare, service, system, quality, assessment, management, principle, treatment, medicine.</p>

Introduction

A Health Care Organization (HCO) is a complex organization by nature owing to the intangible outcome of service and a blend of di verse professional personnel. Quality management in healthcare is a critical requirement in health sector. The principles of quality have been implicit in health care. However, quality is not a physical attribute service. Use of the term ‘Health Care Service’ in place of ‘Medical Care’ further defines the field and puts it as an entity that can be assessed, monitored and improved. A quality healthcare system can be defined as “one that is accessible, appropriate, available, affordable, effective, efficient, integrated, safe, and patient related” [1]

Today, one of the priority and urgent tasks in our country is to ensure that the healthcare system, service quality, and safety meet modern requirements. One of the urgent tasks is the introduction of modern management systems and quality management of medical services based on international standards, as well as mechanisms for assessing public satisfaction with the quality of healthcare.

In this regard, the Decrees of the President of the Republic of Uzbekistan dated December 7, 2018 No. UP-5590 "On Comprehensive Measures for the Fundamental Improvement of the Healthcare System of the Republic of Uzbekistan," dated May 23, 2025 No. UP-185 "On Additional Measures for the Implementation of Reforms in the Healthcare System," and the Resolutions of the President of the Republic of Uzbekistan dated December 12, 2023 No. PP-415 "On Additional Measures to Accelerate the Digitalization of the Healthcare System and the Introduction of Advanced Digital Technologies,"

dated May 18, 2022 No. PP-136 "On Measures to Strengthen Material Support and Incentives for Employees of Medical Institutions," dated June 29, 2021 No. PP-5199 "On Measures for Further Improvement of the System of Providing Specialized Medical Care in the Healthcare Sector" have been adopted, and a number of significant results have been achieved. [2]

Method

Quality management includes not the quality of goods, services, processes, but the quality of management as a whole. Quality management is paramount in a market economy where dramatic changes are taking place. It is with the help of modern quality management methods that leading companies occupy leading positions in various markets. The main goal of quality management is to fully satisfy the agreed customer requirements with the lowest total costs for the organization.

Service quality management is a set of measures directly implemented to organize the service process, ensure its quality and high level. Today, service quality management in organizations should have a systemic character, include a set of organizational structural elements, for example:

The introduction of a quality management system in an organization affects not only the commodity-production sphere. This also applies to the establishment of a high level of service for enterprises whose activities are related to the provision of services. This includes: customer service, quantitative and qualitative standards of work. Also, the quality management system regulates the management of the enterprise. This allows optimizing the management of people and processes at the enterprise. In the future, the quality of management decisions will improve, and the profitability of business processes will increase. [3]

The principle of quality management: complex and basic rules used to manage and manage an organization can be understood. Thus, in the long term, it is aimed at constantly improving indicators related to the needs of clients and other business partners. The condition for the success of an organization is the constant identification of the needs of stakeholders and the improvement of its activities. The ISO 9001 standard, an international standard established by the International Organization for Standards (ISO), is a Quality Management Standard used as a certification model in many countries, including the European Union. The ISO 7101-2023 standard is a new globally adopted regulatory document for improving quality, safety, and efficiency in healthcare systems.

Table 1 Basic principles of the ISO 9001 and ISO 7101 standards

№	ISO 9001:2018	ISO 7101:2023
1	Attracting consumer attention	Human and patient engagement
2	Leadership	Ensuring the safety of personnel and patients
3	Employee recruitment	Equal and fair access to medical care
4	Process approach	Ensuring the effectiveness of medical care delivery
5	Making a decision based on evidence	Ensuring the continuity and relevance of medical care
6	Mutually beneficial relations with suppliers	Convenience and timeliness of services
7	Continuous improvement	Health Resource Efficiency and Permanent Use (HPE)
8		Evidence-based medicine
9		Assessment of the sick population and their families, planned involvement
10		Leadership of the quality management system

ISO 9001 demonstrates the ability to meet customer demands in organizations and even exceed expectations.

The ISO 9001 standard has shown its effectiveness by being implemented in the healthcare sectors of a number of countries. In particular, in such countries as Italy, Saudi Arabia, Spain, ISO 9001 made it possible to use it as a highly effective tool for constantly improving the quality of medical care.

The success of a medical organization in a demanding and constantly changing environment and the provision of high-quality, modern medical services are closely related to quality management. Based on global and domestic experience, one of the most effective modern means of providing high-quality medical care is the implementation and continuous improvement of the quality management system in accordance with the requirements of the international standard ISO 9001. Risk registers for the provision of medical services, sterilization, procurement, and management of medical equipment were developed, their impact on the quality of medical services was assessed, and action plans for their elimination/minimization were developed. The approach to employee training has undergone significant changes, and the introduction of a corporate knowledge management system ensures high-quality work in the organization. [4]

The ISO 7101 standard is an industry standard, and the implementation of the requirements of this standard and its integration with the requirements of the ISO 9001 standard constitutes high-quality service in healthcare organizations.

ISO 7101:2023 includes process-based approaches and specific requirements for healthcare facilities, including patient comfort, ethics and feedback, accountability, patient records management and confidentiality, medical equipment maintenance, information and warning signs, infertility, medical waste management, drug storage and follow-up instructions. [5]

ISO 7101 helps create a culture of quality and continuous improvement in healthcare organizations. It may lead to:

1. Improve patient safety by identifying and reducing risks.
2. Improved patient experience through the application of a patient-centered approach based on respect, empathy, collaborative production, equality, and dignity.
3. Economic efficiency through process regulation and waste reduction.
4. Increasing operational efficiency through monitoring indicators and monitoring the provision of services.

ISO 9001 and ISO 7101 are similar, both focusing on quality management systems and based on principles such as customer focus, leadership, continuous improvement, evidence-based decision-making, and relationship management. The main difference lies in their application, that is, ISO 9001 can be applied to any organization in any sector, while ISO 7101 can be applied only to healthcare organizations.

The adoption of ISO 7101-2023 in the healthcare system can further expand these achievements and create a more intelligent and data-driven healthcare ecosystem. The standard's focus on comprehensiveness, security, and reliability ensures the ability to adapt medical information technologies to the specific needs and digitalization maturity of individual healthcare organizations, which allows for a smooth and effective transition to a more integrated and patient-centered care model.

High-quality service through the integration of ISO 9001 and ISO 7101 standards, improving patient outcomes. Continuous improvement to create a culture, reduce medical errors, increase patient satisfaction, and improve the overall quality of medical care, enabling patients to actively participate in their care and making common decisions between patients and healthcare providers, ensuring patient safety, and becoming the best-serving multidisciplinary hospital.

By applying the requirements of international management systems ISO 9001 and ISO 711, we will achieve the following results. We confirm that we are continuously improving the appropriate processes in fulfilling the requirements:

Defining a quality policy that reflects the vision and mission of the organization;

Patient satisfaction survey / Analysis of patient complaints.

Review of all existing laws and their updates, as well as analysis of visitor reports of regulatory bodies.

Regular study of the needs and expectations of patients and their loved ones through daily meetings by responsible staff working with patients (patient relations managers).

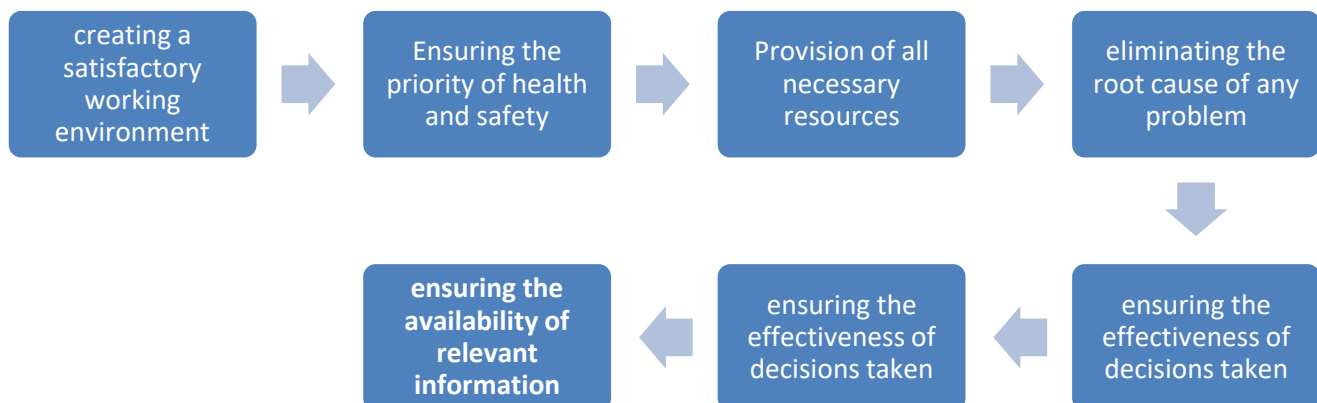
Control of suppliers, assessment of their activities, and holding meetings with them.

Conducting discussions during analytical meetings held by management.

Regular holding of committee meetings.

In achieving the above results, senior management will lead the staff and assume the following responsibilities:

Table 2



Conclusion

Quality health management and ISO 7101 certification elevates healthcare organizations by introducing excellence into every aspect of their activities. The ISO 7101-2023 standard is an important step towards the implementation of quality management, safety, and innovative solutions in the field of medicine. This standard includes not only increasing the efficiency of healthcare systems, but also new norms such as a patient-centered approach, digital transformation, and ensuring the well-being of employees.

However, full implementation of the standard requires additional investments in healthcare systems, staff training, and the development of technological infrastructure. In the future, it will be important to conduct research on the practical application of ISO 7101-2023, as well as to assess its effectiveness in various regions and medical institutions.

In conclusion, ISO 7101-2023 is a valuable regulatory document that will help make healthcare systems more transparent, effective, and patient-oriented on a global scale. Its successful implementation can play a decisive role in ensuring sustainable development in the healthcare sector.

References

1. Park K. Health care of the Community. In: Park K, ed. Park's text book of preventive and social medicine. 20th ed. Jabalpur: Banarsidas Bhanot; 2009:780–800.
2. Decree of the President of the Republic of Uzbekistan dated December 7, 2018 No. UP-5590 "On Comprehensive Measures for the Fundamental Improvement of the Healthcare System of the Republic of Uzbekistan."
3. Biryukov, A. P. Basic principles of creating a quality management system for the functioning of JSCs using modern information technologies and communication tools / A. P. Biryukov. Moscow: Yugo-Vostok-Servis, 2005. 218 p.
4. Implementation of international iso 9001 standard as an instrument of medical services quality improvement. Kuban Scientific Medical Bulletin 25(4):97-101 DOI:10.25207/1608-6228-2018-25-4-97-101