

ABSTRACT

In 2009, the faculty hospital Motol acquired a certificate of accreditation SAK ČR. In fact it means that our hospital accomplished requirements of accreditation enquiry, accepted all standards of SAK ČR and this way it became one of several medical facilities in the Czech Republic, which are allowed to use this certificate of quality. By this accreditation, these facilities bound themselves to improve continually all-round care of their patients, medical background and to minimize all hazards for patients and working staff. This graduation thesis is the guide through the whole accreditation process in the biggest medical facility in the Czech Republic. It goes through all phases of this complicated process from the preparation of the hospital through the before accreditation counsel, the correction of imperfections and shortfalls and the final comparison of the results before and after the accreditation. This work aims to become a small manual for other medical facilities trying to get the accreditation because it brings the whole process of the accreditation from the view of its author. It deals with the particular problems on workplace, not just from the point of view of an observer but from the position of a person incorporated in the process thanks to my position of the head-nurse, which offers a unique view on the transformation of a medical facility from an „ordinary“ hospital to an accredited workplace with the high level of quality of the offered service.

KEY WORDS

Quality in health care, direction of quality, measure of quality, indicator of quality, standards of quality, strategy, audit, accreditation, satisfaction survey, medical documentation, informed agreement, medicament storage, extraordinary events, hospital infection