

ABSTRACT IN ENGLISH

The aim of my thesis is to introduce the system of monitoring of undesirable events and its relationship with the legislative regulations of the Czech Republic and outline the process of controlled change in the organization. The theoretical part of the thesis is dedicated to the general description of the system of reporting undesirable events at national and international level and is based on research from available literature. The other important part of the theoretical part of the thesis is dedicated to the quality system and basic processes of controlled change processes as described by the Czech and foreign authors.

The practical part of the thesis is based on a case study from The Žatec Hospital, which represents the initial analysis of the monitoring system of the undesirable events in the organization, planning and description of the processes and individual steps in the process of controlled change with subsequent analysis of the system of adverse event monitoring after aforementioned change. Furthermore the results of the original and the current system comparison are being presented. The original system, as found by the initial analysis, was not fully functional and the data were compared with the data obtained after the revision of system's adverse event reporting, and an analysis was conducted to evaluate both the original and current status of the hospital's adverse event data collection.

The conclusion of the thesis is an evaluation of the benefits of a change for the organization and its employees based on the analysis of the processes described in the practical part. It summarizes the possibilities using statistical data regarding some types of the mismatches. It presents new possibilities of presentation and streamlining of work and last but not least it brings a confirmation that the system implemented in The Žatec Hospital is sufficient for annual data reporting to the National System of Reporting of Adverse Events of the Institute of Health Information and Statistics of the Czech Republic.

Keywords: incident, mismatch, unwanted event, system change, controlled change, process change.