

Failure mode and Effects Analysis (FMEA) in quality management of medical services.

Summary

The subject of the dissertation was the use of methods of analysis of causes and the effects of defects (FMEA) in the management of medical services. To achieve the goals set before the hearing and adopted to verify the thesis a detailed analysis of the literature and national legislation was carried out. As a result of the work, the author has built a model of the method of analysis of the causes and effects of defects, which has reference values for health care. This model takes into account both the compatibility criteria applicable to the traditional FMEA, as well as characterizing the specific requirements of quality management standards used in health care. Complementing the trial were empirical studies related to the verification of the model in a number of organizational units of six health care facilities. Hospitals tested were deliberately chosen taking into account their diversity in terms of services provided. The studies were of both exemplification and diagnostics character. Following the study, the author of this work has solved a number of important research problems, with both cognitive and pragmatic character. The study showed that the FMEA method can be successfully applied in the Polish health care facilities in order to prevent incompatibilities and improve medical services.

Keywords: quality management, management of health care, FMEA