



**Schweizer Norm SN BS EN 15224
Adding Value in Health Care Services**



According to the Eurobarometer and WHO 2014 Facts, 20-40% of health expenditure is wasted due to poor quality in care. Despite technological advances in healthcare, well-informed «consumers» of healthcare services (patients, health insurances, corporate buyers), are rather skeptical and lack of confidence in healthcare services, unless a «seal of quality» is identified and awarded to the healthcare facility.

ISO 9001 general frame could not meet, in particular, the criteria for healthcare services' «adequacy» and «appropriateness», and this fact has led to the **Swiss Norm SN BS EN 15224** in order to overcome the special challenges of the «patient», who is not –and should not be considered– as any other «consumer» or «end client».

The Quality Management System **SN / DIN BS EN 15224** is the specified standard for healthcare facilities in order to sufficiently meet the special needs of the services, like:

- Hospitals
- Inpatients and outpatient facilities
- Clinics
- Diagnostic centers

and specialized units such as:

- IVF clinics
- Rehabilitation centers
- Pharmacies
- Maternity clinics
- Dental facilities
- Post - treatment and hospice services
- OHS services

Within the setting of **SN/DIN BS EN 15224** certification, patient safety is undertaken as a prime goal to be accomplished by the modern healthcare systems and therefore, a strong safety culture is essential to be established in business orientation and strategy.

Swiss Approval International healthcare quality experts, based on international experience, have developed a guideline of standard analysis and implementation, by integrating specific considerations and international best practice, based on the following principles:

- **Healthcare quality** is based on patient-centered care perceptions and correlates to the provision of appropriate care to the right patient at the right time.
- **Reliability in healthcare services** can be satisfied by the application of risk management procedures, the implementation of clinical management and patients' safety protocols as well as by performance evaluation and quality improvement mechanisms.

Swiss Approval accreditation by **UKAS** according to **SN/DIN BS EN 15224** is the leading way to:

- Effectively managing healthcare enterprise' and patients' risks
- Applying quality control procedures within the healthcare setting
- Evaluating clinical effectiveness
- Adequate and up-to-date staff training
- Continuously improving clinical performance
- Satisfying the requirements of health insurances organization

Swiss Approval International with its international auditors' team, **guarantees** its competency to guide healthcare providers to an effective and appropriate adjustment to **SN BS EN 15224** standard criteria, ensuring feasibility and continuous improvement, maximizing benefits in terms of safety and quality assurance in the healthcare services' settings.



The SN / EN / BS 15224 Certificate



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CERTIFICATE

SN / EN / BS 15224:2012

Swiss Approval International certifies
in accordance with its procedures that:

Owner of Certificate:

MEDICAL CENTER

Has established and applies a Quality Management System in
Healthcare for:

Scope:

[1] Secondary Care - Clinical Services

Certificate

Registration Nr:

042 - 07 - 0001

Valid until:

27 - 09 - 2018

Date of Issue:

28 - 09 - 2015



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