



ELOT EN 15224:2017 Quality Management Systems for Healthcare

WHAT IS ELOT EN 15224:2017?

This standard incorporates EN ISO 9001:2015 and adds interpretations, explanations, examples and additional requirements for healthcare organizations. The standard also includes aspects related to clinical risk management throughout the planning, operation and control of processes

The standard identifies eleven basic quality aspects that by clinical experience are known to be relevant in healthcare organizations. To assess fulfilment of quality requirements the organization need to specify quality characteristics related to these requirements. These aspects are:

- appropriate, correct care;
- availability;
- continuity of care;
- effectiveness;
- efficiency;
- equity;
- evidence/knowledge based care;
- patient centred care including physical, psychological and social integrity (ICF);
- patient involvement;
- patient safety;
- timeliness/accessibility;

APPLICABILITY

ELOT EN 15224:2017 is applicable to healthcare organizations, regardless of structure, organization, owner, size or types of healthcare services provided.

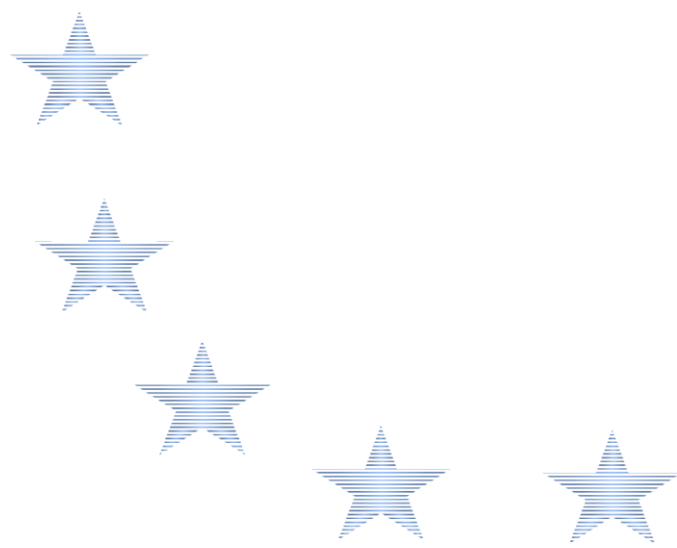
BENEFITS FROM ELOT EN 15224:2017 CERTIFICATION

The basic benefits from setting and implementing a Quality Management System according to the requirements of this standard are the following:

- Continuous improvement of the quality of healthcare services to the clients
- Conformance with legal and regulatory requirements
- Substantial contribution to the development and sustainability of the organization
- It provides the organization with a competitive advantage as regards the provision of high quality of healthcare services

CERTIFICATION WITH EUROCERT

- We are the largest Greek independent certification body, accredited by ESYD, with offices in more than 40 countries worldwide. Certification with Eurocert means evaluation and acceptance from an accredited and recognized/well-respected Certification body.
- We have strong and experienced staff and associates, who as inspectors/auditors and / or technical experts carry out inspections of high added value for your company.
- We make sure to keep you informed and updated of any local and/or international changes that concern your certification scope
- Our accreditation covers a wide range of standards and products, thus we are able to provide you with holistic solutions regarding management system certification



FREQUENTLY ASKED QUESTIONS

How long does it take to certify with ELOT EN 15224:2017?

Typically 3-6 months, although this may depend on various factors. The main issue is that the organization demonstrates that its management system is fully implemented and meets all the requirements of the standard. Top management and employees' level of awareness is also a crucial point to determine the necessary time for gaining certification.

Does it substitute public authority audits?

No. ELOT EN 15224:2017 is a voluntary certification aiming at continual improvement and does not substitute any public or official audit. However, it improves the company's organization, so that it complies with all relevant applicable legislation and helps avoiding any unexpected problems or fines during these audits acting pre-cautiously.