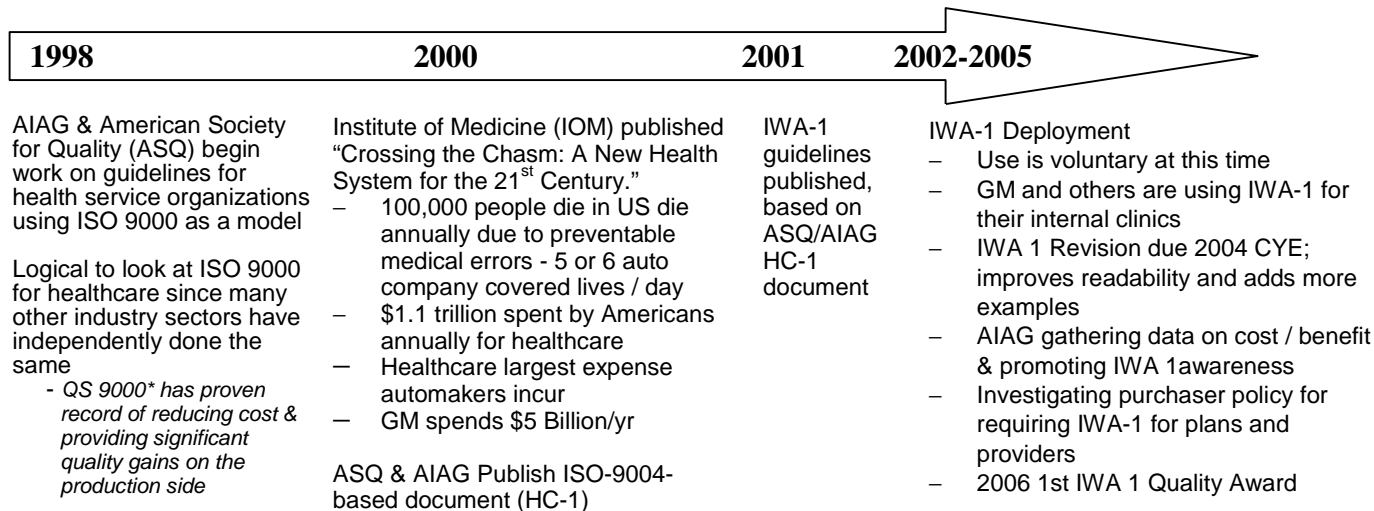


ISO International Workshop Agreement IWA-1

Quality Management Systems – Guidelines for process improvements in health service organizations



Scope of IWA-1

Document used as an aid to develop or improve a fundamental quality management system for any health service organization involved in management, delivery or administration of health service products or services, including training and / or research, in the life continuum process for human beings, regardless of type, size and the product or service provided

Document provides for continuous improvement, emphasizes error prevention & reduction of variation and waste, deploys best practice protocols, and provides a glossary of standard quality terms

IWA-1 Objectives

- Improve delivered health service quality through complementing existing accreditation (e.g. JCAHO) and process improvement methodologies (e.g. Six Sigma) to increase the value added to the organization and customer
- Improve organizations' image, increase customer confidence, and have a tool available to reward quality
- Maintain consistency in the global approach with other ISO-9000 sector-specific documents, e.g. QS-9000*
- Develop / incorporate a process that is actionable
- Minimize burden on health service organizations

Additional Points

- DCX, Ford, & GM (under AIAG Work Group) are aligned on current strategy to promote use of IWA-1 to external providers & support data collection from current implementers giving us good business case documentation to help convince others to engage
- Even a 2% savings due to implementing the IWA-1 will mean at least a \$ 1/3 Billion / year for US automotive arena (note: QS 9000* demonstrated at least a 7 to 8% cost savings when implemented)
- AIAG has done joint Healthcare Symposiums with others, e.g. ORC
- AIAG & ASQ to establish annual IWA-1 Quality Award
- ASQ, AIAG share resources to promote IWA-1

Organizations represented on IWA-1 Committee

(130 + experts from 17 countries)

- ASQ Health Care Division & Cleveland Clinic
- US Navy, Bethesda Naval Hospital
- Henry Ford Health System & General Motors
- Institute for Health Care Assessment – Spain
- Numerous other professionals representing health services, industry, registrar/accreditation bodies, quality and consulting organizations
- Others who participated include:
 - o Joint Commission for Accreditation of Healthcare Organizations (JCAHO)
 - o American Accreditation Health Care Commission
 - o National Committee for Quality Assurance (NCQA)

Industry Benefits

- Surveys: 2:1 (ISO9000) to 16:1 (ISO9000+) ROI
- Increased organizational effectiveness & efficiency
- Provides framework for managing the organization
- Improved medical outcomes by consistent application of best practice
- Incorporates learnings from other businesses using mature Quality Management Systems
- Improved customer satisfaction
- Standardized work and documentation for acute and chronic illnesses
- Promotes common quality language / terminology
- Addresses gaps in accreditation criteria
- Assists with regulatory compliance
- Incorporates metrics
- Reduces risk, e.g. liability

Additional Points (continued)

- Work with European CEN org. on common guidance for a new ISO Tech Specification aligned with IWA-1
- In Europe there are 4,000+ ISO 9000 certified health service providers while in North America only 100 exist (means Europe is 5 years ahead of US)
- Investigate possibility for Big three to give preference to healthcare providers that are IWA-1 compliant

* QS-9000 is the Big 3 automakers' ISO-9000-based supplier quality requirements document