

ISO International Workshop Agreement IWA-1

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

1998	2000	2001	2002-2005
<p>AIAG & American Society for Quality (ASQ) begin work on guidelines for health service organizations using ISO 9000 as a model</p> <p>Logical to look at ISO 9000 for healthcare since many other industry sectors have independently done the same</p> <ul style="list-style-type: none"> - QS 9000* has proven record of reducing cost & providing significant quality gains on the production side 	<p>Institute of Medicine (IOM) published "Crossing the Chasm: A New Health System for the 21st Century."</p> <ul style="list-style-type: none"> - 100,000 people die in US die annually due to preventable medical errors - 5 or 6 auto company covered lives / day - \$1.1 trillion spent by Americans annually for healthcare - Healthcare largest expense automakers incur - GM spends \$5 Billion/yr <p>ASQ & AIAG Publish ISO-9004-based document (HC-1)</p>	<p>IWA-1 guidelines published, based on ASQ/AIAG HC-1 document</p>	<p>IWA-1 Deployment</p> <ul style="list-style-type: none"> - Use is voluntary at this time - GM and others are using IWA-1 for their internal clinics - IWA 1 Revision due 2004 CYE; improves readability and adds more examples - AIAG gathering data on cost / benefit & promoting IWA 1 awareness - Investigating purchaser policy for requiring IWA-1 for plans and providers - 2006 1st IWA 1 Quality Award
<p>Scope of IWA-1</p> <p>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</p> <p>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</p>	<p>Organizations represented on IWA-1 Committee (130 + experts from 17 countries)</p> <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> o Joint Commission for Accreditation of Healthcare Organizations (JCAHO) o American Accreditation Health Care Commission o National Committee for Quality Assurance (NCQA) 		
<p>IWA-1 Objectives</p> <ul style="list-style-type: none"> - 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 	<p>Industry Benefits</p> <ul style="list-style-type: none"> - 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 		
<p>Additional Points</p> <ul style="list-style-type: none"> - 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 	<p>Additional Points (continued)</p> <ul style="list-style-type: none"> - 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