Quality assurance strategies in hospitals: Development, implementation and impact of quality assurance methods in Iranian hospitals
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Stellingen

1. Quality assurance systems in hospitals are still a big challenge for health care in Iran, which need further improvement (Chapter 2).

2. The current quality activities in Iranian hospitals form a cycle of quality assurance, combining a set of mandatory and voluntary strategies, but the wheel of quality is not revolving perfectly; as some parts are not working optimally (Chapter 3).

3. Statutory legal requirements and governmental external pressure are important factors to a widespread uptake of quality assurance strategies, however, to reach impact in practice, the need for further maturing and repositioning of the strategies is required (Chapter 4).

4. In order to improve quality of care in hospitals, a balanced use of organizational, clinical process and outcome measures is required (Chapter 5).

5. Reporting a high implementation rate of patient safety and patient-centeredness strategies is not a guarantee for safe hospital care (Chapter 6).

6. Patient safety and patient-centeredness in Iranian hospitals can be improved by legal embedding of strategies, creating an organizational responsiveness to demands of patients, creating a patient safety and patient-centeredness culture in hospitals and truly partnering with patients and their families (Chapter 5, 6, 7).

7. Given the rate of quality deficits and adverse events in Iranian hospitals, methods of development and implementation of quality assurance strategies in hospitals in Iran require improvement (Chapter 7).

8. Quality assurance in hospitals is an endless journey. It requires continuous standard setting, measurement, change and improvement (Shaw and Kalo, 2002).

9. “Knowing is not enough; we must apply” (Johann Wolfgang von Goethe). This also applies to quality assurance strategies in Iranian hospitals.

10. Deepening our understanding about quality cultures in different health care systems may improve our knowledge on quality assurance systems in hospitals.