

## KEY CONCEPTS – HEALTHCARE QUALITY

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1. **Health care is a privilege** (granted to health care professionals) **to serve** their brothers and sisters in need.

2. **Health care is a science and skill (often incorrectly named “art”)**, requiring explicit, tacit and emotional information handling. Health and healthcare is based on collaboration. Resulting level of health and healthcare quality is a function of communication. The initial step lies in “needs assessment”. Health and healthcare is a systemic issue requiring a systems and systematic approach. Reductionistic approaches are only very limited in their contribution to the understanding of HC systems. The smallest functional unit is sometimes referred to as the “healthcare microsystem”.

3. A **healthcare organization exhibits all attributes of a living organism** (has a memory, “conscience – awareness”, is responsible and accountable, is able to reproduce. An organization **is** an organism. An organism is a self generating network of communications (hence the value and reason for reflection on "E-Health Systems Quality and Reliability: Models and Standards", healthcare informatics and cybernetics in HC".)

4. A **normal organization is an organism that behaves naturally** and the origin of this “nature” lies in the “genes” of the organism (hence the need for “Models and Standards” – standards = norms). The skill of quality management is the introduction of the appropriate disturbances leading to better collaboration = symbiosis. A quality manager may be looked upon as the “vector of transfer” of the appropriate new pieces of genetical code into the existing genes of the organization and in such a way aiding in the improvement of the genetical pool of this respective organism.

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