

Developing a Quality Management System for the Latvian Health Inspectorate

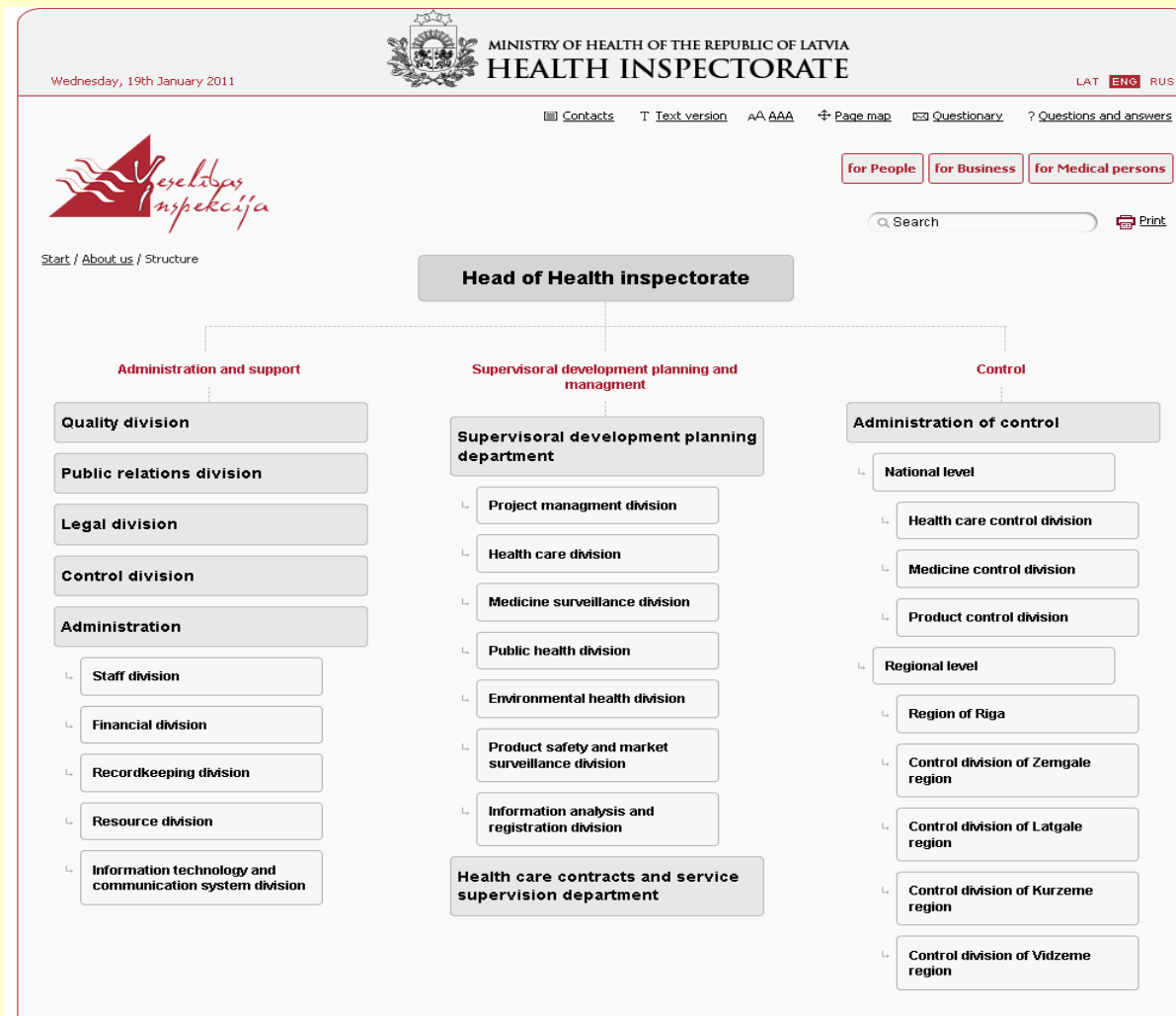
Health inspectorate of Latvia
Head of Quality Division
Evija Jekabsone
evija.jekabsone@vi.gov.lv



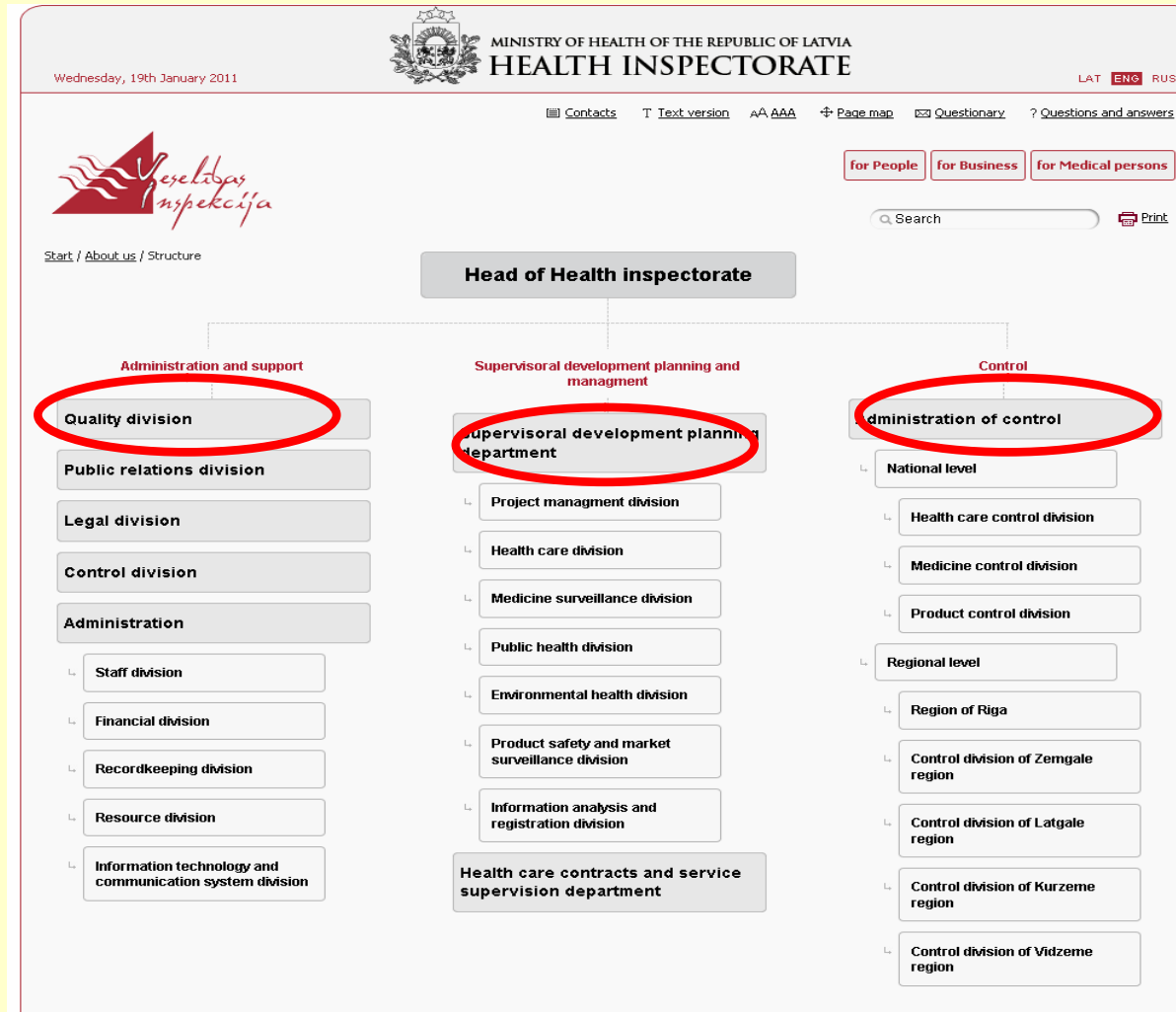
Agenda

- **Introduction**
- **Organization Profile**
- **Situation before the solution**
- **The implementation project**
- **Results**
- **Lessons learned**
- **Future plans**

Introduction



Introduction



Introduction

Head of Quality
division
– Evija Jēkabsone



Senior quality
systems specialist
– Ilze Grīšliņa



Data security
specialist
– Māris Leščinskis

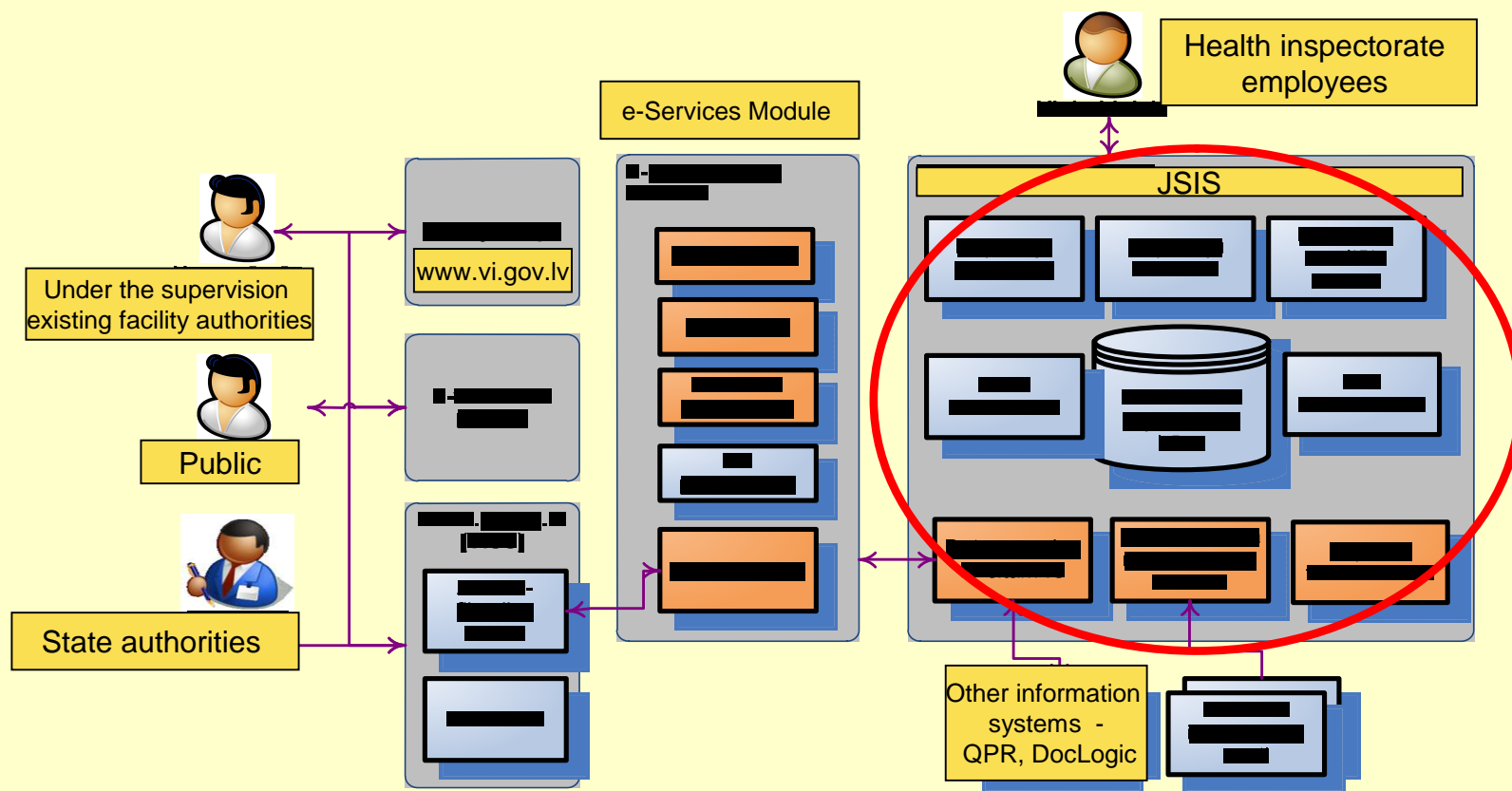


Introduction

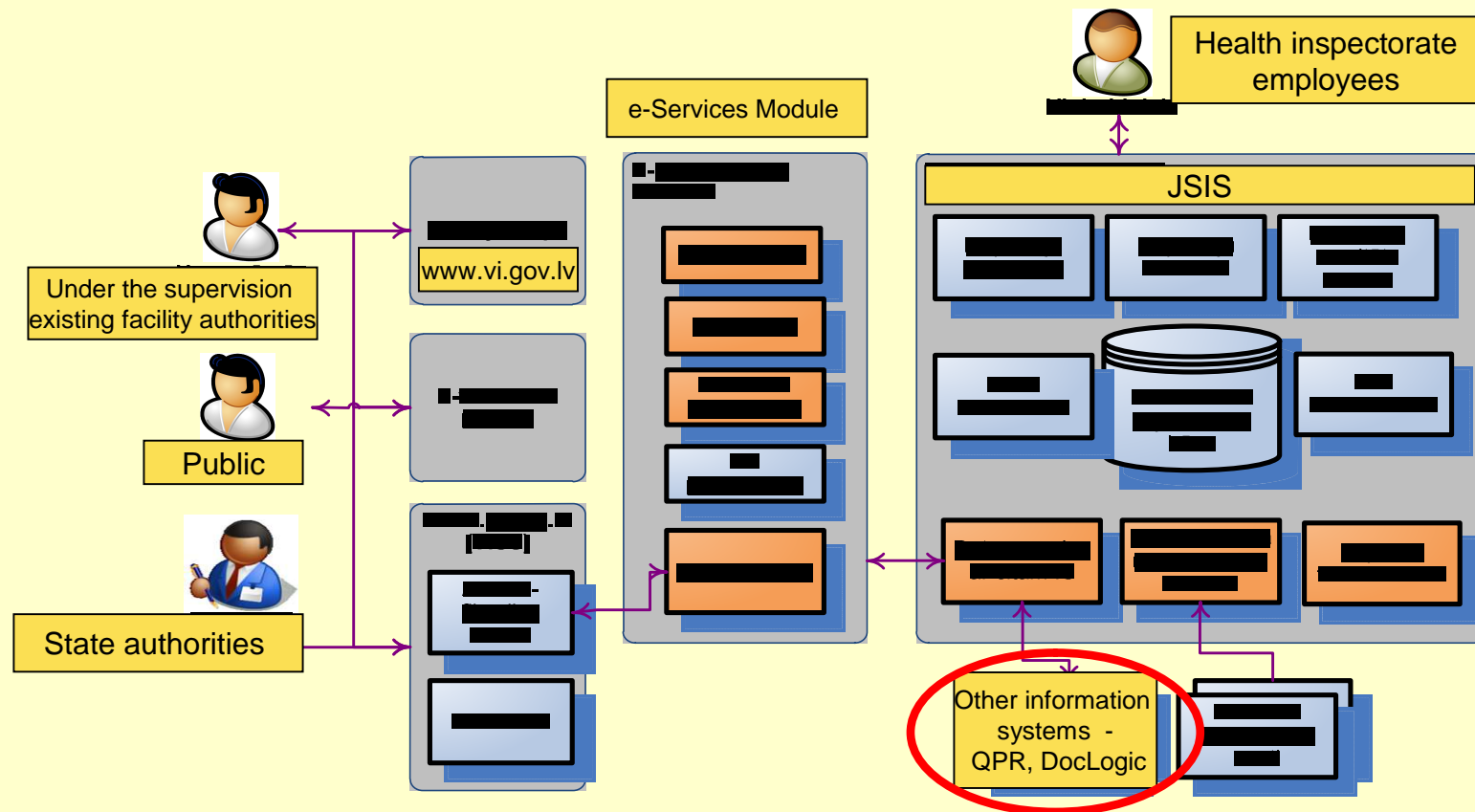
Quality Division functions:

- ✓ to implement quality management system, according to ISO 9001 and ISO 17020 standards requirements;
- ✓ to realize internal quality audits;
- ✓ to provide personal data protection;
- ✓ to provide IT security management

Introduction



Introduction



Organization Profile

Health inspectorate of Latvia is a state administrative institution supervised by the Ministry of Health of the Republic of Latvia.

The main purpose is to reduce the risk for society and consumer health by realizing state surveillance.

The main task is to ensure legal, professional, consistent and competent state surveillance and control in health sector, taking part in such policy realization as public health, health care, pharmacy, drug and psychotropic substances legal circulation and consumer rights protection.



Organization Profile

Health inspectorate's customers are:

- ✓ Individuals and society;
- ✓ Surveillance objects such as, hospitals, doctor's practises; schools, kindergartens, public drinking water supply objects; places for swimming, cosmetics and chemical compounds wholesale and retail etc.;
- ✓ State authorities such as, Centre for Health Economics, Health Payment centre, Medications State Agency, Emergency medical care service;
- ✓ Non-governmental organizations;
- ✓ The other public organizations.



Ministry of Health

Organization Profile

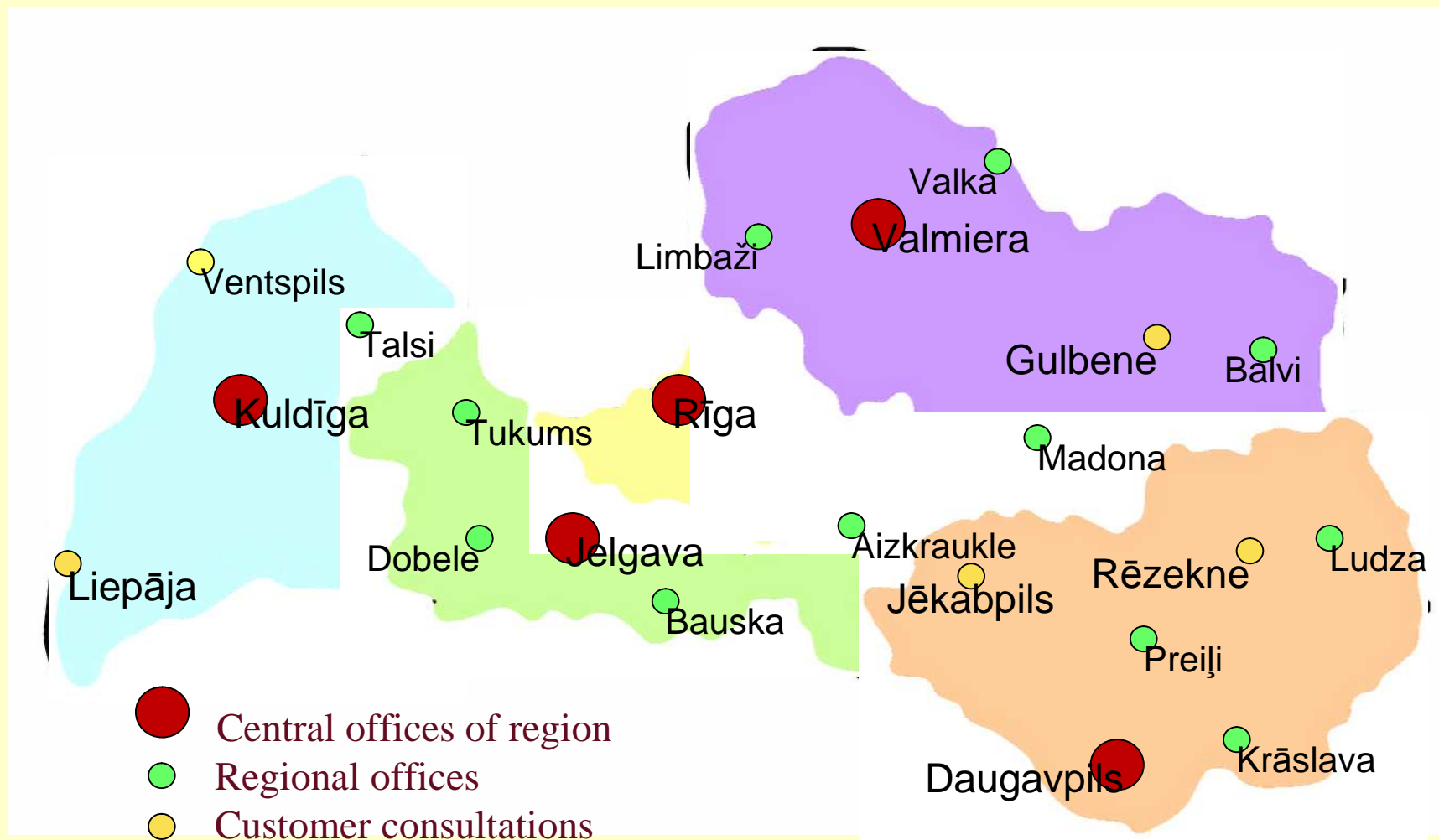


The history of Health inspectorate

- ✓ The Health inspectorate was founded in 1st October 2007 as a result of the reorganization of three institutions (1+1+1=1) :
 - Health Care Quality Control Inspectorate
 - + State Pharmacy Inspectorate
 - + State Sanitary Inspectorate

- ✓ A further reorganization in 2009 (1+1+1+1+1=1) :
 - Health inspectorate
 - + Public Health Agency
 - + Health Compulsory Insurance State Agency
 - + Health Statistics and Medicine Technology State Agency
 - + Medical Professional Education Centre

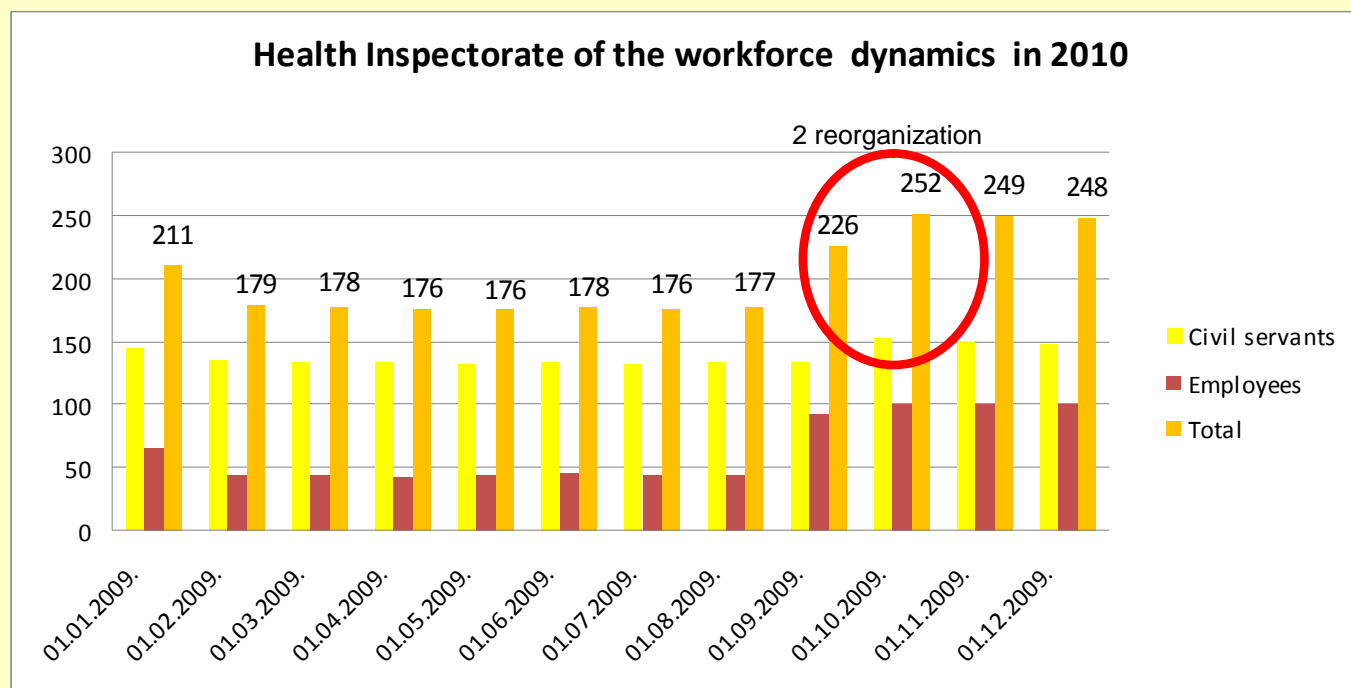
Organization Profile



Organization Profile

Personnel of the Health Inspectorate

- ✓ 245 employees
- ✓ 93 % higher education
- ✓ 28% doctors (physicians)



Organization Profile

Head of Health inspectorate

Egils Harasimjuks

- ✓ Profession – physician
- ✓ Market surveillance
commission member
- ✓ Food council member



Organization Profile

Health inspectorate is competent European authority:

- ✓ Cosmetic products safety.
- ✓ For cooperation with European Commission and European Food Safety Authority with respect to nutrition and health claims made on foods.

Health inspectorate is involved in the international work groups at the European Community :

- ✓ European Chemicals Agency Committee for Risk Assessment.
- ✓ European Environment Information and Observation Network (EIONET) Working group on environment and health.
- ✓ European Chemicals Agency Forum for Exchange of Information on Enforcement.
 - ✓ European Commission DG Enterprise and Industry, Permanent Committee and Working group on Cosmetic products etc.

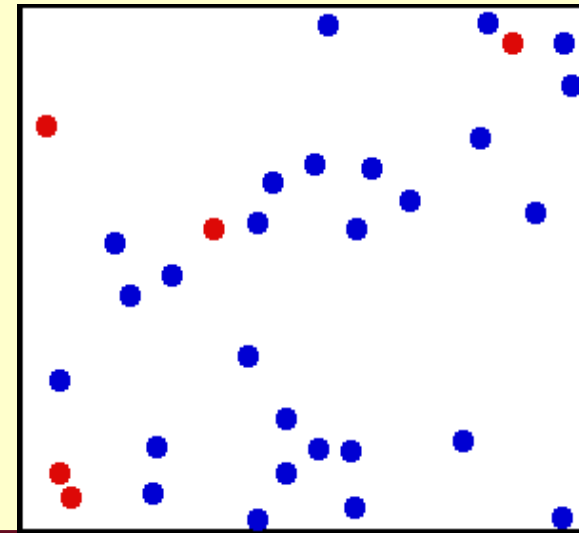
Situation before the solution

How to make a joint institutions full performance of the functions?

How to provide process management?

- ✓ The amount of functions increased after the 1st. reorganization;
- ✓ Processes were not identified, standardized;
- ✓ There were no set process measurements;
- ✓ Organization did not have an overall picture of the ongoing process in question (border);
- ✓ Often conflicts occurred between the departments of the process;
- ✓ There were no defined process owners;
- ✓ Lack of information on other processes within the organization;

And finally, there appears to be “Brownian motion ”

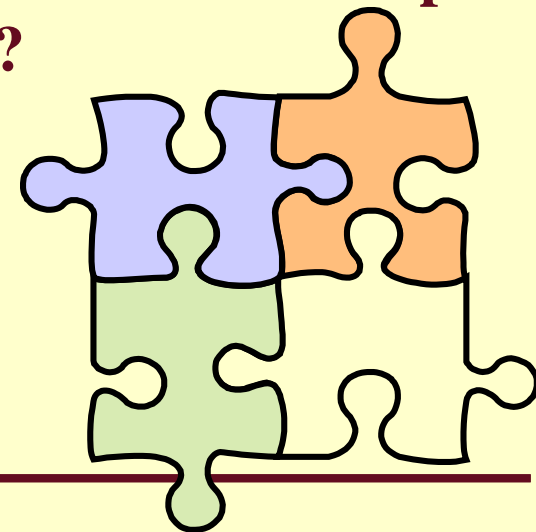


Situation before the solution

How to make a joint institutions full performance of the functions?

**How to provide
process management?**

**How to gain greater understanding processes relationships
to goals and strategies?**



Solution requirements & choice justification

We are looking for support of process management tools:

- ✓ iGrafx
- ✓ Visio
- ✓ QPR ProcessGuide

QPR ProcessGuide was chosen due to following factors :

- ✓ Convenient and easy process mapping and development;
- ✓ communication capability with Portal
- ✓ Support for Health Inspection strategy with assistance of QPR Scorecard

The implementation project

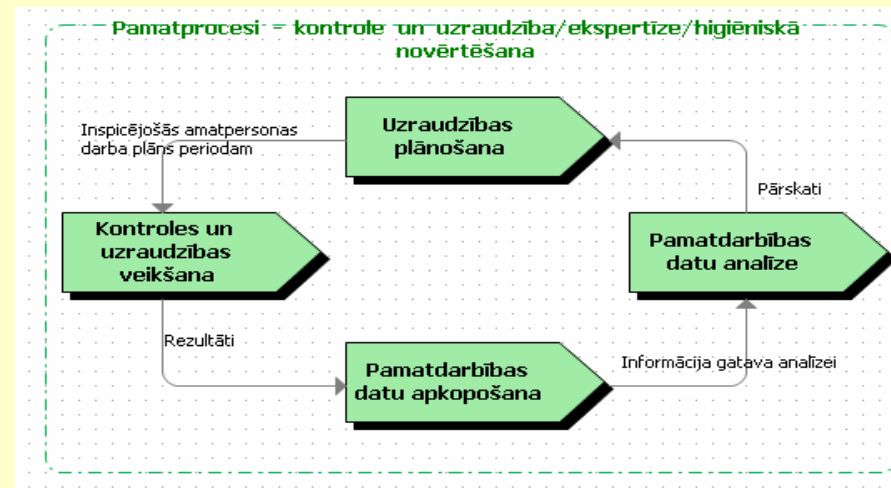
- ✓ November 2007 is bought QPR ProcessGuide
- ✓ Part of the project establish a working group to mapping and developing Core processes of Health Inspectorate
- ✓ Work begins with the Core processes
- ✓ Working Group:
 - ✓ Professionals
 - ✓ Developer representative
 - ✓ Quality Manager



Results

From December 2007 until August 2008, identified, mapped, developed the basic processes of inspection:

- ✓ Surveillance planning;
- ✓ Control and surveillance;
- ✓ Control and surveillance data collection;
- ✓ Control and surveillance data analysis.

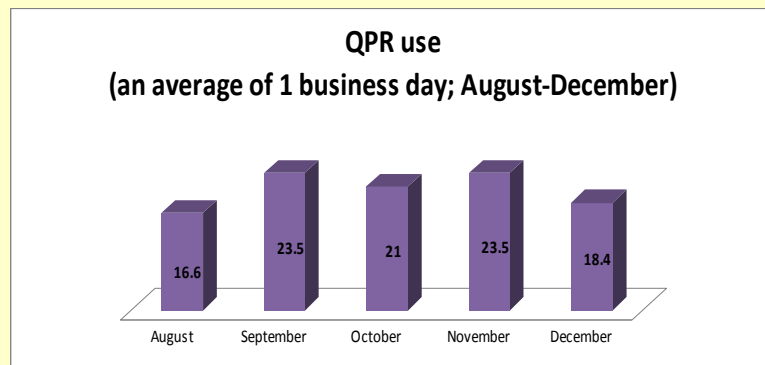


Results

QPR Portal users:

- ✓ 140 viewers;
- ✓ 30 PG communicators;
- ✓ 5 designers licences

QPR use:



QPR Portal - Evija Jēkabsons (evija)

QPR

Mans saturs | Procesi | Darbības

Mājas | Kas jauns | Mani pienākumi | Mani brīdinājumi | Mani paziņojumi

Pārvaldīt grāmatzīmes | Drukāt

Mājas

Kopīgās grāmatzīmes:
Svarīgi
SASKAŅOŠANAI
APSTIPRINĀŠANAI
Inspekcijas veikšana (Blokshēma)

Welcome

Veselības inspekcija

Laipni aicināti Veselības inspekcijas sadarbības portāla –
Kvalitāte. Process. Rezultāti.

Portāls izveidots ar mērķi nodrošināt Veselības inspekcijas dokumentēto procesu atbilstību reālajam darbībam, kā arī veicināt informācijas apmaiņu darbinieku vidū par Inspekcijā noritošajiem procesiem.

Portālā viegli:

1. Piesajama **aktuāla** informācija par Inspekcijas procesiem un dokumentiem;
2. Iespēja **komentēt** procesus – tiešsaistē un izmantojot e-pasta paziņojumus;
3. Iespēja izveidot savu **personīgo darba profilu**.

Īsāk:

- Šeit Tu atradīsi savus procesus;
- Šeit Tu uzzināsi, ar ko nodarbojas kaimiņi/kolēģis un blakus nodarbojas;
- Šeit Tu varēsi pateikt to, ko gribi pateikt par darbu!

Vairāk informācijas:

- Īsa portāla lietošanas instrukcija (latviešu val.)
- Lietošanas instrukcija (QPRPortalTrainingGuide angļu val.)
- QPR pamata informācija
- QPR komentēšana un diskusijas

Rodas neskaidrības, jautājumi, problēmas?

Raksti: kvalitate@vi.gov.lv

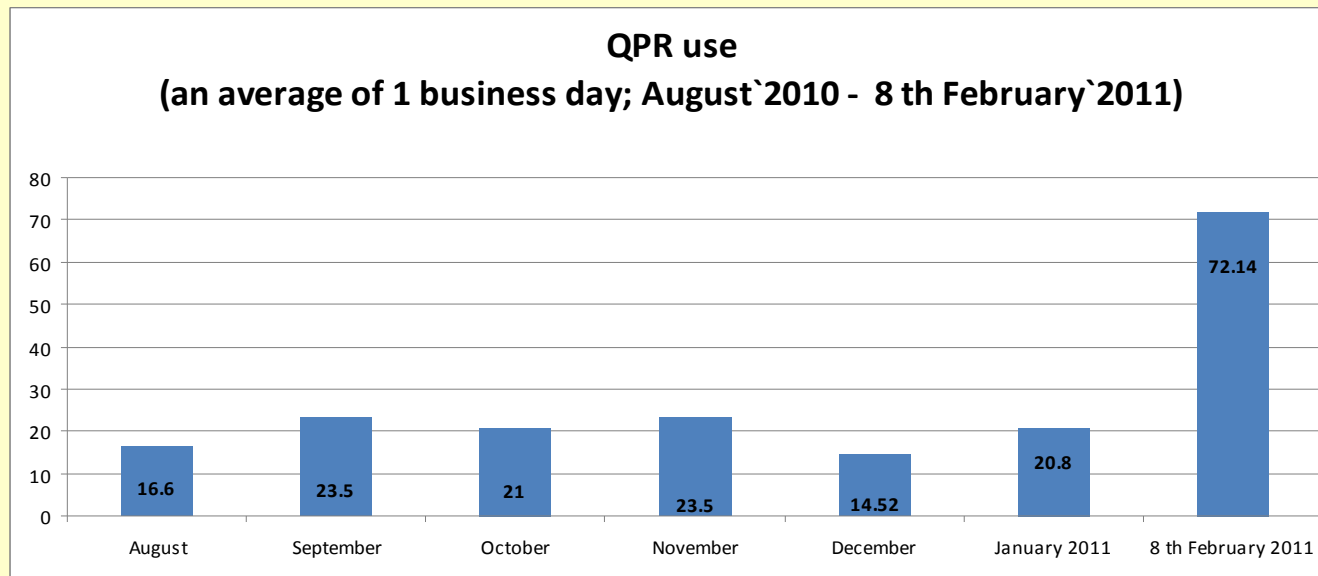
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Results

QPR portal use 2011:

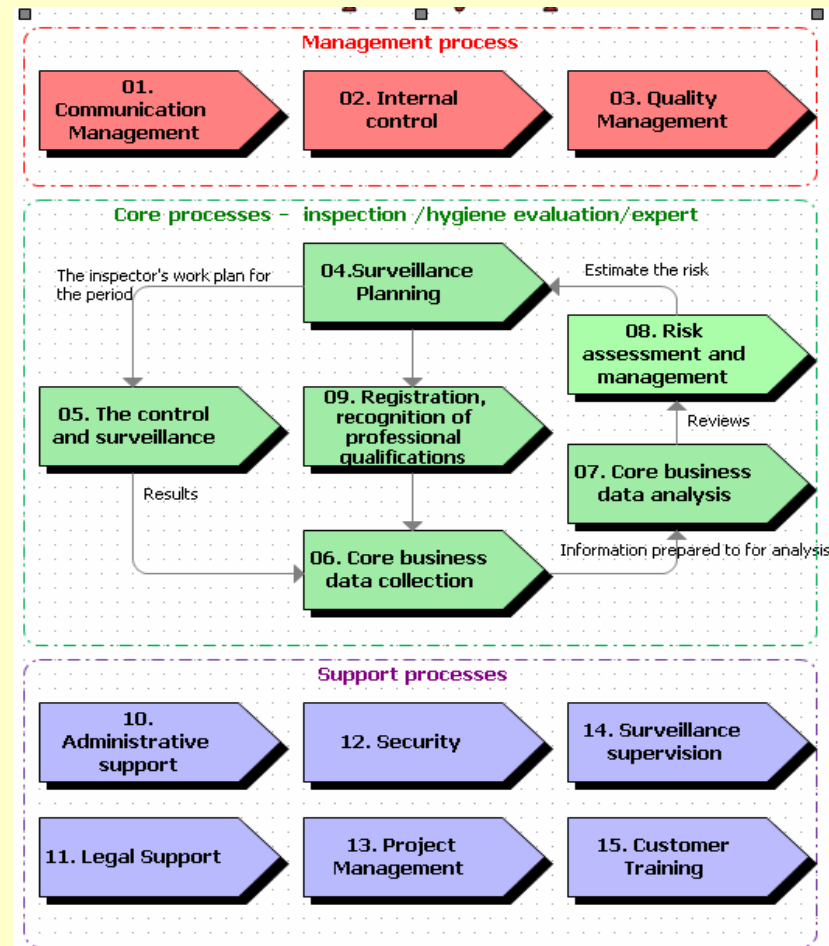
QPR portal users is heads of structural units, all the inspecting personnel, Surveillance Planning and Development Department, Quality division, etc.



Results

Processes are classified:

- ✓ Management
- ✓ Core processes
- ✓ Support



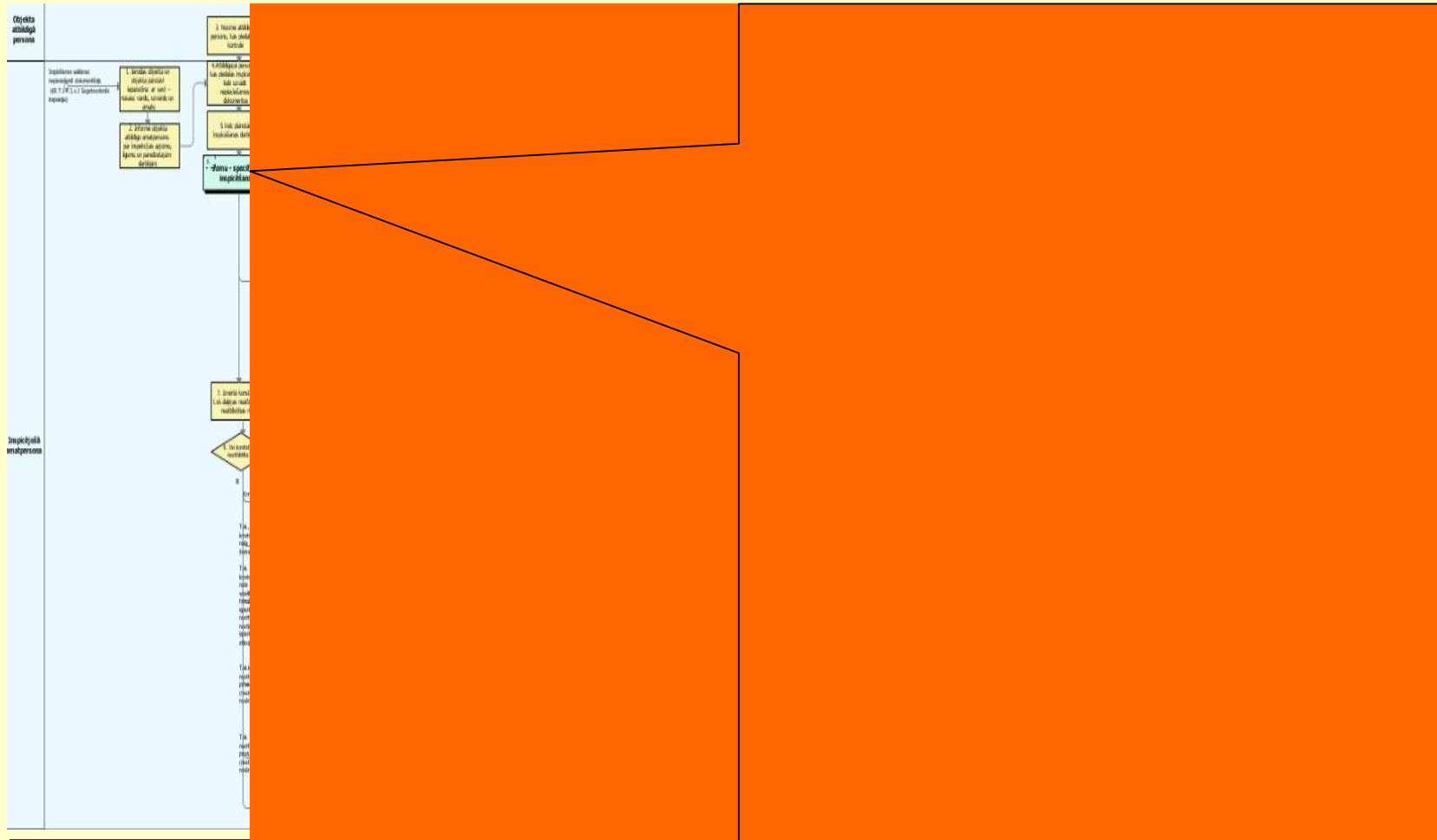
Results

Quality management system (QMS) at the Health inspectorate:

- ✓ Based on ISO 9001
- ✓ Departments in carrying out the inspection - the 17020 standard requirements.



Results

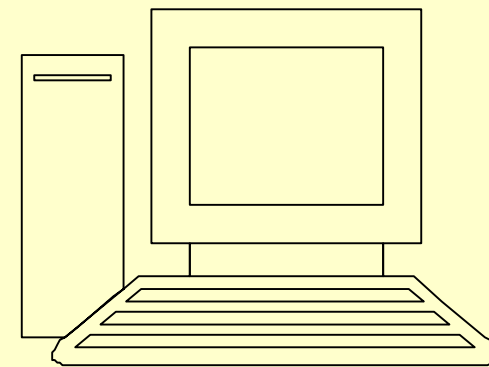


Results



QPR ProcessGuide benefits:

- Easy to administer - without IT education
- Health Inspectorate regional offices and Mobile inspectors have easy access to information
- Paperless flow of information
- Easy version management
- Provide easy access to a new version, changes management
- A good support tool for the Health Inspectorate during the reorganization
- QPR software saves Health inspectorate resources



Lessons learned

- ✓ Before developing a process - to train staff
- ✓ Build process, in cooperation with all specialists on those topics
- ✓ Do not create too big work group
- ✓ Info and organization items to be fixed before the process of mapping and developing

Future plans

- ✓ Complete the developing processes
- ✓ Process measurement
- ✓ Accreditation for the ISO/IEC 17 020 standard “General criteria for the operation of various types of bodies performing inspection” requirements
- ✓ Develop a strategy and implement with the help of QPR ScoreCard

Thank you for attention!



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