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Title: The Role of the Quality Management System in the Mechanism of Developing the Safety of the Hospital's Medical Services

The overriding function of hospitals is to provide inpatient medical services and patient care. Despite the progressive development of medical science and technology, the increase in complexity and specialization, ensuring patient safety in hospitals is a major challenge, sharpened by the occurrence of medical errors or adverse events.

The literature analysis for the dissertation research identified research gaps filled by self-study. The deficit of the theoretical-cognitive area concerned the systematization of issues and tools within the evaluation and improvement framework of the standardized quality management system (QMS). In the empirical area, the level of knowledge and the extent of their use in the practice of hospitals needed to be investigated. In addition, the main determinants of the safety of a hospital's medical services needed to be identified, validated and classified.

The main objective of the dissertation is to construct a safety mechanism for hospital medical services and evaluate the importance of a standardized QMS in its formation. The main objective is reinforced by six sub-objectives. The main hypothesis stated is that a standardized QMS is a key determinant in shaping the safety of a hospital's medical services. In addition, four sub-hypotheses were verified.

The subject of the study was the standardized QMS operating in all hospitals included in the system of Basic Hospital Provision of Health Care Services, the so-called network of hospitals, in the Malopolska province, for which the founding body is a county or a city council on the rights of a county, and which built the QMS based on the standardized requirements of ISO standards and/or the accreditation program.

For the purposes of the research, a scheme of research procedures was developed and detailed research methods covering several types of methods were applied, appropriate to the complexity of the issues undertaken in the research.

The empirical research was focused on two planes. The achieved goal of the research in the first plane was to identify ways of construction and types of evaluation of standardized QMS in the studied hospitals and classify and evaluate the use of ways and instruments for their improvement. The achieved goal of the research in the second plane was to identify and indicate the place (ranking) of the key determinants of the safety of the hospital's medical services.

The final and generalizing effect of the results obtained and the research activities undertaken was constructing a mechanism for the safety of medical services and evaluating the importance of a standardized QMS in its formation. The constructed mechanism for the safety of medical services has application values and is indicated for use in the practice of hospital management.