

Ensuring Good Health and Well-being Through Effective Hospital Compliance Audits

ISO9001 is an international quality management system standard issued by the International Organization for Standardization (ISO). This standard is applicable to organizations of any type or size and aims to enhance operational efficiency. It encourages continuous development within organizations to ensure confidence in the quality of service, ultimately leading to high customer satisfaction. The focus of this system is on meeting customer expectations, addressing the needs of stakeholders, and ensuring quality assurance.

Similarly, the Hospital Accreditation (HA) standard is designed to guide the development and evaluation of hospitals. It covers aspects of hospital administration, management of key operational systems, patient care processes, and outcomes. Accreditation by external agencies, based on the HA standard, encourages hospitals to consistently improve the quality and safety of patient care. This process promotes a culture of continuous learning, evaluation, and development within the organization. Both ISO and HA standards require compliance assessments, ensuring adherence to relevant laws and the standards themselves. Certification under these standards involves periodic evaluations, typically every 2-3 years, along with annual self-assessments to maintain accreditation.

Both standards are widely adopted by leading healthcare institutions, including Nakharin Hospital, which was established under the name "Nakharin Patanaweckakit Company Limited." The hospital received ISO9001:2008 certification in June 2014 and was later certified under ISO9001:2015. Since 2018, Nakharin Hospital has also been certified under HA standards, reflecting its leadership's commitment to providing high-quality, reliable healthcare services.

Compliance with laws and certification under international standards contributes to the promotion of the United Nations' Sustainable Development Goals (SDGs). Legal frameworks serve as societal agreements that ensure peaceful, safe, and healthy living conditions. Meanwhile, ISO9001 and HA standards focus on quality management, enhancing healthcare services to improve patient safety and health outcomes (SDG No. 3: Good Health and Well-being). Additionally, ISO9001 certification supports efficient management practices, improving the organization's reputation and creating high-quality jobs, thereby promoting economic growth (SDG No. 8: Decent Work and Economic Growth). Furthermore, the continuous evaluation and monitoring required by ISO9001 help organizations streamline operations and optimize resource use, aligning with the goal of promoting sustainable production and consumption (SDG No. 12: Responsible Consumption and Production).

On July 23, 2024, a team of 72 fourth-year Occupational Health and Safety students, along with faculty from the Occupational Health Department, participated in a comprehensive evaluation of hospital management systems. The evaluation aimed to assess compliance with relevant standards and laws, integrating coursework from OCC64-463: Application of Occupational Health and Safety Law in Industry and Services and OCC64-464: Occupational

Health, Safety, and Environmental Standards. The team visited various hospital departments, including the wastewater management system, maintenance department, surgery department (Operating Room: OR) , intensive care unit (ICU) , fabric and laundry services, nutrition department, and the central distribution unit. The environmental and waste management sections were also reviewed. This activity provided students with valuable hands- on experience in a real-world environment, effectively bridging the gap between theoretical knowledge and practical application. For Nakharin Hospital, the evaluation results offered key insights to strengthen its compliance with ISO9001 and HA standards, supporting improvements in operational efficiency and ensuring preparedness for future certifications.

Additionally, the researcher served as a lecturer for the workshop titled "Management of Disasters and Emergencies in Business Establishments such as Hotels, Factories, and Hospitals." This workshop, held on July 31, 2024, was part of the Safety Knowledge Development Project for insured employees in Nakhon Si Thammarat Province, organized by the Health Insurance Group and the Nakhon Si Thammarat Provincial Public Health Office.