

# The Benefits of Quality Management for Patients, Practice and Employees

## Benefits of QM for the Practice

- ❖ Easily comprehensible structure of all processes
- ❖ Monitoring and improvement of processes and increasing their quality
- ❖ Saving time and costs due to the optimization of workflows
- ❖ Attribution of competencies and responsibilities
- ❖ Evidentiary documents
- ❖ Best practice of services
- ❖ Patients' satisfaction and improved patient loyalty

## Benefits of QM for the Patients

- ❖ Increasing the patients' satisfaction
- ❖ High quality of services due to focussing our inner processes on the patient's wishes and demands

## Benefits of QM for the Employees

- ❖ Transparency of structural and process organisation
- ❖ Improved internal communication and information
- ❖ Increase in team motivation and satisfaction by establishing responsibilities
- ❖ The early identification of problems and mistakes