

## Quality of health care policy

The management of the Clinical Center establishes the quality of health care as a document, setting out principles for the realization of the process of professional work and improvement of health services.

In line with this commitment, all employees of the Clinical Center will respect the principles and implement the following activities:

- The basic right of patients is to receive safe and quality health services that will satisfy their needs and expectations;
- It will be established a better communication with patients in order to support their decisions in terms of health care
- health care process will be realized as one whole, in order to meet the needs of service users of the Clinical Center;
- It will be applied multi-disciplinary style of work, with greater participation of patients, which is the subject of interest throughout the Clinical Center. The Clinical Center will provide the culture, support systems, so that a medical worker can achieve his/ her individual responsibility in providing health services of high quality;
- There shall be established the use of the system for support in decision, in order to minimize the problems of excessive or reduced using of medical technologies and to reduce wasting in all kinds of resources;
- There will be continuous medical education and training to improve the quality and safety of health care and implementation of evidence-based medicine, which is in accordance to professional competence and ethics;
- Doctors will take the obligation and responsibility to implement clinical revision,
- It will be established a continuous measurement of process and outcomes of health care
- We will aspire to implement the highest standards of health;

HEAD DIRECTOR  
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