

Policy of quality

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Clinical Center of Banja Luka is, with its capacity, the biggest health institution in the Republic of Srpska. Scope of the Clinical Center is the performance of health services, hospital and out-hospital, for level of secondary and tertiary health care. Clinical Center is also the referential health facility in the Republic of Srpska, for activities which performs and scientific basis for the Medical Faculty and Medical School.

Business of the Clinical Center is, with the biggest percentage, related to the performance of health services for the insured Health Insurance Fund of the Republic of Srpska and with a tendency to become a regional center for the western part of BiH.

A special role is played by the establishment of quality improvement, which takes place continuously in the process, and all employees participate. We will be open, honest and transparent to the community in striving to achieve a healthy, safe and comfortable environment together.

Caring for patients is at the core of all our activities. We will strive to provide the most quality health care and patient participation in making important decisions about their treatment, as well as meeting their expectations and needs.

We will create a challenging environment in which would be recognized, stimulated and rewarded quality work. We will promote continuous learning and development of employees through continuous professional development. We will encourage employees to demonstrate a commitment to teamwork, to accept change and be open to new initiatives.

In carrying out everyday activities, we will strive to the highest standards of honesty, integrity and professionalism. We will encourage our employees to follow a code of ethics and to respect their commitments.

We will be professionally responsible for the results of our business. Efficiency, effectiveness and rationality of business will be the focus of the administration. We will accept changes and innovations that contribute to providing quality health care services and operations.