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Critical Success Factors in Medical Quality Systems

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Abstract: Quality assurance through quality systems implementation has been applied to different areas such as industries and service companies, including health sector. However, researches about QM in health sector do not provide accurate information about what makes these systems successful, or even the failure causes. In research through literature finding for critical factors that makes the quality assurance effective, there are also, a large diversity of factors that even can show disagreements. Therefore, it is proposed to develop a research in order to identify critical success factors in effective implementation of quality systems in health sector in Juarez city, through a methodology that allows determine the significant critical factors. This paper was developed through a deep review of literature about the critical success factor for quality systems management, as well as empirical study related with QM's implementation in different hospitals and health centers in Juarez city, Mexico.

Keywords: Critical Success Factors, Quality Assurance, Quality Systems.