

The Netherlands	Hungary	Finland
<p>Quality Act with requirements such as:</p> <ul style="list-style-type: none"> - annual quality report; - client council; - measuring quality of care; - complaint registration 	<p>Quality Act with NO requirements.</p> <p>ISO financially stimulated</p> <p>Complaint registration is obliged</p>	<p>Recommendations to implement a QMS – NO requirements</p> <p>Handling of adverse incidents caused by medical devices is obliged</p>
<p>Voluntary accreditation of the Dutch Hospital Accreditation Institute (NIAZ) is possible based on hospital standards per department.</p>	<p>Typical ISO requirements:</p> <ul style="list-style-type: none"> - quality action plan - quality manual - guidelines - care plan management - incidentreporting - internal audit - management information - management controls - user satisfaction 	<p>All activities are voluntarily.</p> <p>Recommendations concerning:</p> <ul style="list-style-type: none"> - customer participation; - leadership; - high quality personnel; - management of processes; - management information; - quality criteria