

Congress Abstract

Activities of the Medical Quality Control Service

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Background: Internal quality control is an essential component of healthcare management aimed at ensuring compliance with established standards, identifying and eliminating deficiencies, improving clinical processes, and enhancing patient safety.

Objective: To evaluate the main activities and outcomes of the Medical Quality Control Service at the State Enterprise on the Right of Economic Management "Multidisciplinary Medical Center" of the Akimat of Astana.

Materials and Methods: The activities of the Quality Control Service in 2024–2025 were analyzed. Key areas included preparation for national accreditation, updating standard operating procedures, internal audits of medical records and clinical processes, identification of deficiencies, and analysis of complications and mortality.

Results: In 2024–2025, the Center successfully completed national accreditation. In 2025, more than 3,000 inpatient medical records and 1,500 day-care records were audited. Clinical processes in surgical and chemotherapy departments were regularly monitored. More than 40 mortality case reviews and 14 meetings of the Medical Quality Control Committee were conducted. Identified deficiencies were analyzed, followed by the development of corrective measures.

Conclusions: Systematic internal audits, process standardization, and analysis of healthcare deficiencies are important tools for quality assurance. The Quality Control Service contributes to identifying areas for improvement, implementing corrective measures, and maintaining compliance with established healthcare quality standards.

Keywords: Quality of Care; Internal Audit; Accreditation; Patient Safety; Quality Management; Medical Records