

## Book Review: Ruxandra Boghian: Managementul calității în sistemul sanitar

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## Book Review

### **Quality management in the healthcare system [Managementul calității în sistemul sanitar] (by: Ruxandra Boghian, ProUniversitaria Publishing, Bucharest, 2021)**

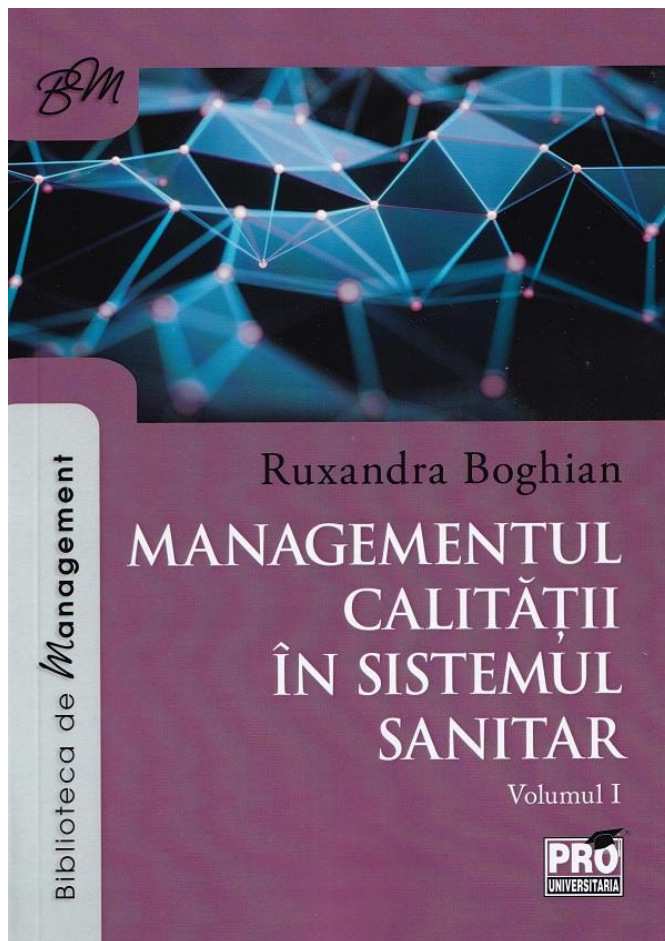
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The Romanian healthcare system faces multiple challenges: limited access to medical services, continuous emigration of medical staff, outdated equipment, and a personnel deficit. These issues have caused tensions among physicians, healthcare providers, and patients. Despite annually



treating millions of people and saving lives, approximately 90% of the population, disputes persist in financial, social, and economic aspects. It is evident that a revitalization of the healthcare system is necessary to align it with European standards. Such issues, along with proposed solutions, are addressed by Dr. Ruxandra Boghian, a professor at the Bucharest University of Economic Studies, an authorized trainer, and a specialist in quality management within enterprises, with considerable experience in adult education. Her book, "Quality Management in the Healthcare System" [Managementul calității în sistemul sanitar] (ProUniversitaria Publishing, Bucharest, 2021) [1] highlights that the Romanian healthcare system still fails to cover the deficit regarding accessibility to medical services. As we have also addressed similar issues in our works [2-9], her publication discusses the migration of medical personnel, challenges associated with outdated equipment, lack of medical staff, among others. The structure of the work

authored by Professor Ruxandra Boghian encompasses key landmarks such as: Chapter 1 - The evolution of quality in the healthcare system (1.1 Evolution of quality control, 1.2 Quality characteristics, 1.3 Determining patient satisfaction - The Kano Model, 1.4 Total Quality Management); Chapter 2 - Quality planning methods in the healthcare system (2.1 Introduction to quality planning methods, 2.2 The quality planning process in healthcare organizations, 2.3 Quality objectives, 2.4 Quality implementation function); Chapter 3 - Quality assessment in

healthcare organizations (3.1 Qualitative analysis - The SERVQUAL Model, 3.2 Basic quality management tools applied in the healthcare system, 3.3 Quality management techniques applied in the healthcare system); Chapter 4 - Quality improvement methods in healthcare organizations (4.1 Lean Management, 4.2 Six Sigma); Chapter 5 - Quality costs associated with healthcare organizations (5.1 Categories of costs related to non-quality, 5.2 Categories of costs related to quality).

Focused on enhancing the quality of medical services—a concern reflected in the author's other works [10-13] — she proposes: (i) Reducing bureaucracy; (ii) Curtailing medical fraud (especially financial fraud); (iii) Ensuring equal access to medical services; (iv) Mitigating or reducing migration processes; (v) Equipping clinics and hospitals with modern medical equipment; (vi) Enhancing the quality of medical practices; (vii) Eliminating all forms of waste (time, movement, financial resources, etc.).

The author contends that the Romanian healthcare system must be capable of aiding patients, offering them healthy prospects in modern hospitals and clinics. Hence, the medical system needs to adapt to each citizen's needs, ensuring necessary treatment.

Such objectives can be achieved through the efficient organization of the medical and social systems, promoting the free flow of information, earning public trust, meticulously managing medical processes, continually eliminating waste from the healthcare system, and assuming financial responsibility.

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