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## Quality Management System and outcome after Bone Marrow Transplantation

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Implementation of a quality management system has become standard practice for hospitals when their services are associated with significant risks to patient safety. Use of a quality management system contributes to better services. It raises patient's trust and confidence. As a consequence, quality management has become an essential component of today's management strategies. Use of quality management systems and accreditation has been advocated as a putative driver for quality, safety and reduced costs in healthcare. Hospitals devote increasing resources to quality management systems but scientific analysis is searching for an impact of these systems on clinical outcome remain scarce. Earlier data indicated a stepwise improvement in outcome after allogeneic hematopoietic stem cell transplantation with each phase of the accreditation process for the quality management system "JACIE". We therefore tested the hypothesis that working towards and achieving "JACIE" accreditation would accelerate improvement in outcome over calendar time. Hence, working towards implementation of a quality management system triggers a dynamic process associated with a steeper reduction in mortality over the years and significantly improved survival rates after allogeneic stem cell transplantation. The establishment of a Quality Management System (QMS) according to FACT-JACIE standards in a BMT center is a very laborious project. Involvement of all personnel implicated in collection, processing and clinical procedures is absolutely necessary. Involvement includes strategic scheduling of QMS development, writing of SOPs and documents, and implementation of the system. Deviations from the system as errors, accidents and adverse reactions are very important to be reported in a way to make corrections and improvement in the system.

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