

Abstract

The research takes the following theme: “Evaluation and monitory system in the health quality attention in the policlinic – Sucre of the National Health Insurance”. For the obtaining of trustable, useful and opportune facts of the measurement’s results of the service perception in the users and employees, which would be a valuable source of information, which will be made in a meticulous form, using informatics and statistic tools, in order to get to useful conclusions for the decisions take to the continuous health quality improvement.

The evaluation and monitory system of quality will facilitate the objectives accomplishment, institution’s mission and vision, as well the health system’s legal exigencies of Bolivia. It develops a culture of quality in the entire personal, which will reorient the benefits of health services and the improvement plans in the professionals’ profile that will propitiate the client satisfaction.

The proposal is a tool for the transformation, which will give light over the alternatives for the permanent improvement for the present and future interventions. The evaluation is the continuous mediation and correction de develop activities in the institution to ensure the accomplishment of the institutional purposes and the monitory is the continuous and systematic process through which the efficiency and efficacy are verified of the health attention of Sucre policlinic through the identification of its achievements and weakness, for the application of the correct process, they make more feasible the conclusions for the problems that will be detected.

Starting from the theoretical fundaments assumed since the quality focus of Deming and the iso norms, it identify the gap between the service perception and the users, in other words will facilitate the knowledge the quality’s perception of the given service and the users’ satisfaction, as a source of continuous improvements, which will allow improve and innovate process and work with quality that means maintain life the hope of change to a more fair ad human society.

Keywords: Health, society, attention, evaluation, monitory, Sucre.

