

## Department of Quality and Safety in Healthcare

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Achieving **Universal Health Coverage (UHC)** is nearly impossible without addressing quality and its essential requirements. Recognizing this, the **World Health Organization (WHO)** consistently encourages governments to prioritize continuous quality improvement as the foundation for expanding **Primary Health Care (PHC)**, ensuring safe medical services, and guaranteeing UHC. According to global reports, **15% of deaths in low- and middle-income countries** are attributed to poor healthcare quality—amounting to an estimated **5.7 to 8.4 million lives lost annually**. The economic impact is substantial, with productivity losses estimated at **\$1.4 to \$1.6 trillion** in these countries. Prioritizing quality and safety in healthcare services and embedding quality principles in all health programs can lead to **improved health outcomes** and **reduced public health risks**.

The **Department of Quality and Safety in Healthcare** is a key division of the **Tabriz Health Services Management Research Center**, dedicated to **enhancing healthcare service standards, continuously improving quality, and promoting patient safety**. The department's core mission is to provide a **platform for research, education, and the implementation of interventions** that ensure high-quality, risk-minimized healthcare services for all stakeholders, including **patients, their families, and healthcare providers**.

Through **its highly skilled and specialized team**, the **Department of Quality and Safety** serves as a **bridge between theoretical knowledge and applied practice**. By embracing a **systems-thinking approach**, engaging all **key stakeholders—especially healthcare system leaders—**and focusing on **process optimization**, the department strives to **translate scientific findings into actionable solutions**. Through collaboration with various sectors of the healthcare system, it aims to **elevate the quality of healthcare services at both regional and national levels**.

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