

# Development of a sustainable quality system for the Belgian Poison Centre

Eline Bekaert<sup>1</sup>, Dominique Vandijck<sup>1,2</sup>, Anne-Marie Descamps<sup>1,2</sup>

<sup>1</sup> Belgian Poison Centre, Brussels, Belgium

<sup>2</sup> Ghent University, Faculty of Medicine and Health Sciences, Ghent, Belgium

## Key message

A sustainable quality system should be aligned with the organisation's strategic objectives and involve all employees to build a culture of quality.

## Background

The Belgian Poison Centre (BPC) is the reference and expertise centre for toxicology in Belgium and the Great Dutchy of Luxembourg. Its main mission is to provide 24/7 information and advice on (acute) toxicological problems to the public and healthcare professionals. The expert-physicians and -pharmacists of the BPC answer more than 60.000 calls annually concerning a wide variety of exposures (both to humans and animals) to drugs, chemical household products, cosmetics, tobacco, biocides, phytosanitary products and living organisms

## Assessment of problem

Before 2020, there was no concrete strategic plan available including a clear vision, mission and objectives, which made it difficult, both internally and externally to properly situate the centre or to develop a set of requirements according to the BPC needs

## Design and setting

The BPC has developed a quality system using methods of project management (internal audits,...) and tools for continuous improvement (value stream maps,...) to further improve the quality of its services, data collection and -analysis, communication.

## Results

The quality system is based on the three strategic pillars of the BPC:

- **Expanding:** to further increase the centre's expertise and quality of its services
- **Broadening:** to communicate the unique knowledge and to include additional tasks
- **Connecting:** to connect with stakeholders and other healthcare organisations

The strategic pillars are further divided into five sub pillars each with it's unique focus areas, and consisting of different quality projects

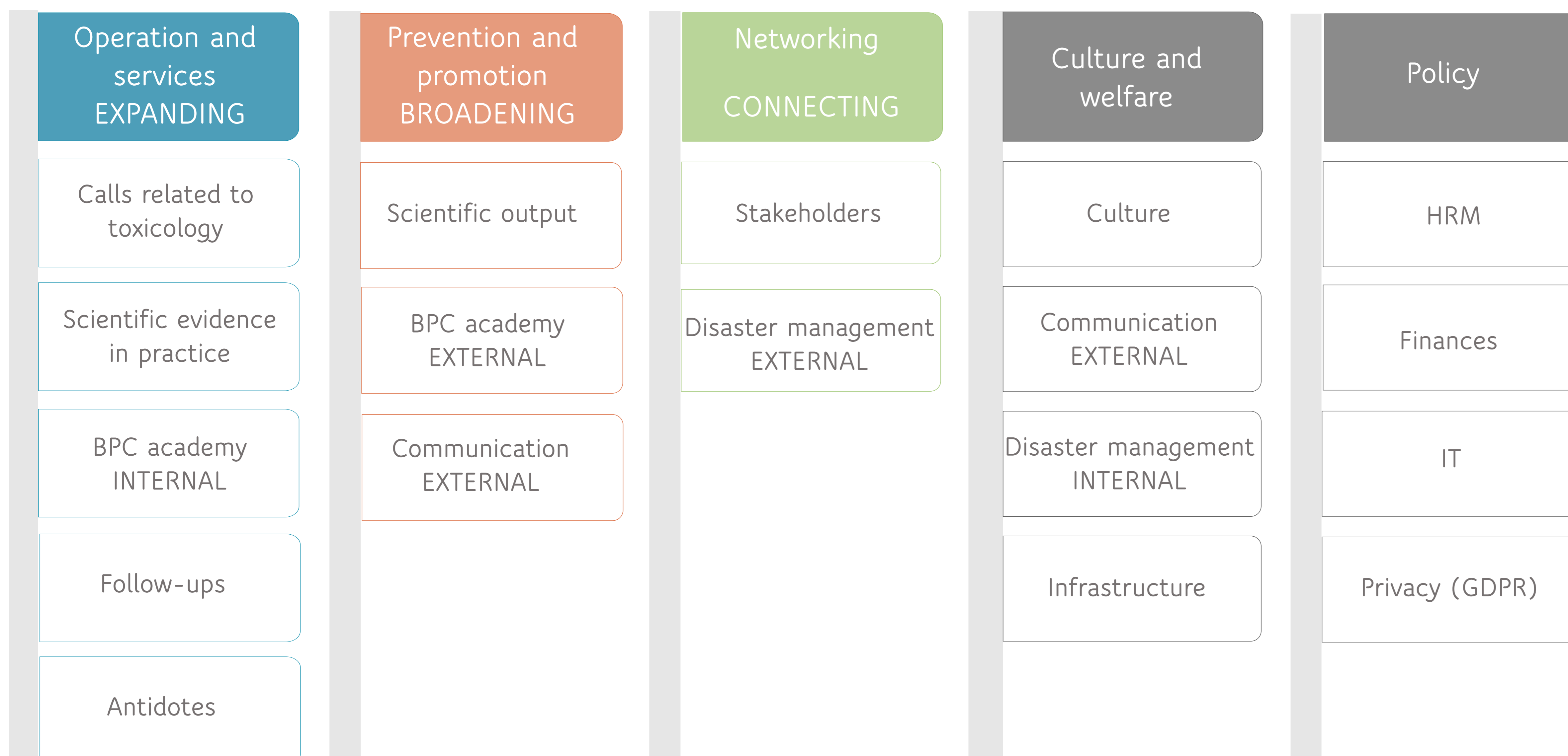
'**Operation and services**' focusses on the quality of the medical call center services of toxicology-related cases, data-processing, our unique toxicological knowledge and expertise, the internal academy (lifelong learning), intensifying follow-up calls and our position as BPC to not only distribute antidotes but also to coordinate a robust antidote program

'**Prevention and promotion**' focusses on the quality of the scientific output (reports, scientific papers, case reports,...), on communicating our expertise (seminars, lectures, expert panels,...) and on the prevention of intoxications towards the general public through our communication platforms (social media, website, newsletters)

'**Networking**' facilitates the development of sustainable relationships with other healthcare organisations with a common goal and the development of disaster management in case of an external (toxicology-related) disaster

'**Culture and welfare**' aims to develop a happy, healthy workspace, with qualitative communication, ready for an unforeseen problem with an internal disaster plan in case of an emergency to facilitate the continuation of our medical services

'**Policy**' aims to increase the quality of the supporting, necessary services



## Conclusion

Before launching improvement projects, it is very important to elaborate a robust strategic plan and substantiate the improvement needs on it, resulting in a robust quality system that can sustainably lead the BPC towards the future,



#QualityandSafety2023


## CONTACT

 [Eline.bekaert@poisoncentre.be](mailto:Eline.bekaert@poisoncentre.be)


 Belgian Poison Centre  
Bruynstraat 1, 1120 Brussels  
(Belgium)

 (+32) 474 91 02 33

 [eline.bekaert](https://www.instagram.com/eline.bekaert)

 [Ely\\_Bek](https://twitter.com/Ely_Bek)

 [Eline Bekaert](https://www.linkedin.com/in/ElineBekaert)

 [be\\_poisoncentre](https://www.instagram.com/be_poisoncentre)

 [poisoncentre.be](https://twitter.com/poisoncentre.be)

 [Antigifcentrum -  
Centre Antipoisons](https://www.linkedin.com/company/antigifcentrum-centre-antipoisons)

 [Antigifcentrum -  
Centre Antipoisons](https://www.facebook.com/Antigifcentrum-centre-antipoisons)

