



# ISO 7101

Raising the standard for  
healthcare organization  
management



# Introduction to ISO 7101

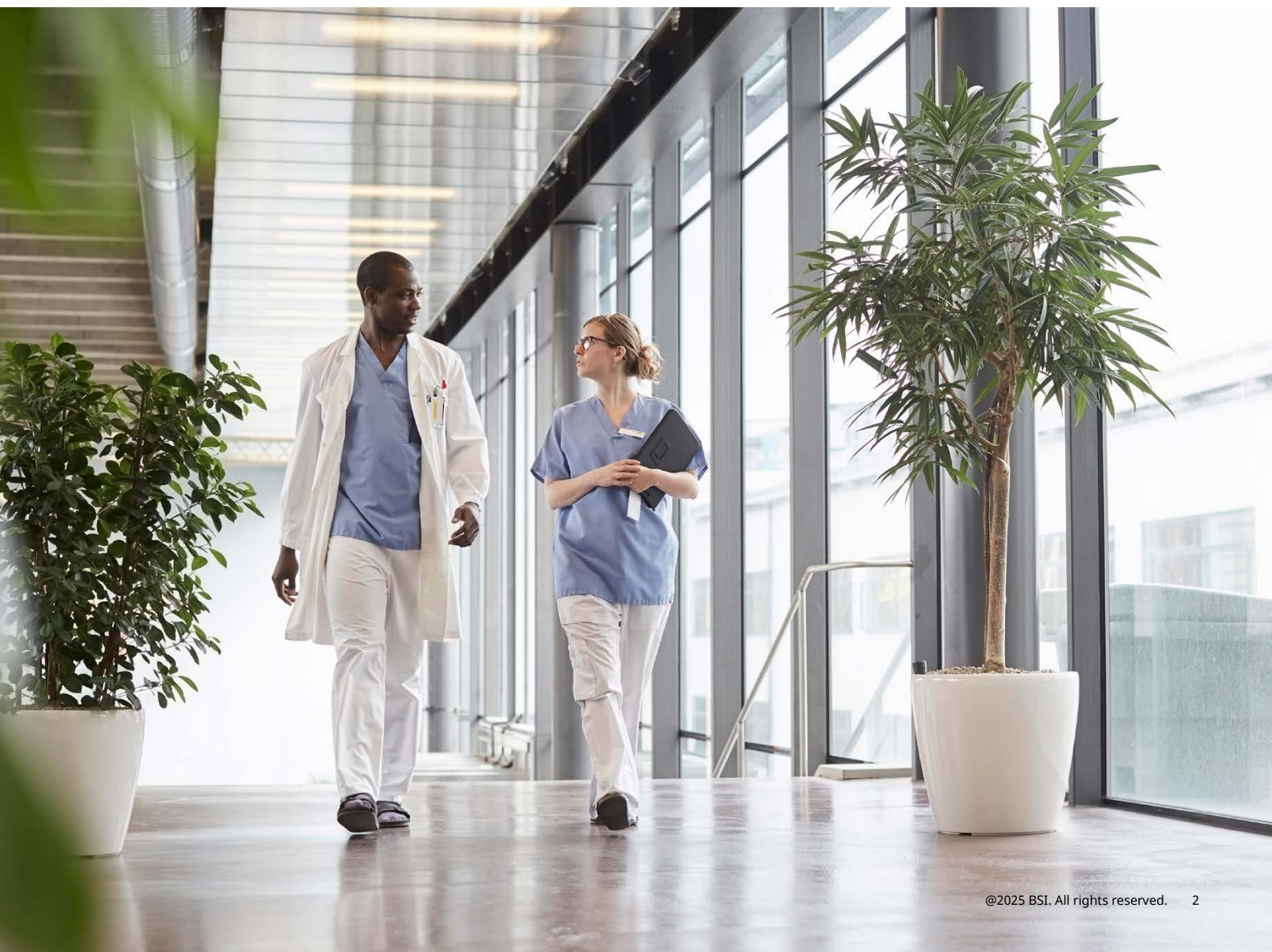
ISO 7101 is a groundbreaking milestone: the first-ever international standard for healthcare quality management systems. Developed to elevate healthcare quality worldwide, it provides a robust framework that organizations of any size or structure can adopt to improve care, enhance resilience, and build trust.

- Built on the ISO Harmonized Structure, ISO 7101 integrates seamlessly with other ISO standards such as ISO 9001 (quality management) and ISO 14001 (environmental management).

- The standard brings together international best practice from healthcare experts across 24 countries, with contributions from the UN, WHO, and over 40 national standards bodies.

- ISO 7101 was developed by Technical Committee 304, Work Group 5. The UK, represented by BSI, played a leading role alongside ANSI (American National Standards Institute). As Professor Adam Layland, Convenor for ISO 7101 and NHS Director, affirmed: “We want this standard to be for the world, and it must be written by the world.”

**The result has been a truly global standard – ISO 7101: For the world, by the world.**



# What is ISO 7101?

ISO 7101 is the first international consensus standard for healthcare quality management. It sets out requirements for a systematic, future-ready approach to delivering safe, sustainable, high-quality healthcare systems.

Applicable to healthcare organizations of any scale, structure, or region, the standard provides a consistent way to strengthen governance, improve care outcomes, and build trust with patients, regulators, and communities.

Healthcare is under pressure like never before – rising demand, workforce challenges, increasing costs, and the need for innovation.

## **ISO 7101 helps organizations respond with confidence by:**

- Improving service user experience
- Enhancing patient safety, care outcomes, and healthcare worker well-being
- Strengthening organizational reputation and credibility
- Supporting workforce recruitment, retention, and professional development
- Improving regulatory alignment and compliance
- Driving operational efficiency
- Reducing waste and resource inefficiencies
- Ensuring effective financial resource utilization
- Safeguarding data security and patient privacy
- Supporting the adoption and integration of new technologies



# Who should consider ISO 7101?

ISO 7101 is designed for all healthcare organizations, regardless of size or specialty, including:

- Hospitals and hospital networks (public and private);
- Primary care and community health providers;
- Specialist clinics and diagnostic centres
- Elder care, rehabilitation, and long-term care providers;
- Emerging digital and telehealth services.

# Differentiating ISO 7101 against other frameworks

ISO 7101 is complementary to existing accreditation schemes such as NABH and JCI, but offers clear differentiators:

- Global relevance – aligned to international consensus, not limited to national context.
- Holistic scope – covers governance, workforce wellbeing, environmental sustainability, and digital trust alongside quality of care.
- Continual improvement – built on the Plan-Do-Check-Act (PDCA) cycle.
- Future focus – integrates sustainability and innovation into healthcare operations.
- Independent recognition – certification from BSI carries global credibility.

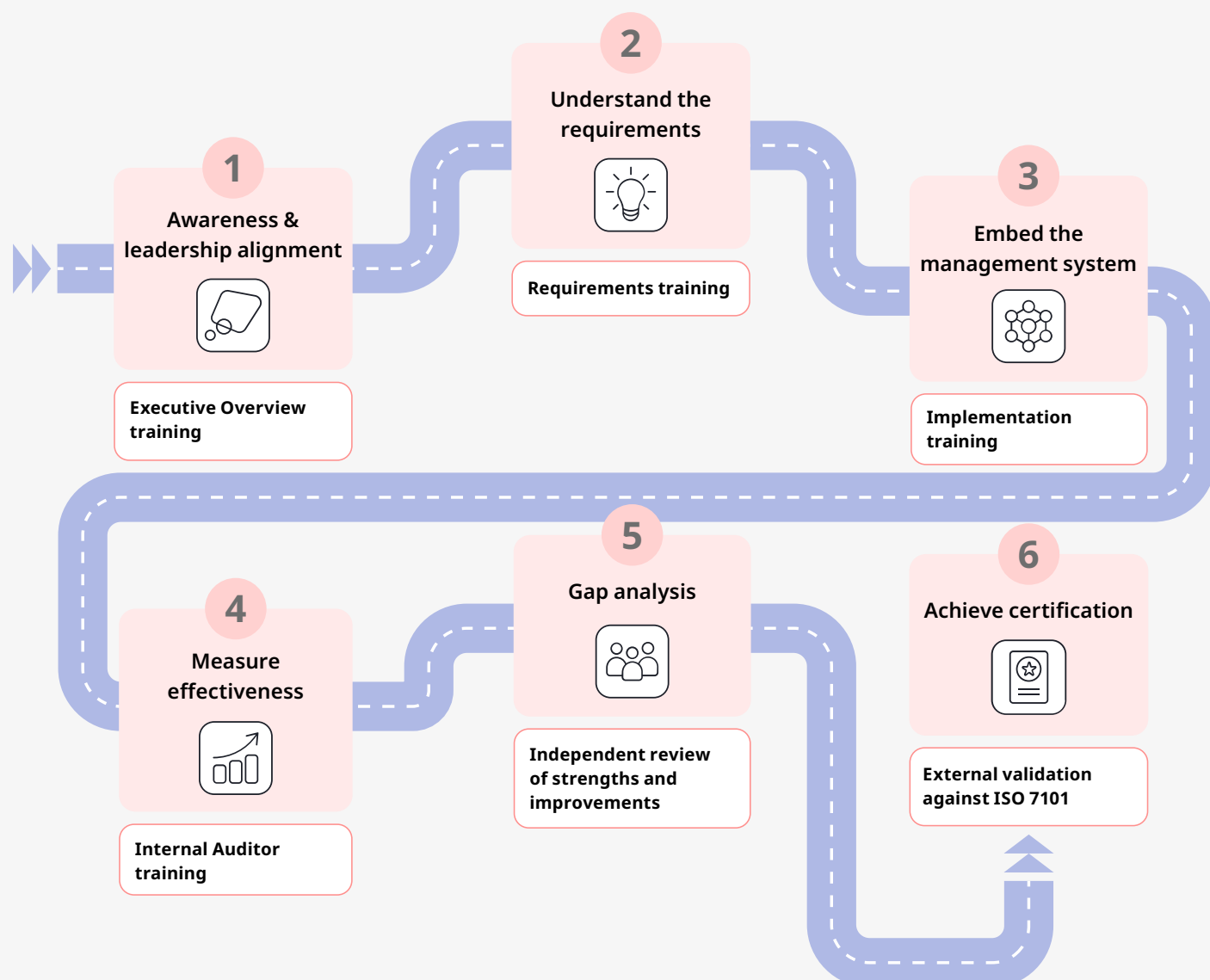
Whereas NABH and JCI primarily emphasize clinical standards and service quality, ISO 7101 provides a strategic, system-wide management standard that future-proofs healthcare delivery.



# ISO 7101 training solutions

| Course                   | Format              | Who it's for                              | Outcome                                                 |
|--------------------------|---------------------|-------------------------------------------|---------------------------------------------------------|
| Executive Overview       | On-demand           | Leaders, board members, senior executives | Strategic overview of ISO 7101's value                  |
| Requirements             | Classroom / Virtual | Managers, clinicians, quality leaders     | Deep dive into standard requirements                    |
| Implementation           | Classroom / Virtual | Project teams, operation managers         | Practical skills to apply ISO 7101 to your organization |
| Internal Auditor         | Classroom / Virtual | Quality, risk and compliance staff        | Competence to audit against ISO 7101                    |
| Requirements (On-demand) | Online self-paced   | All professionals                         | Flexible learning of the foundations of ISO 7101        |

## Our services roadmap



# Learn more through our resources

Visit:

**Case studies** – see how healthcare providers are embedding ISO 7101

**Webinars** – hear from global experts and peers

**Blogs & insights** – explore the latest thinking on healthcare quality

**Training** – access all courses in one place

**Webpage** – learn more about the standard and get in touch

Partner with BSI to build a healthcare system that is safe, resilient, and people-centred.

BSI is a business improvement and standards company and for over a century BSI has been recognized for having a positive impact on organizations and society, building trust and enhancing lives.

Today BSI partners with more than 77,500 clients in 195 countries and engages with a 15,000 strong global community of experts, industry and consumer groups, organizations and governments. Utilizing its extensive expertise in key industry sectors such as healthcare, BSI delivers on its purpose by helping its clients fulfil theirs.

BSI provides organizations with the confidence to grow by partnering with them to tackle society's critical issues to accelerate progress towards a better society and a sustainable world.

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