



International Accreditation

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President ISQua

The International Society for Quality in Health Care



- ❑ Founded in 1985, ISQua is a non-profit, independent organization with members in over 70 countries
- ❑ The society is directed by an Executive Board elected every two years
- ❑ Current Board members are from North America, Europe and Asia / Pacific region

Mission

- ❑ Driving continual improvement in the quality and safety of healthcare worldwide through education, research, collaboration and the dissemination of evidence based knowledge

Strategic Goals

- Provide education related to improving quality and safety
- Expand ISQua's role in contributing to improving healthcare quality and safety in countries worldwide
- Engage in policy and facilitate research in health care quality and safety
- Achieve global recognition as the premier representative healthcare quality organization

International Reach

International Journal



- Print run 1200
- Global online access
- Major hospital university libraries worldwide

ISQua Website



- Interactive
- Members site

Annual Conference



- Abstracts submission
- Scholarships
- Mentorships

ISQua Bulletin



- Bulletin members
- Six per year
- Online access

INTERNATIONAL ACCREDITATION PROGRAMME (IAP)

Accreditation

Accreditation is a **self-assessment** and **external peer review** process used by health care organizations to accurately assess their level of performance in relation to established **standards** and to implement ways to **continuously improve** the health care system.

“ISQua 1998”



Accreditation

Is a process

Not an event

Accrediting the Accreditors



- Accreditation Council
- International Accreditation Programmes:
 - Standards
 - Organizations
 - Surveyor Training Programmes

Principles for Standards

Six Principles

Quality
Improvement

Patient /
Service User
Focus

Organizational
Planning &
Performance

Safety

Standards
Development

Standards
Measurement

Organizational Accreditation

Eight Standards

Governance

Strategic,
Operational
& Financial

Risk &
Performance

Human
Resources

Information
Management

Accreditation
Methodology

Surveyor Training

Six Standards

Planning

Programme
Management

Participant
Management

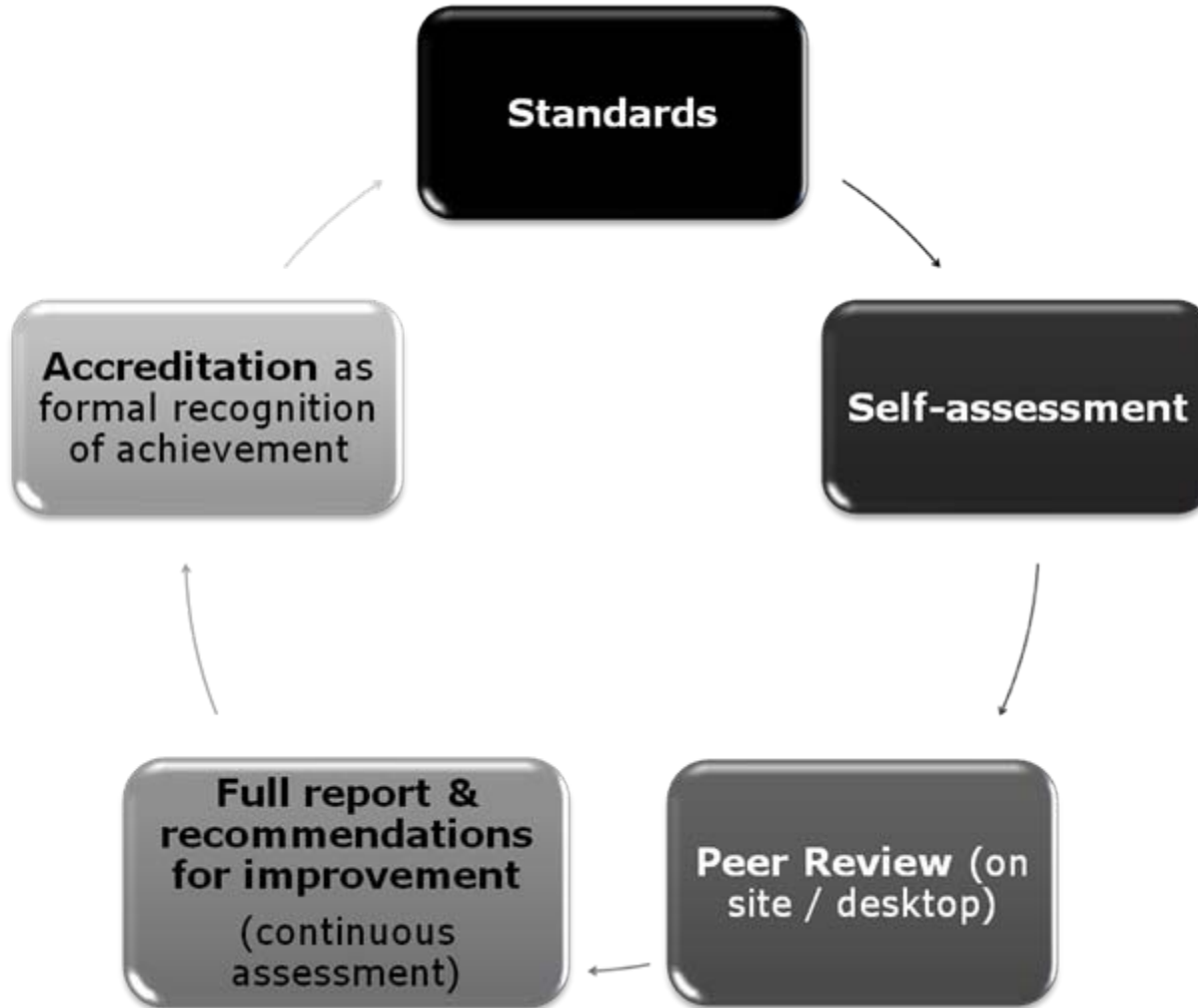
Programme
Deliver

Participant
Assessment

Programme
Evaluation

How?

A four year cycle of...



Organizational Accreditation

- On site Peer Review
- Evaluate Governance and Accreditation Processes



Accreditation Canada

QUALITY DIMENSIONS

DIMENSION	TAG LINE
 POPULATION FOCUS	▶ Working with communities to anticipate and meet needs
 ACCESSIBILITY	▶ Providing timely and equitable services
 SAFETY	▶ Keeping people safe
 WORKLIFE	▶ Supporting wellness in the work environment
 CLIENT-CENTRED SERVICES	▶ Putting clients and families first
 CONTINUITY OF SERVICES	▶ Experiencing coordinated and seamless services
 EFFECTIVENESS	▶ Doing the right thing to achieve the best possible results
 EFFICIENCY	▶ Making the best use of resources

Accreditation Canada

A world leader...



- Driving quality in health services through accreditation since 1958



**COLLABORATION
PARTNERSHIP
MUTUAL LEARNING**

International Recognition

- Founding member of ISQua (International Society for Quality in Health Care)
- Pilot organization for ISQua in 1995
- Accreditation Canada achieved ISQua international accreditation in 1998, 2002 and 2006 for its:
 - **Standards**
 - **Organization**
 - **Education Programs**

Does accreditation make a difference?



- Better communication and collaboration
- Stronger teams
- Increased credibility and accountability

Does accreditation make a difference?



Best approach = best care = better health

Accreditation supports...



- ❑ Quality improvement
- ❑ Patient safety
- ❑ Risk management
- ❑ Change management

What is Accreditation at Accreditation Canada?



- ❑ Strategic change and risk management tool
- ❑ Proactive and continuous
- ❑ Transparent and rigorous analysis of service provision
- ❑ Addresses current and future client needs facilitated by:
 - Independent third party
 - Quality Improvement focus
 - Objectivity

What does the evidence show?

In many parts of the world, accreditation is accepted as an important element of quality improvement activities

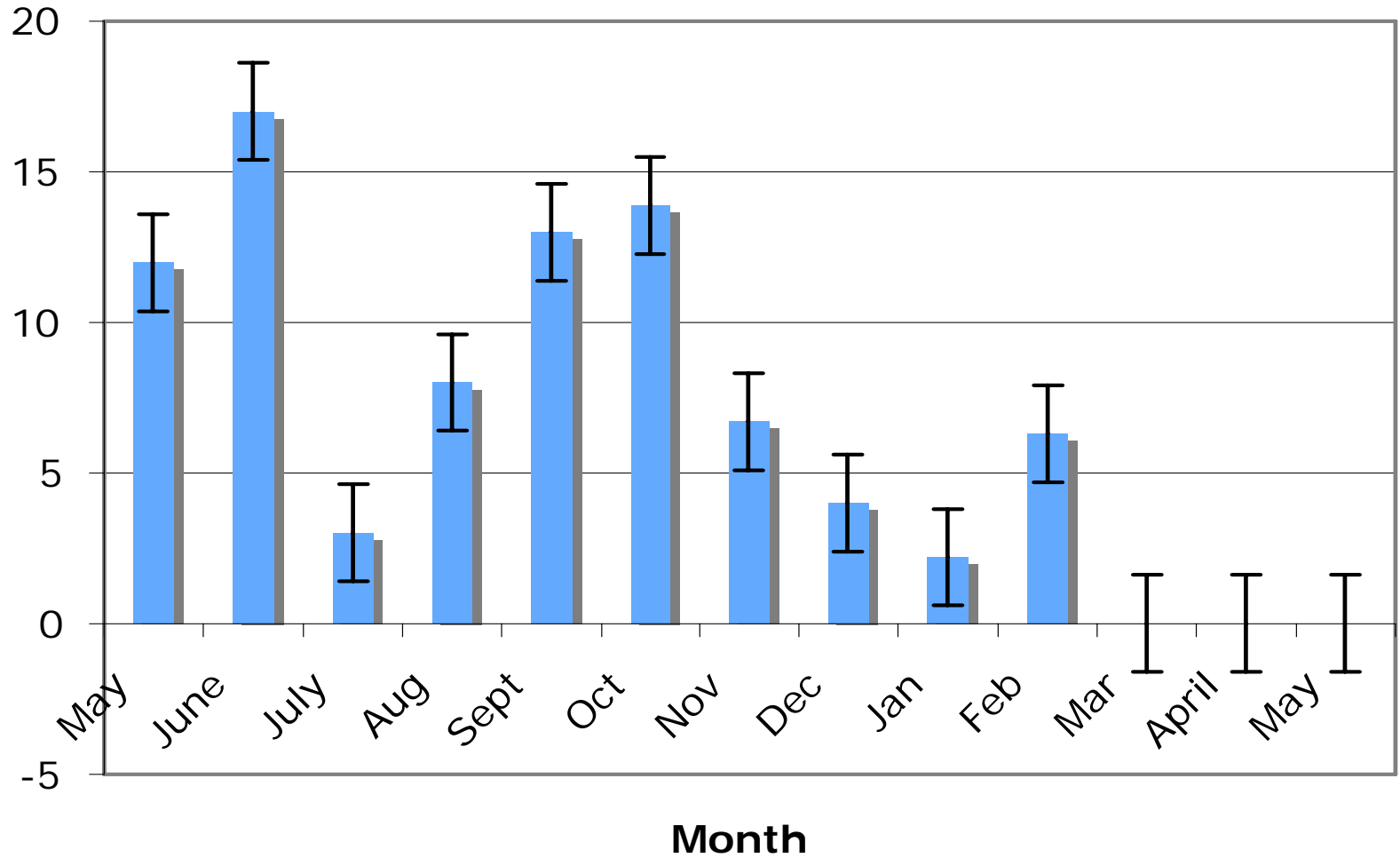
- Research shows consistent findings – but accreditation does **promote change and professional development**
- and may
 - have an **organizational financial impact**
 - **improve measured quality performance**
 - with public disclosure of outcomes, **increase the credibility** of the hospital with the community
- There is insufficient evidence to know if accreditation improves patient satisfaction

Benefits / Examples

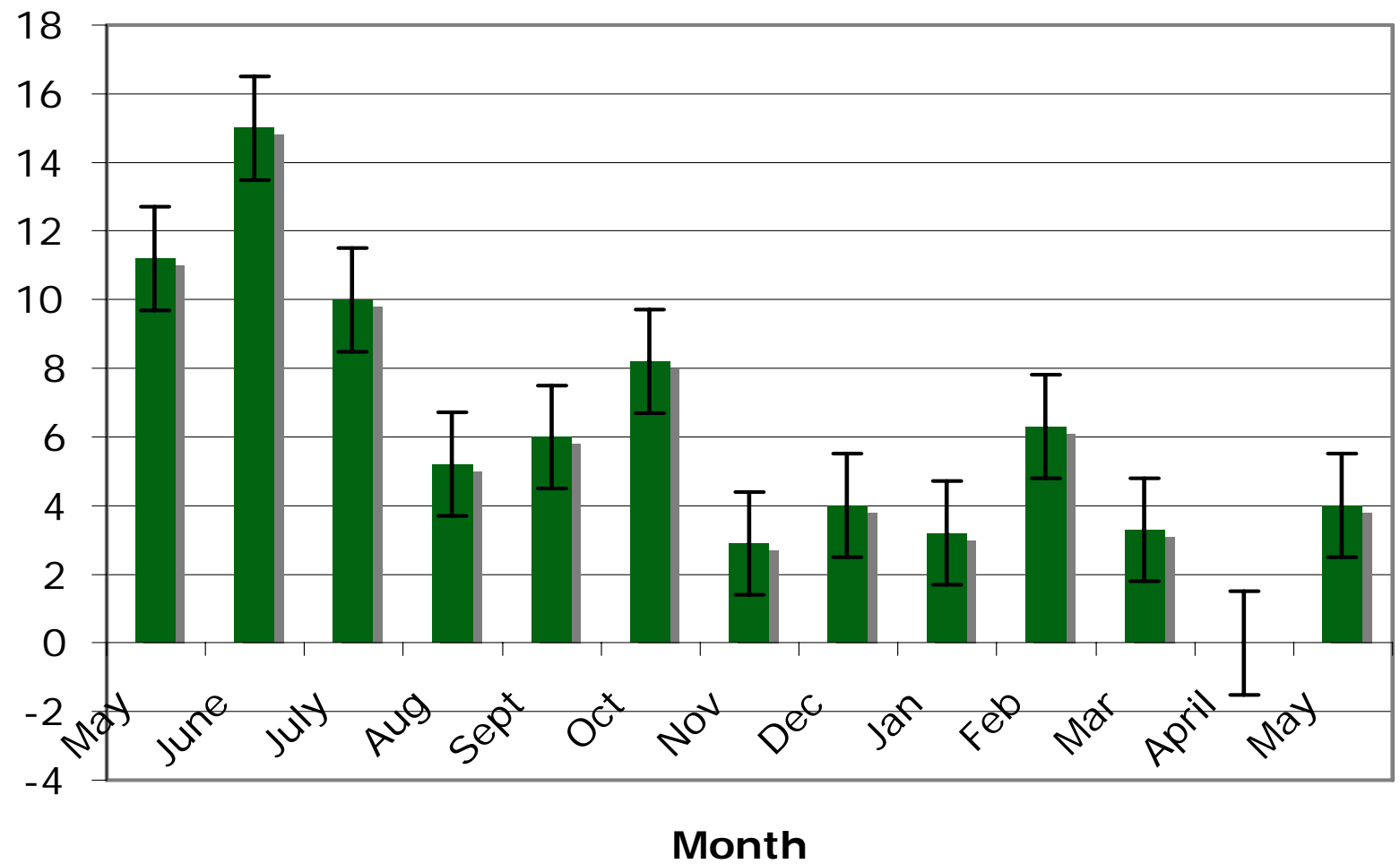
Interventions



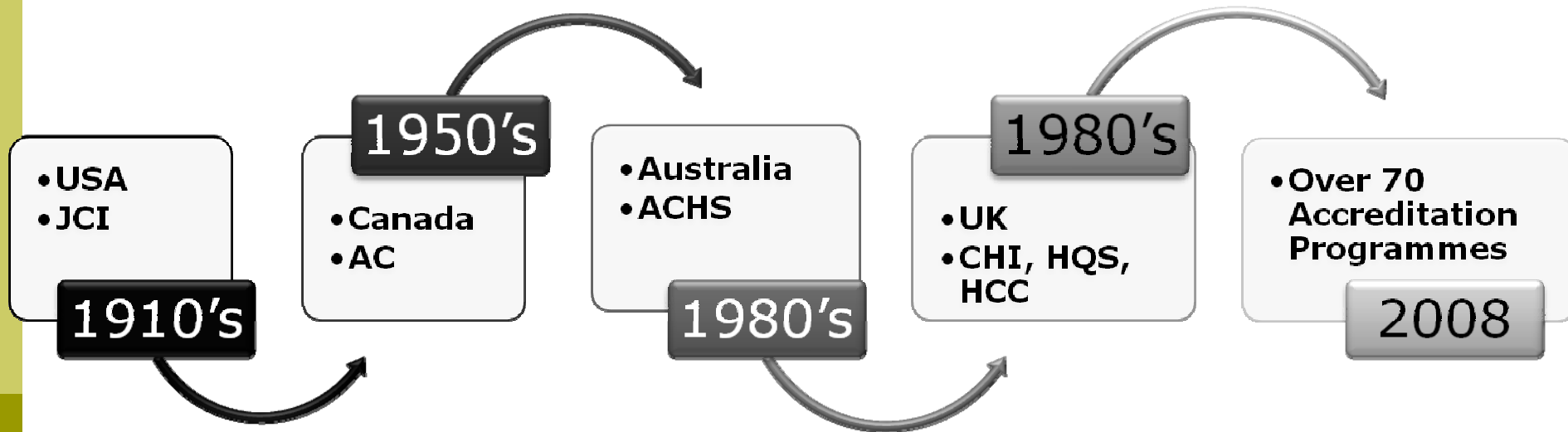
Hospital Acquired VAP Over 13 Months



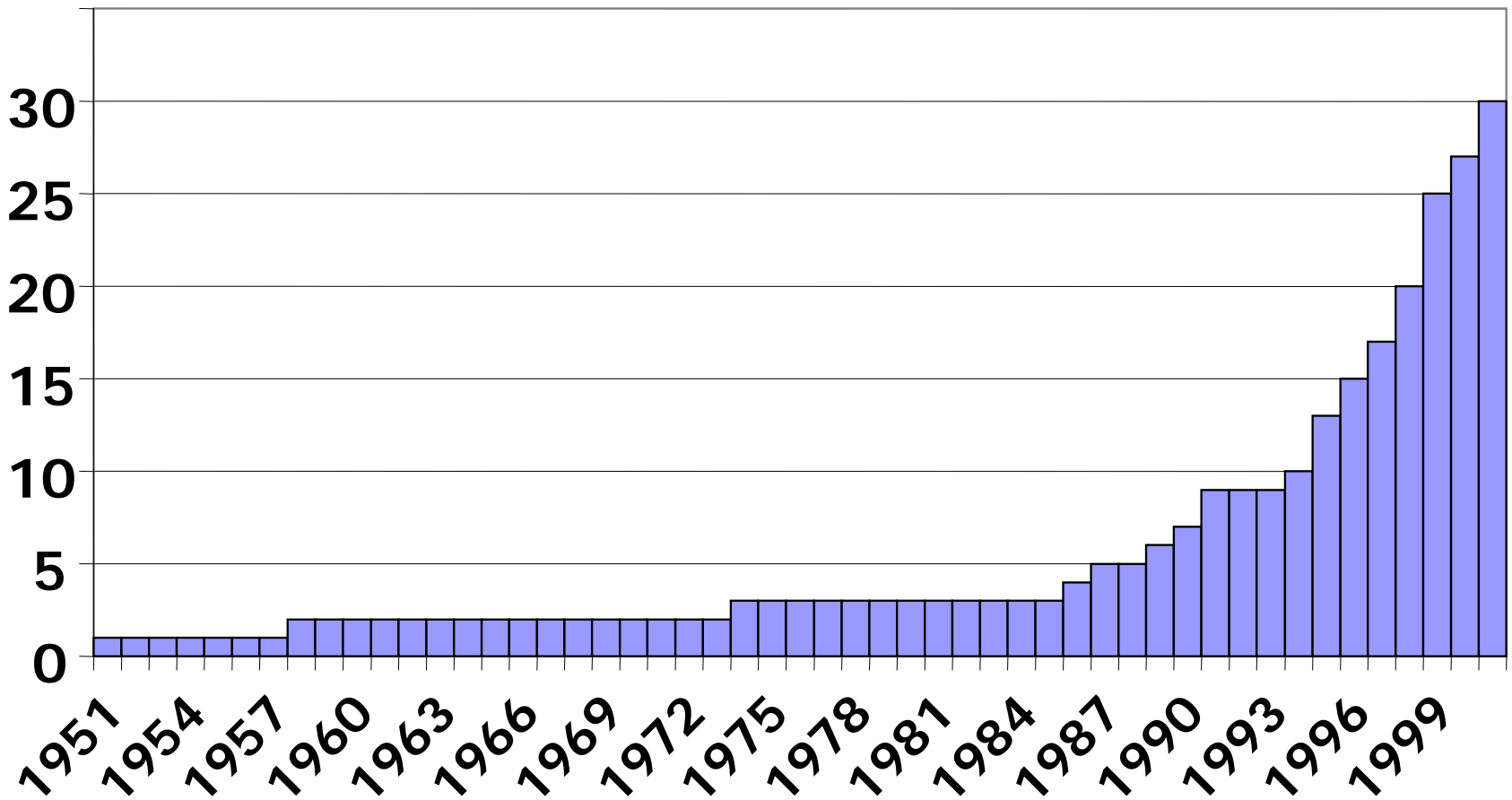
Hospital Acquired UTIs Over 13 Months



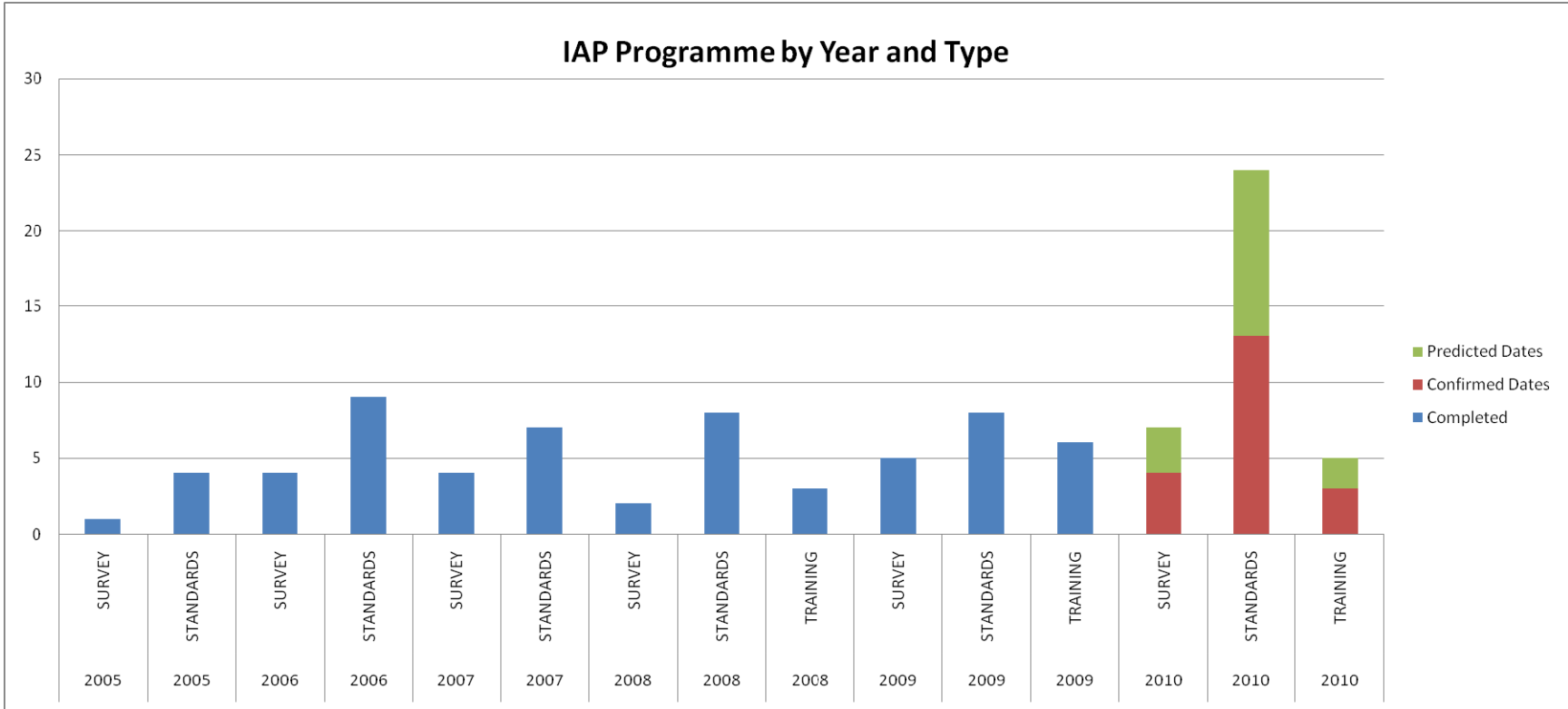
History of Accreditation



Growth of Accreditation 1951-



International Accreditation Programme (IAP) Activity



IAP Awards to Date



- 14 organizations
- 31 sets of standards
- 4 surveyor training programmes



February 2010 Organization Awards



- ❑ Accreditation Canada
- ❑ American Association of Blood Banks (AABB)
- ❑ Aged Care Standards and Accreditation Agency (ACSAA)
- ❑ Australian Council on Healthcare Standards (ACHS)
- ❑ Australian General Practice Accreditation Limited / Quality in Practice (AGPAL/QIP)
- ❑ Healthcare Accreditation Quality Unit, UK (CHKS-HAQU)
- ❑ Council for Health Service Accreditation of Southern Africa (COHSASA)
- ❑ Global-Mark Healthcare Certification Programme Pty Ltd
- ❑ Health and Disability Auditing, New Zealand (HDANZ)
- ❑ Instituto Colombiano de Normas Técnicas (ICONTEC)
- ❑ Joint Commission International (JCI)
- ❑ Malaysian Society for Quality in Health (MSQH)
- ❑ Netherlands Institute for Accreditation in Healthcare (NIAZ)
- ❑ Quality Improvement Council Accreditation Program, Australia (QIC)
- ❑ **Taiwan Joint Commission of Healthcare Accreditation (TJCHA)**



Tools & Resources

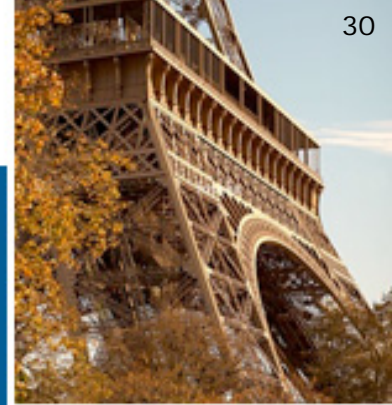


- ❑ Research website hosted by Accreditation Canada in partnership with ISQua
 - Share and post research on accreditation and on the effectiveness of accreditation
 - Identify gaps in research and areas for further study
 - Host an open discussion forum (community of practice)
- ❑ Reference material www.isqua.org
 - Accreditation Toolkit
 - Developing a new programme
 - ISQua Standards
- ❑ Members access to website

27th
International
Conference



Marriott Rive Gauche Hotel
Paris, France



10th - 13th
October 2010

International
Society for Quality
in Health Care



27TH INTERNATIONAL CONFERENCE

Quality Outcome

Achieving Patient Improvements

Abstract Submission:

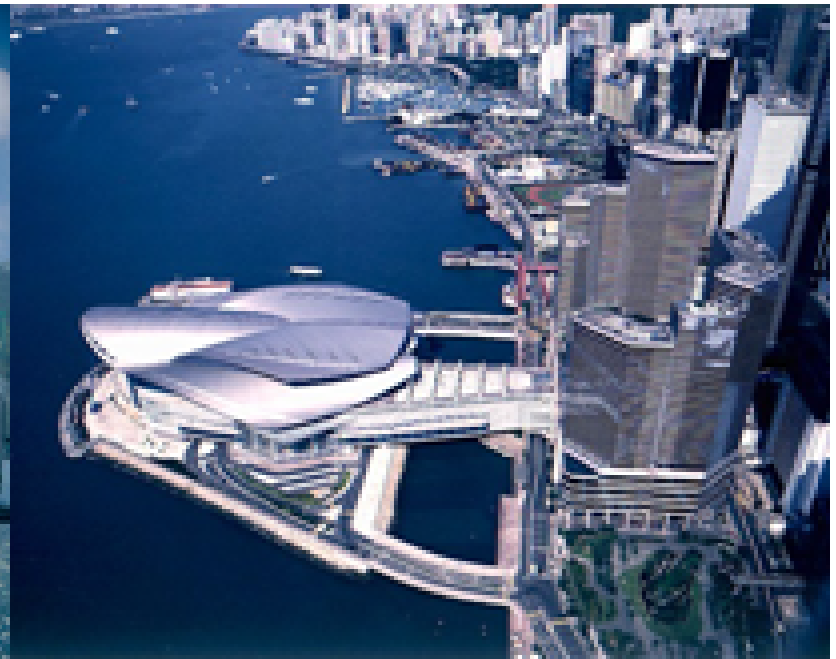
27th November 2009 – 12th February 2010



Hong Kong – City of Life

ISQua's 28th International Conference

Hong Kong Convention Centre
13th – 17th September 2011



Contact ISQua

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