International Accreditation

Mr. Philip Hassen
President ISQua
The International Society for Quality in Health Care

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 healthcare quality and safety
- Achieve global recognition as the premier representative healthcare quality organization

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
International Reach

- International Journal
- ISQua Website
- Annual Conference
- ISQua Bulletin

- Print run 1200
- Global online access
- Major hospital university libraries worldwide
- Interactive
- Members site
- Abstracts submission
- Scholarships
- Mentorships
- 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
- Risk & Performance
- Information Management
- Strategic, Operational & Financial
- Human Resources
- Accreditation Methodology
Surveyor Training

Six Standards

Planning  Programme Management  Participant Management

Programme Deliver  Participant Assessment  Programme Evaluation
How?

A four year cycle of...

- Standards
- Self-assessment
- Accreditation as formal recognition of achievement
- Full report & recommendations for improvement (continuous assessment)
- Peer Review (on site / desktop)
Organizational Accreditation

- On site Peer Review
- Evaluate Governance and Accreditation Processes
Accreditation Canada

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<th>QUALITY DIMENSIONS</th>
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<td>POPULATION FOCUS</td>
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Accreditation Canada

A world leader...

- Driving quality in health services through accreditation since 1958
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.

Health Sector Accreditation Research: a systematic review
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<td>Nov 06</td>
<td>• Infection Control Committee</td>
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<td>April 07</td>
<td>• Active Surveillance</td>
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<td>June 07</td>
<td>• Infection Prevention Week</td>
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<td>July 07</td>
<td>• Development of Evidence Based Infection Control Policies and Practices</td>
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<td>2007</td>
<td>• Hand Hygiene Initiative - Education</td>
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<td>2007</td>
<td>• Prophylactic Antibiotic Policy</td>
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JCI. IPHM India 2008
Hospital Acquired VAP Over 13 Months
Hospital Acquired UTIs Over 13 Months

Month

May  June  July  Aug  Sept  Oct  Nov  Dec  Jan  Feb  Mar  April  May

-4
-2
0
2
4
6
8
10
12
14
16
18
History of Accreditation

1910’s
- USA
- JCI

1950’s
- Canada
- AC

1980’s
- Australia
- ACHS

1980’s
- UK
- CHI, HQS, HCC

2008
- Over 70 Accreditation Programmes
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](http://www.isqua.org)
  - Accreditation Toolkit
  - Developing a new programme
  - ISQua Standards
- Members access to website
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
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