

# Standards for improvement in health care: supervision, certification and accreditation in Europe

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# Established standards assessments

## *National*

Licensing, inspection

Supervision

Accreditation

- Service facilities
- Teaching

## *International*

WHO: HPH, BFH

JCI, ACI, ACHSI  
accreditation

DNV “accreditation”

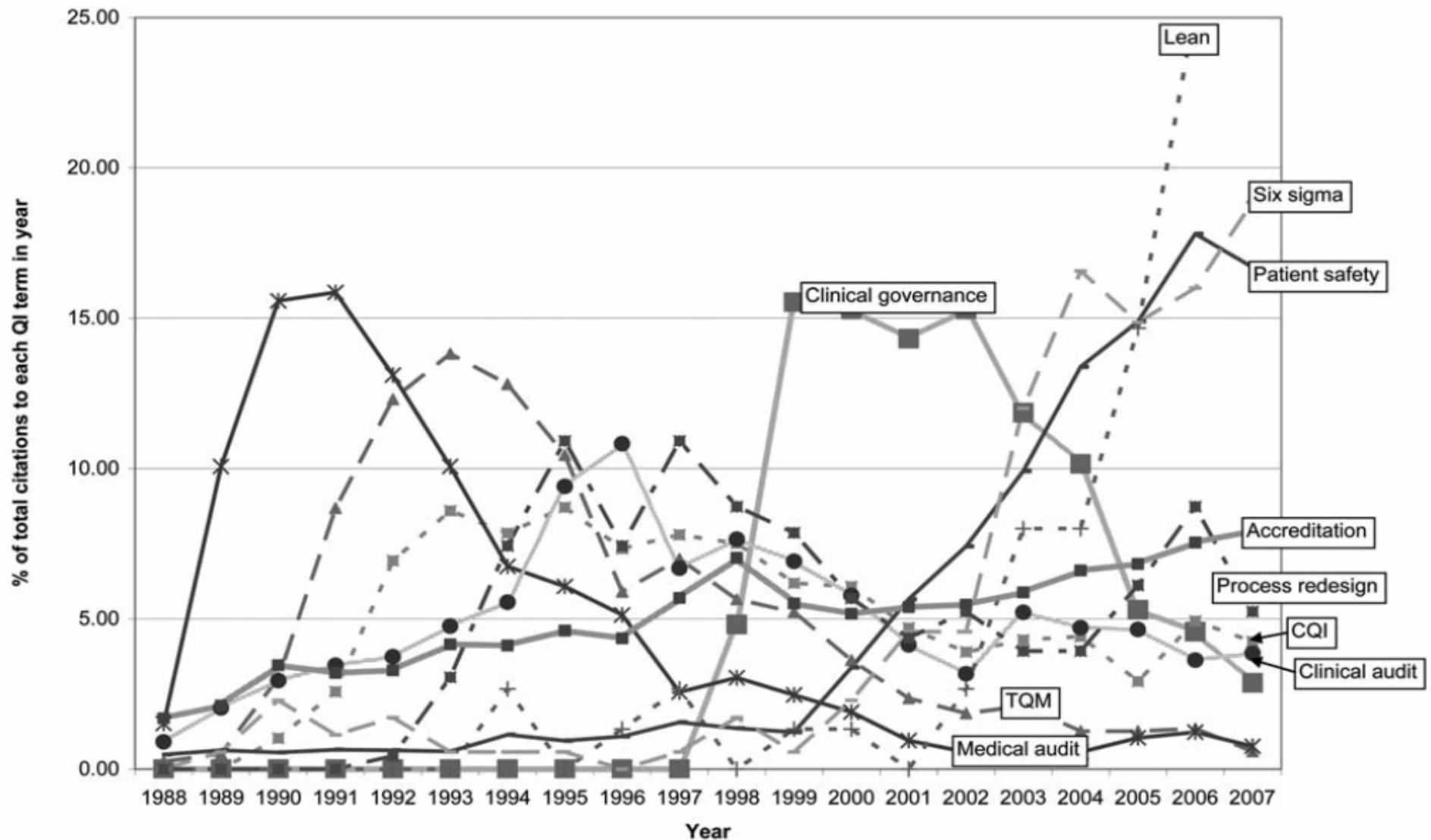
ISO certification eg

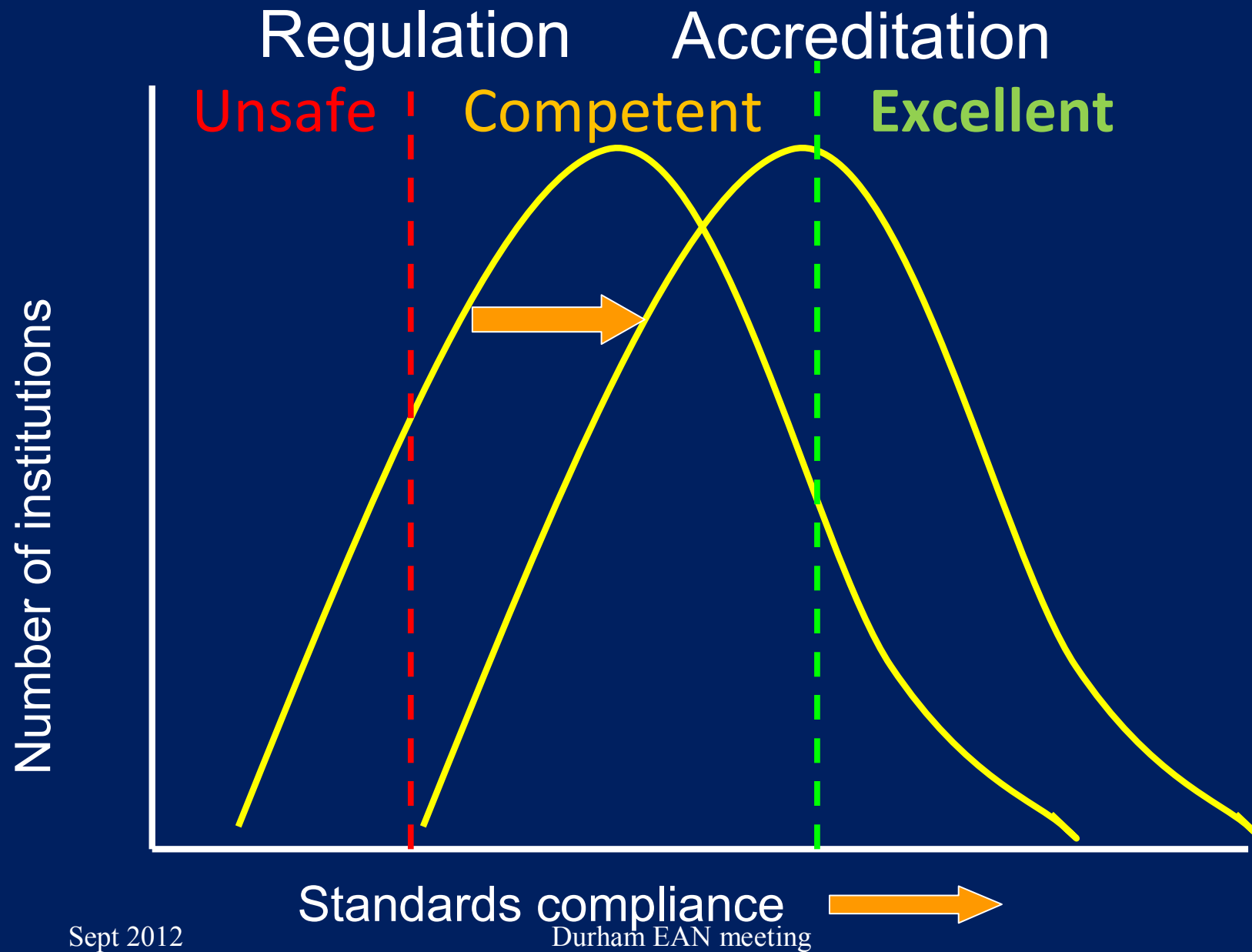
- 9000 series: q systems
- 15189: medical  
laboratories

# The Production Model of Quality

Structure - Process - Outcome

# 10 common QI terms on Medline 1998 - 2007 Walshe IJQHC 2009





# Quality improvement cycle...

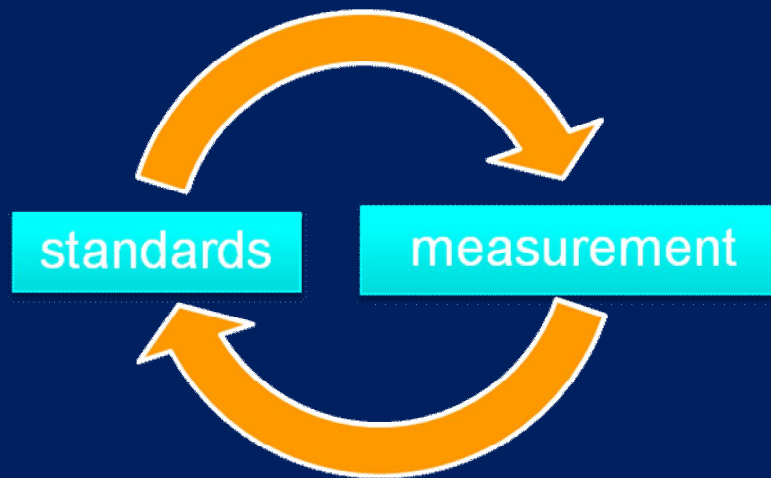


standards

# Integrating quality systems

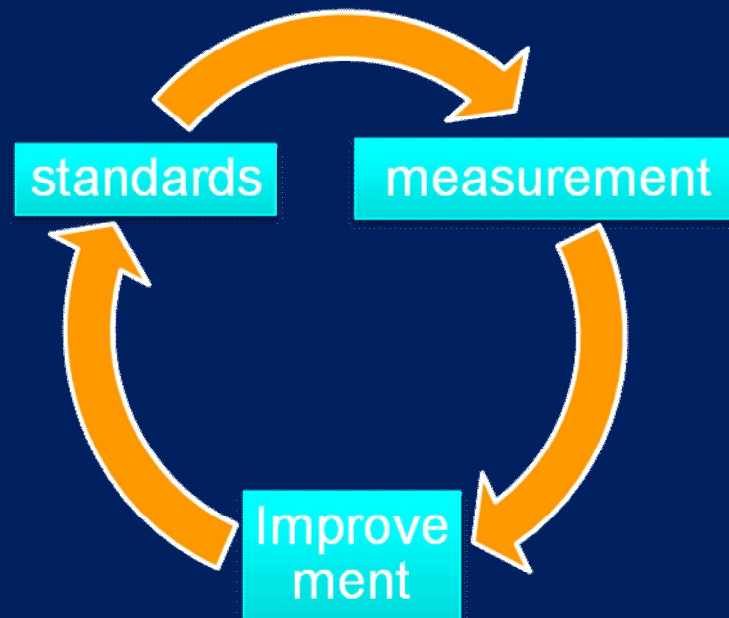
standards

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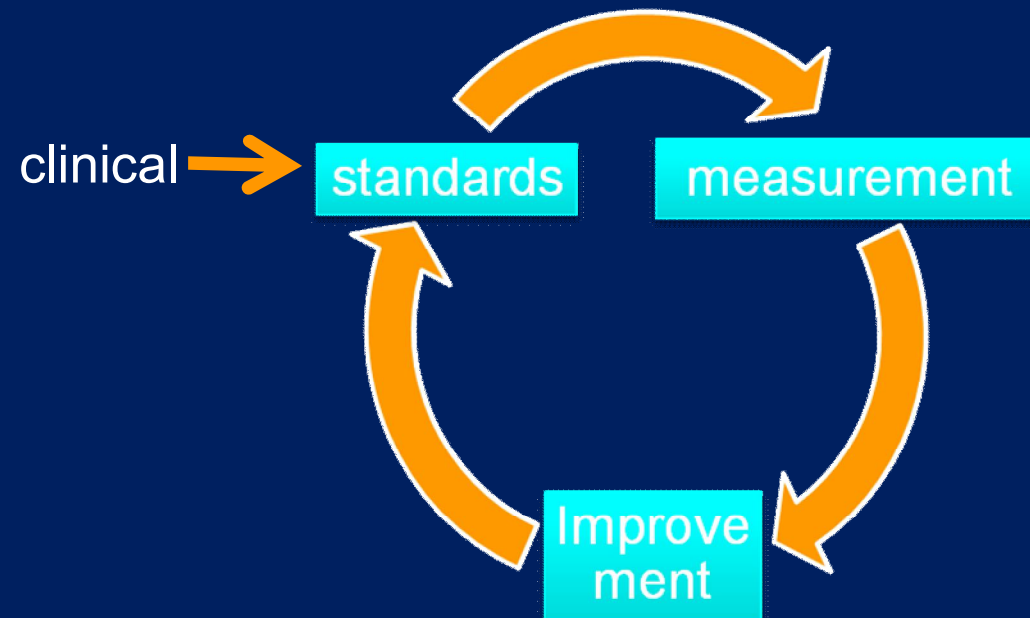




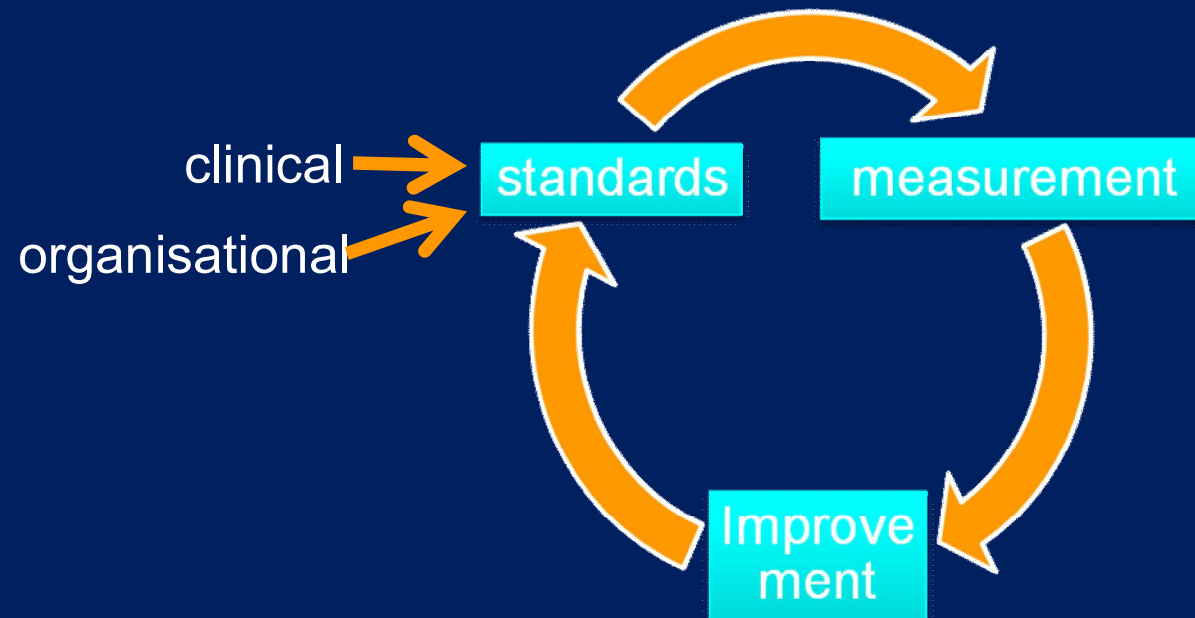
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Biomedical  
research

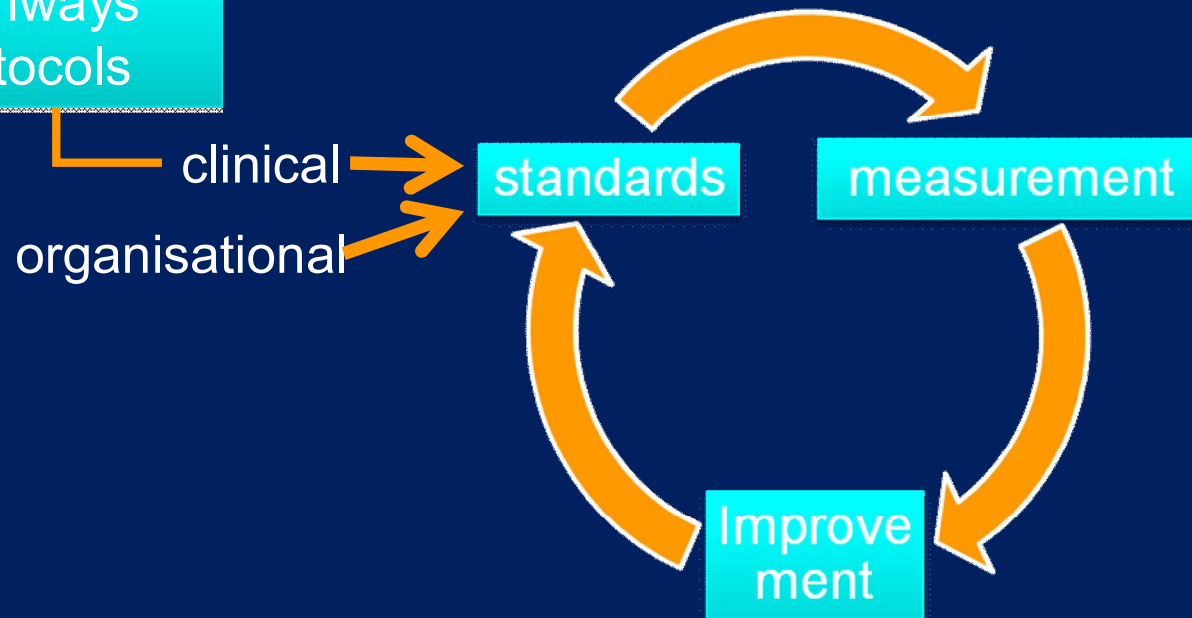
HTA

Guidelines  
Pathways  
Protocols

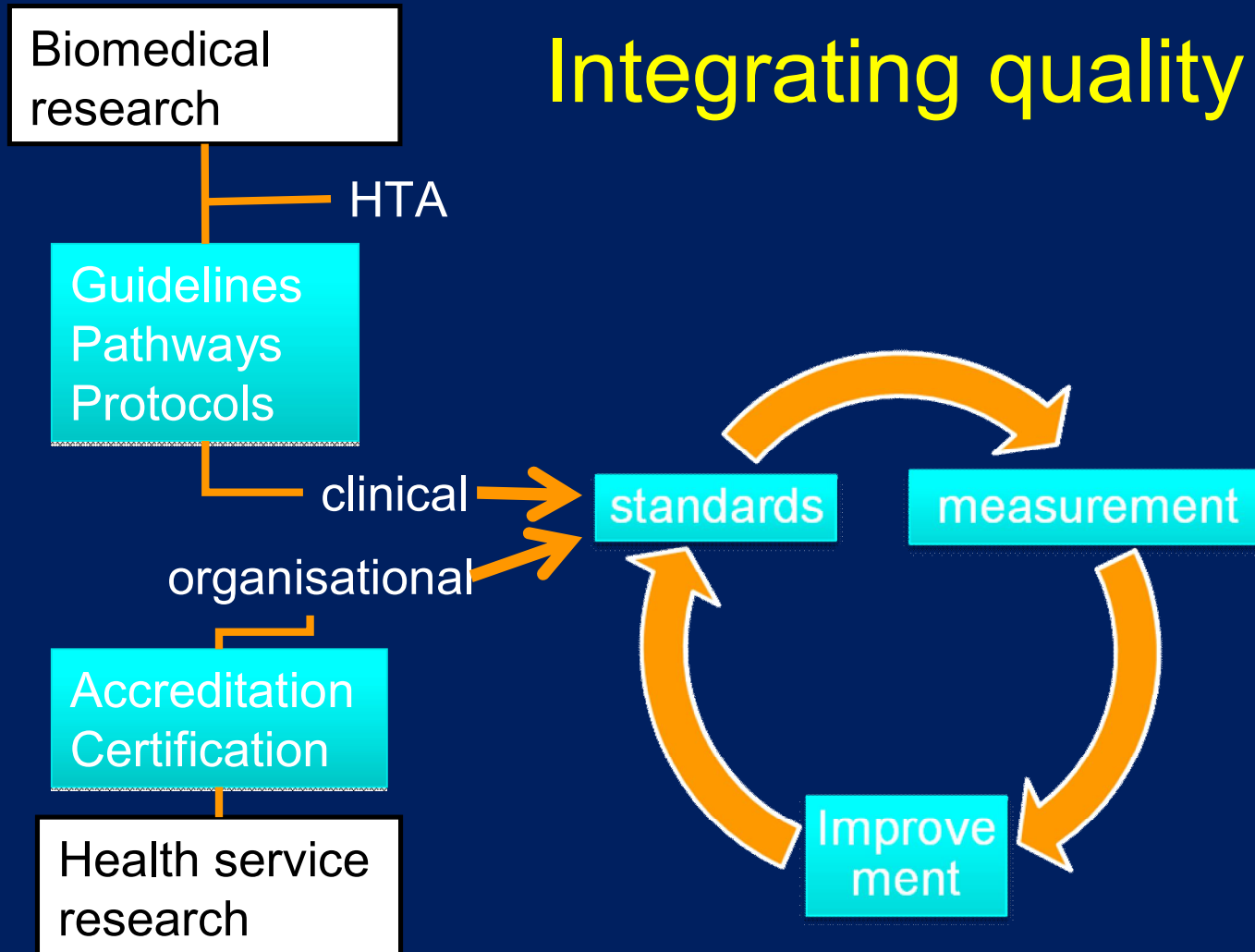
clinical

organisational

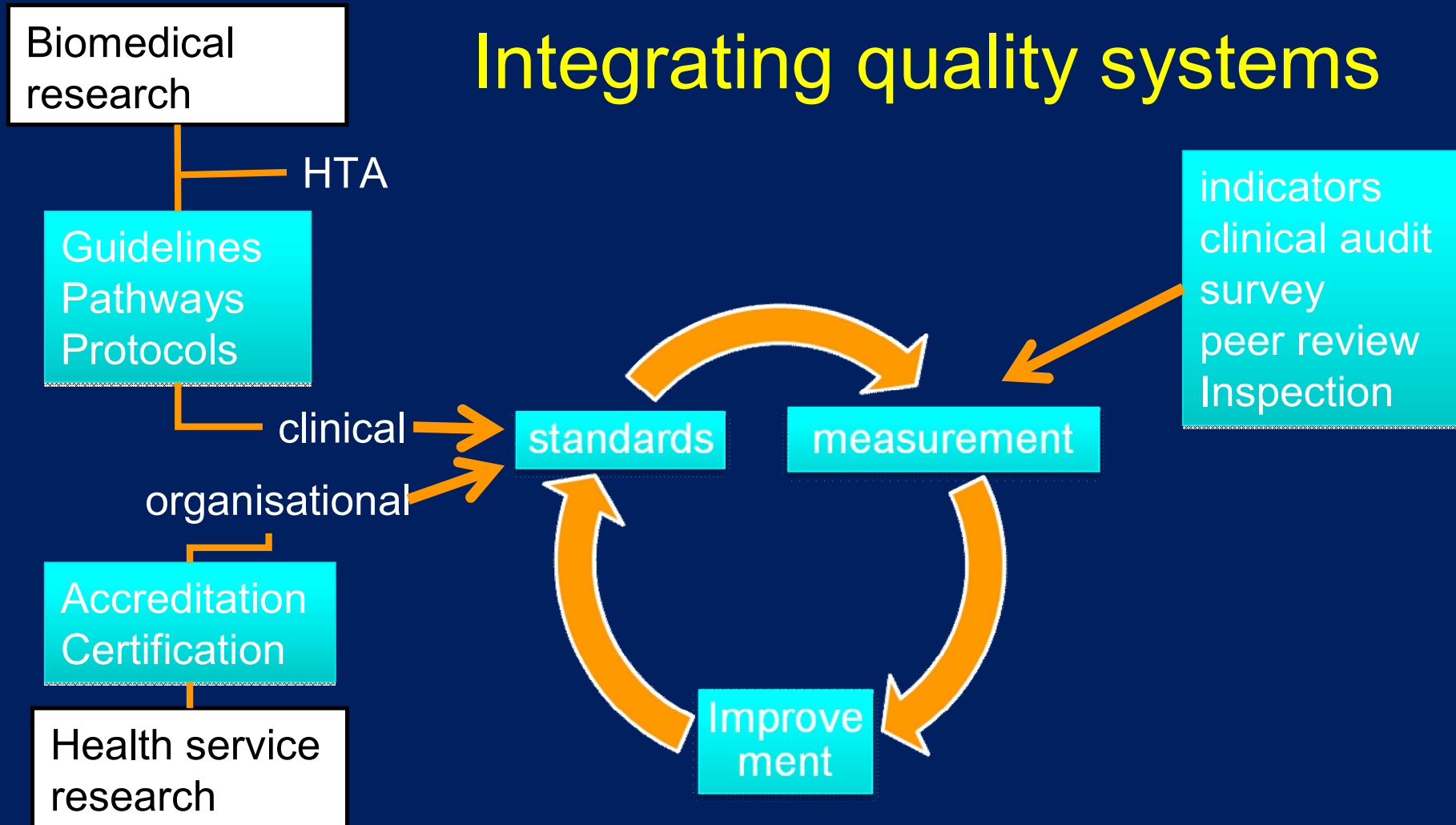
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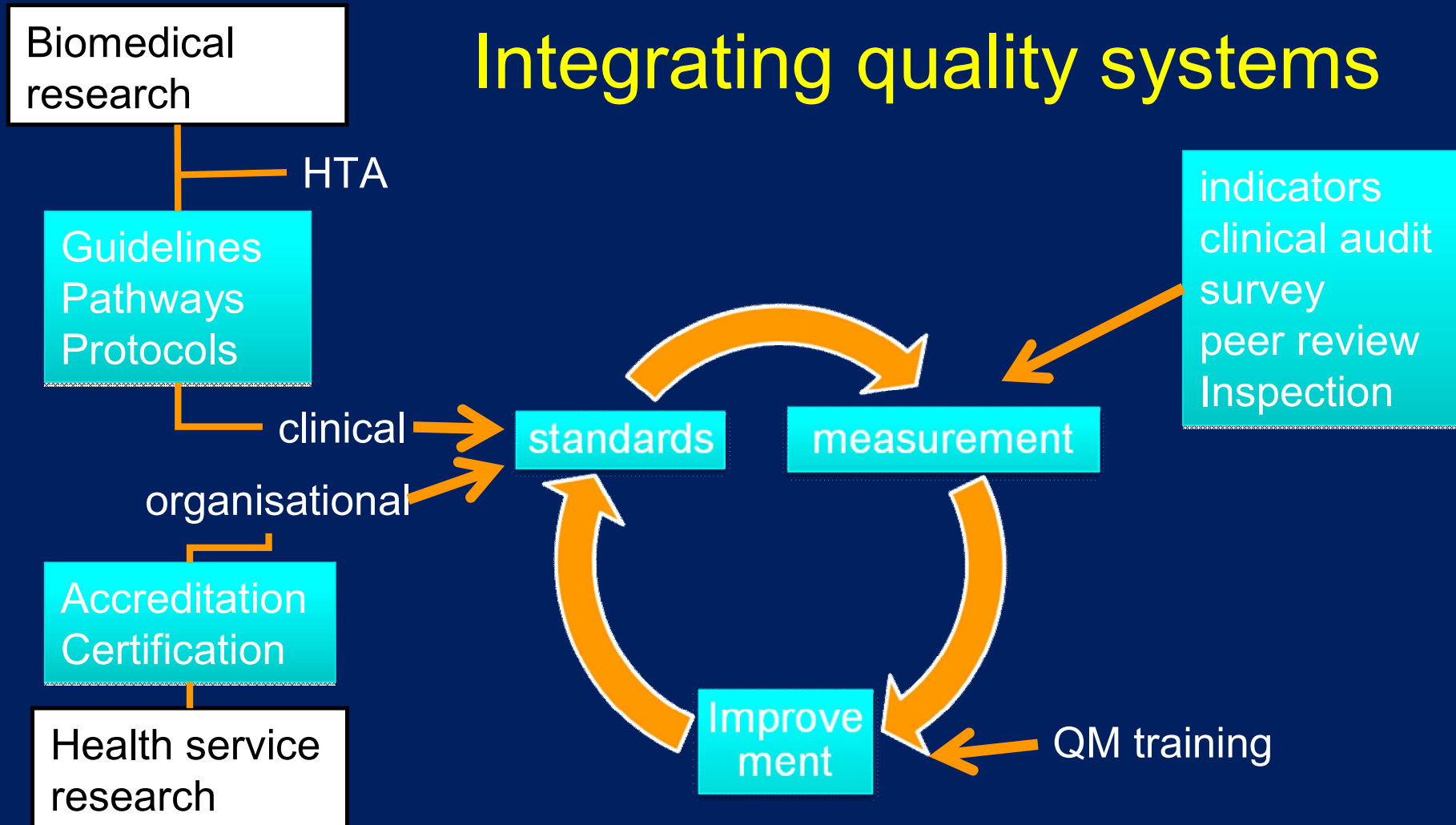
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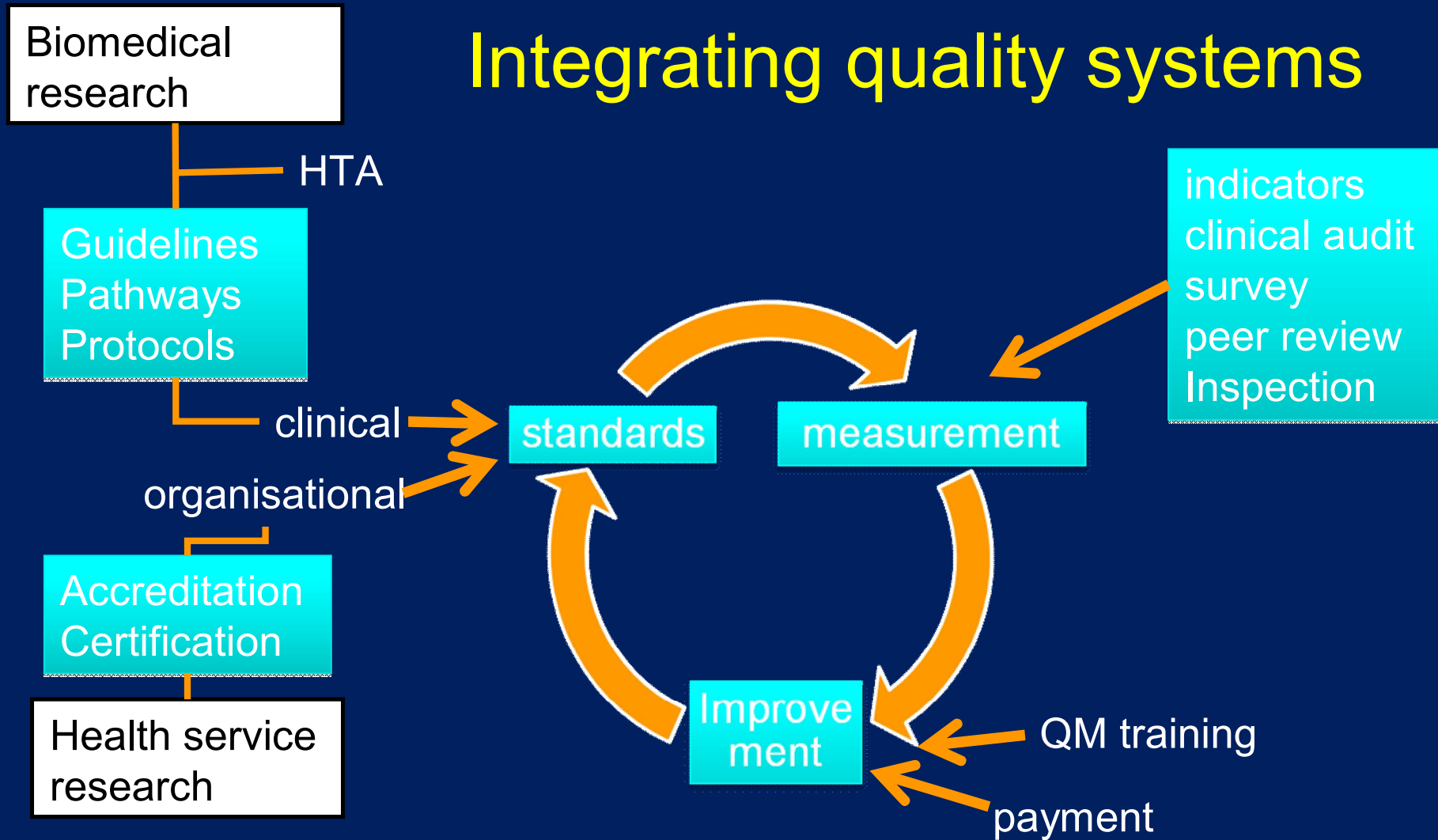
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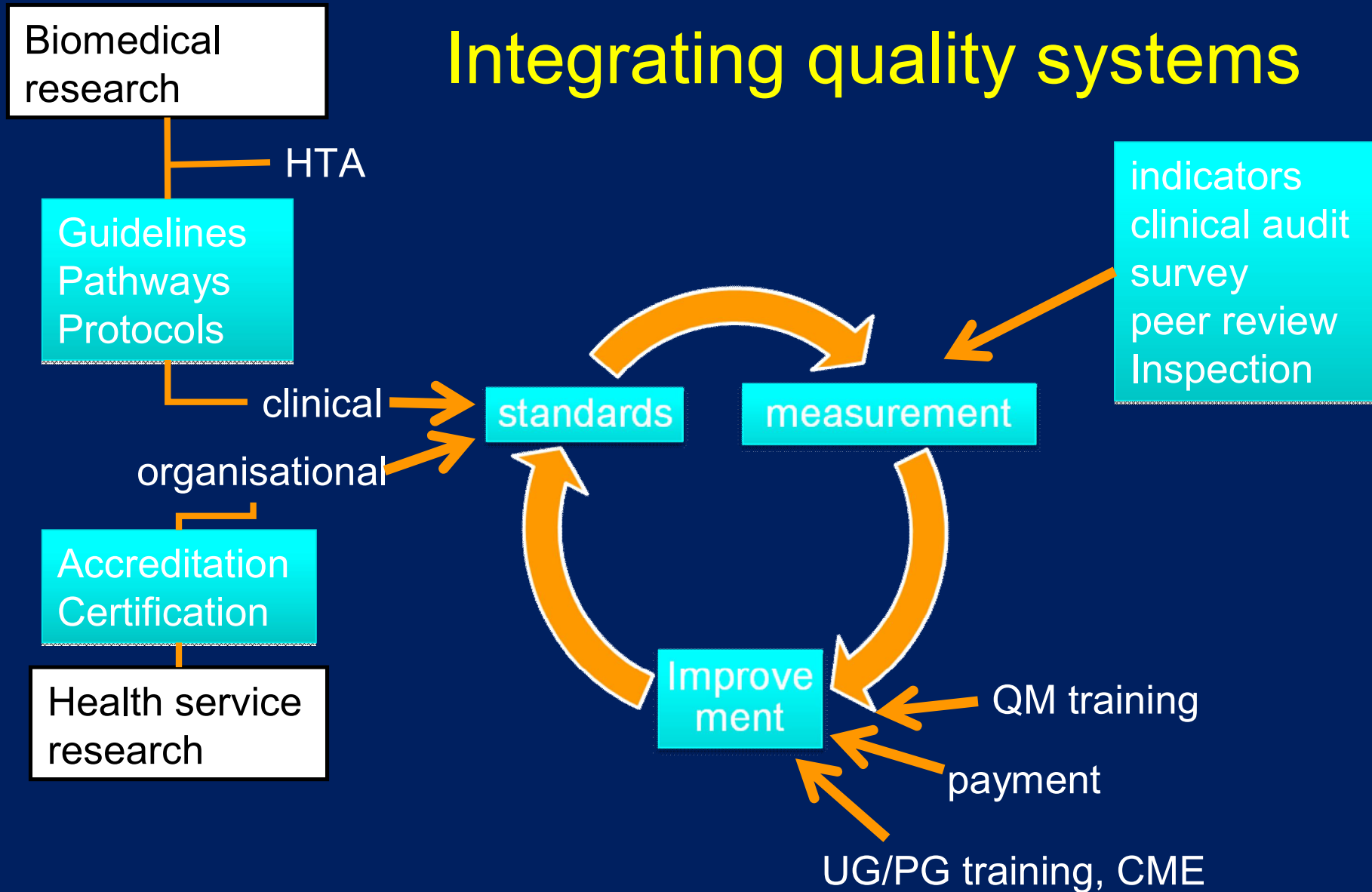


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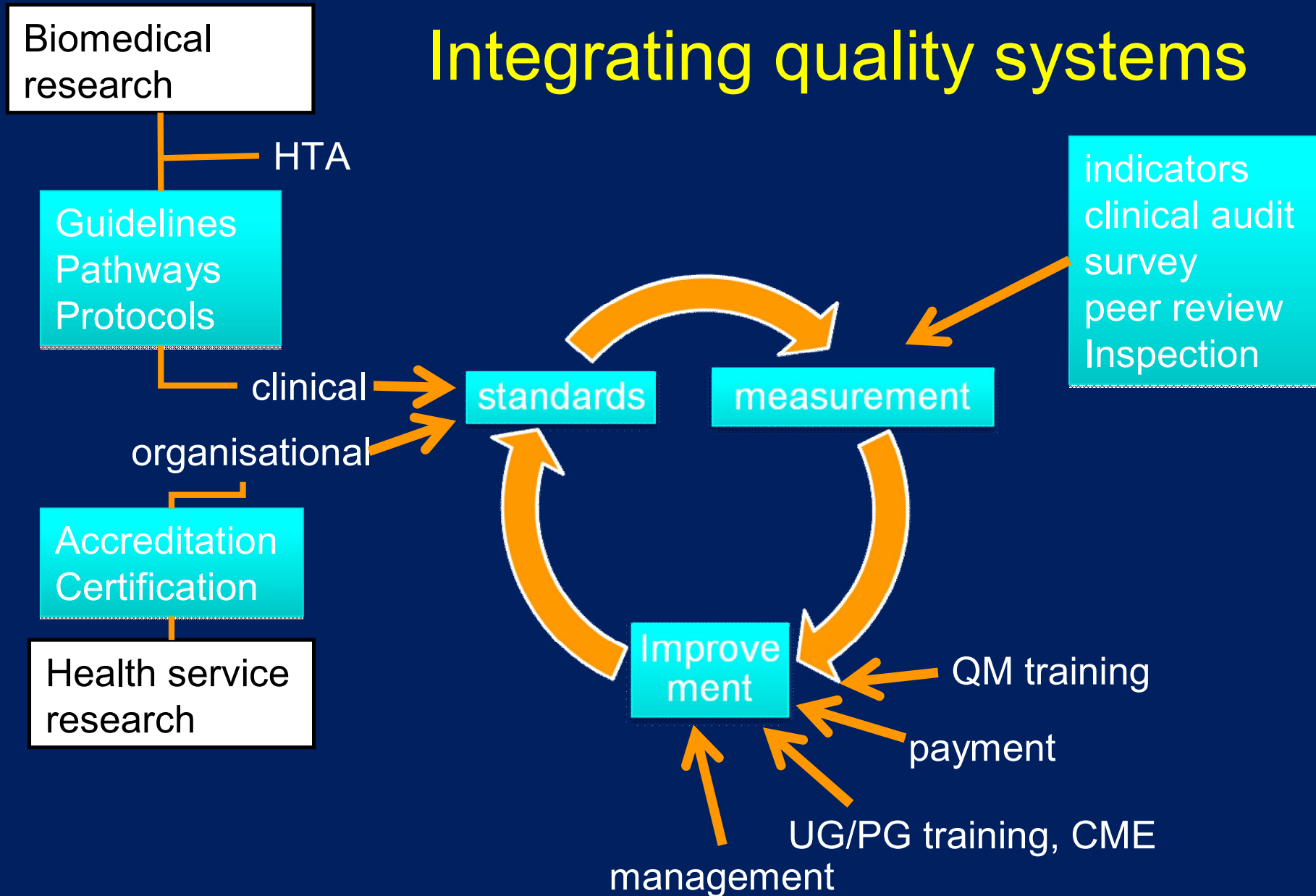




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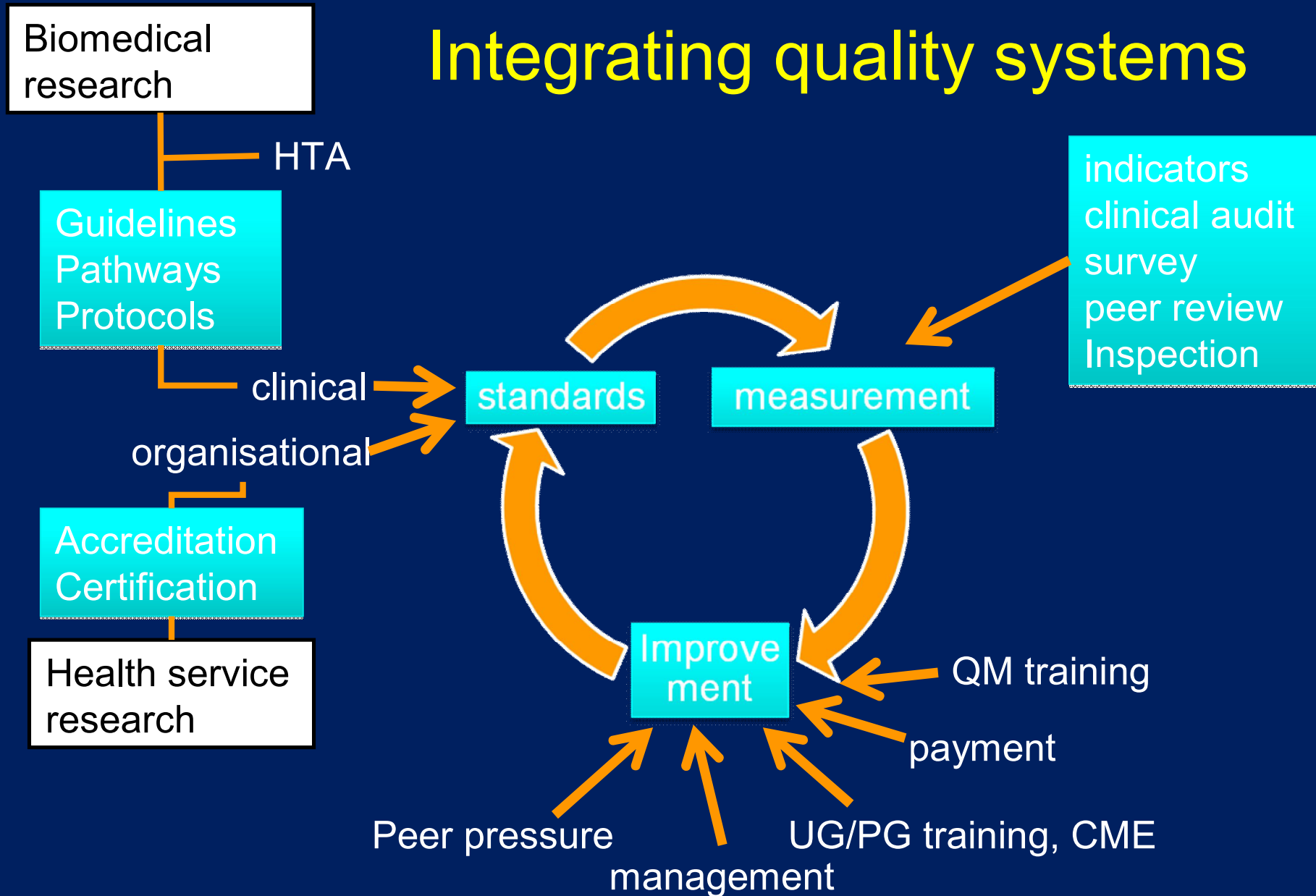
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August 2012

QHC to HAPIE

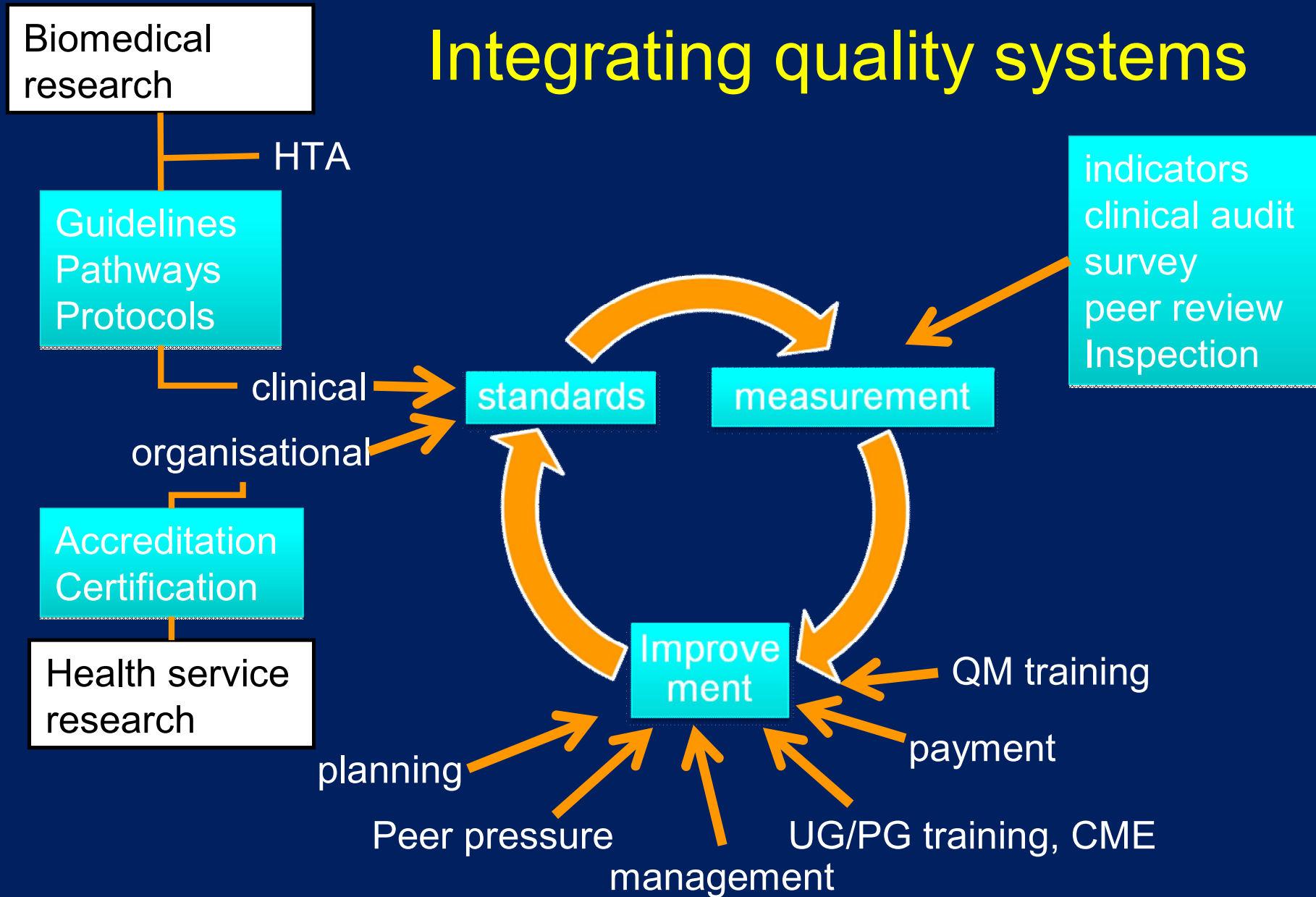
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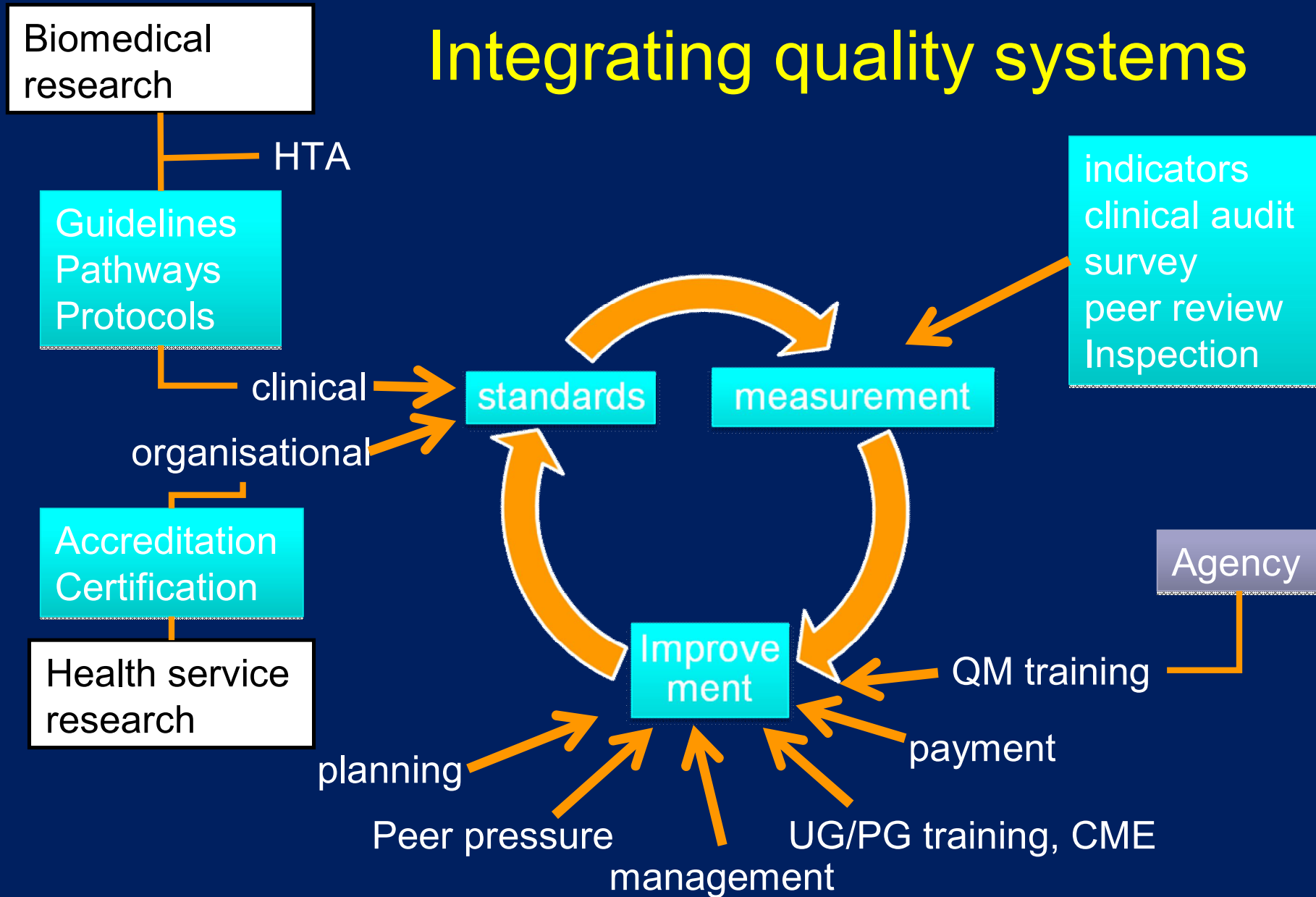
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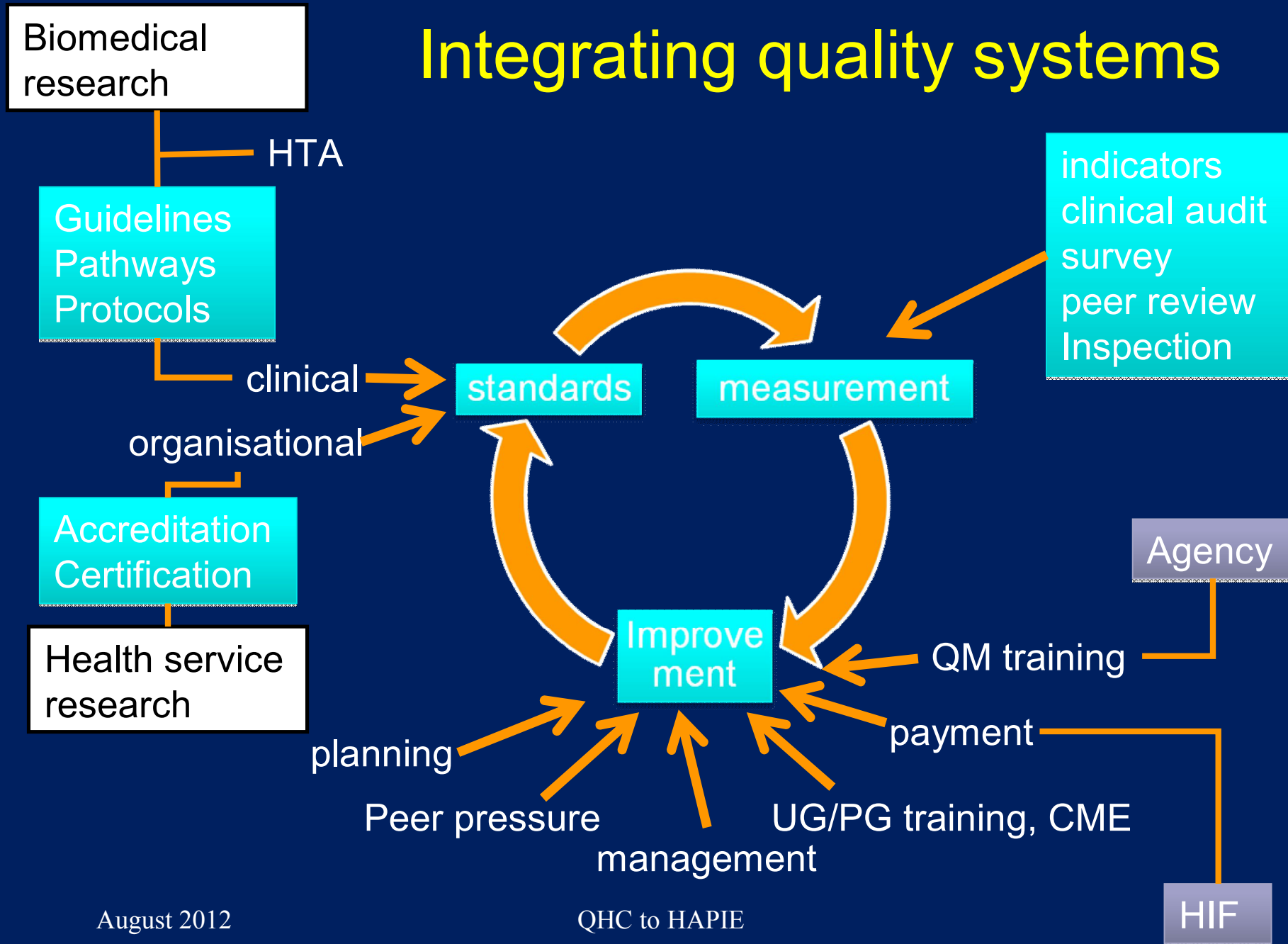
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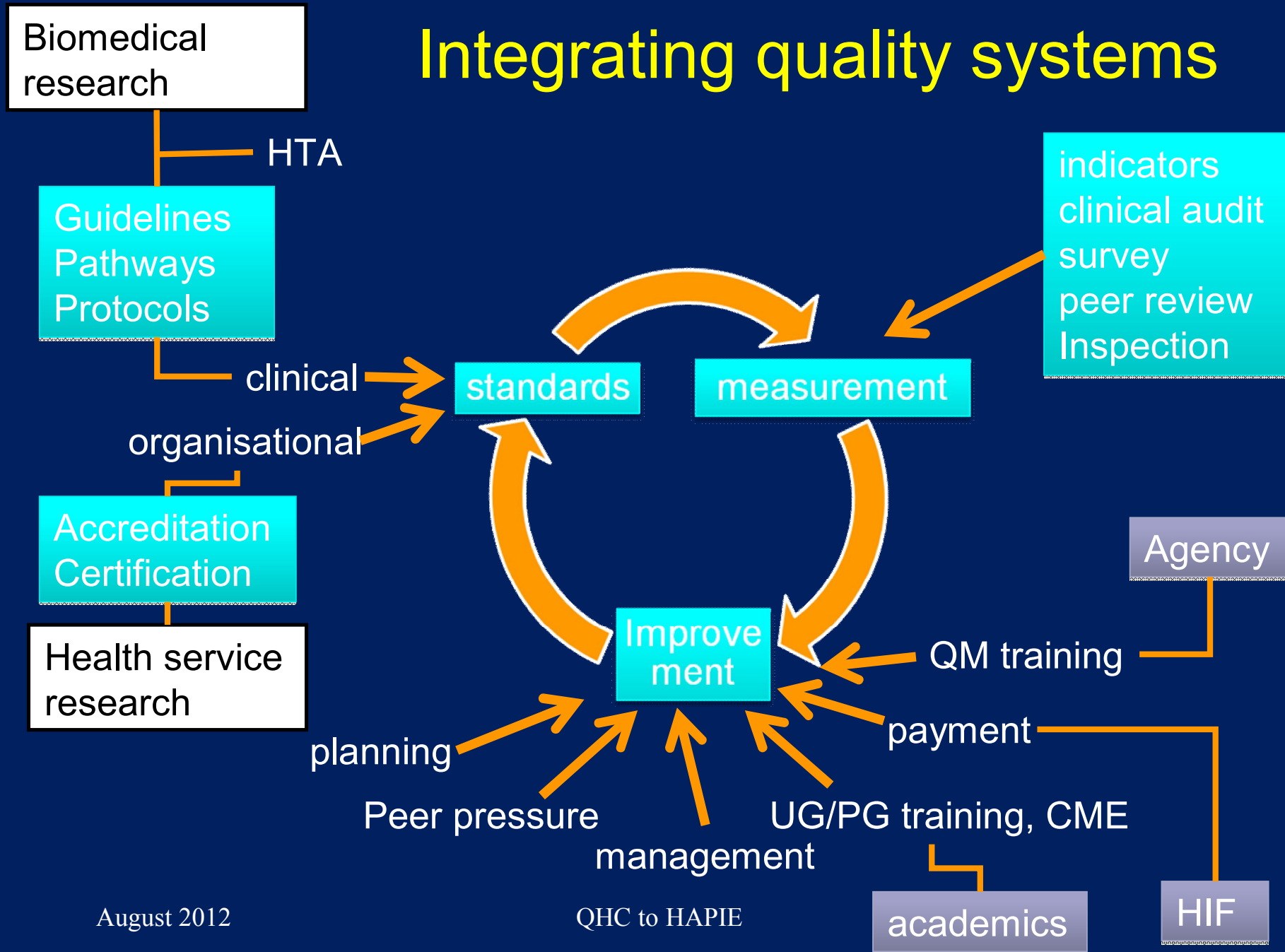
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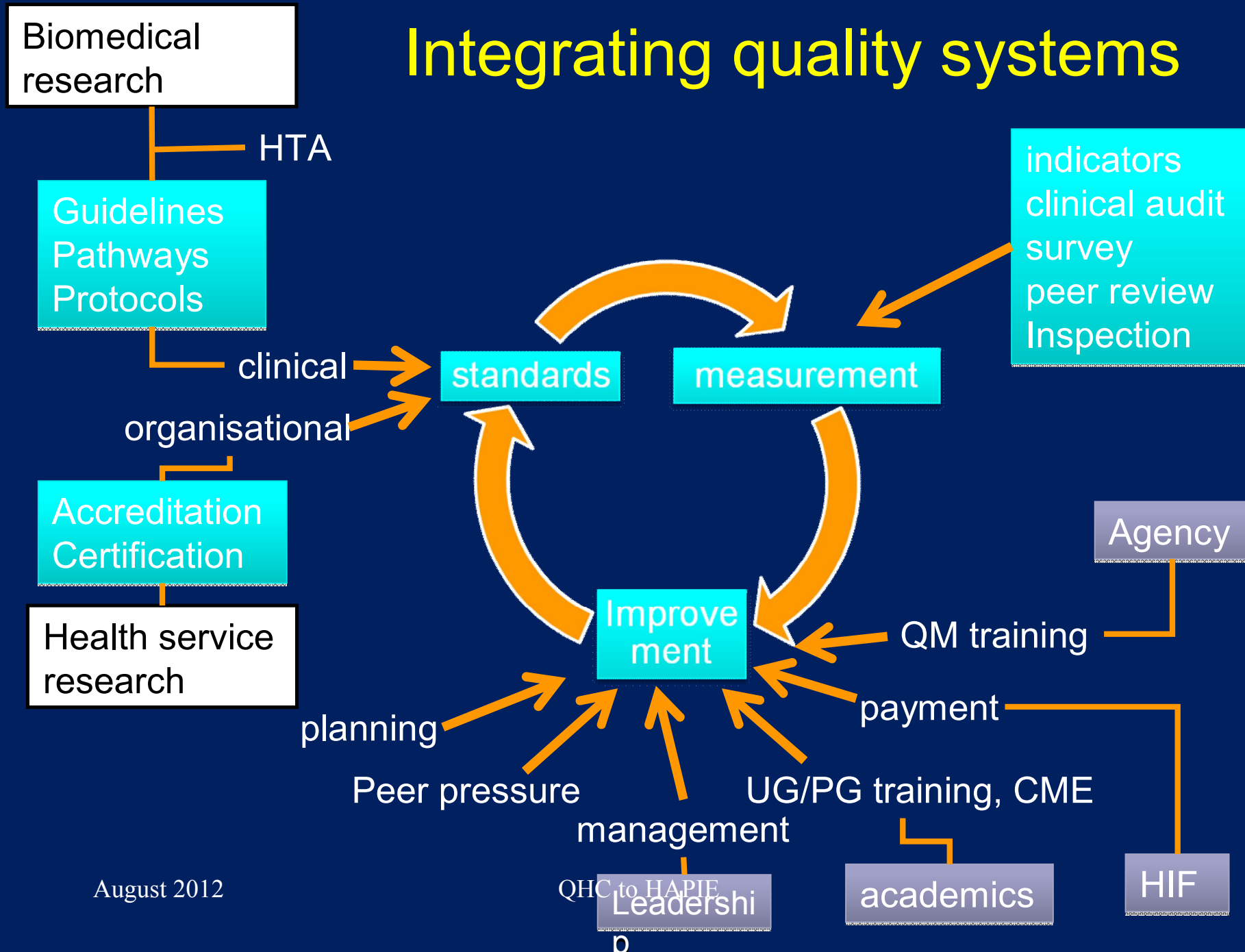
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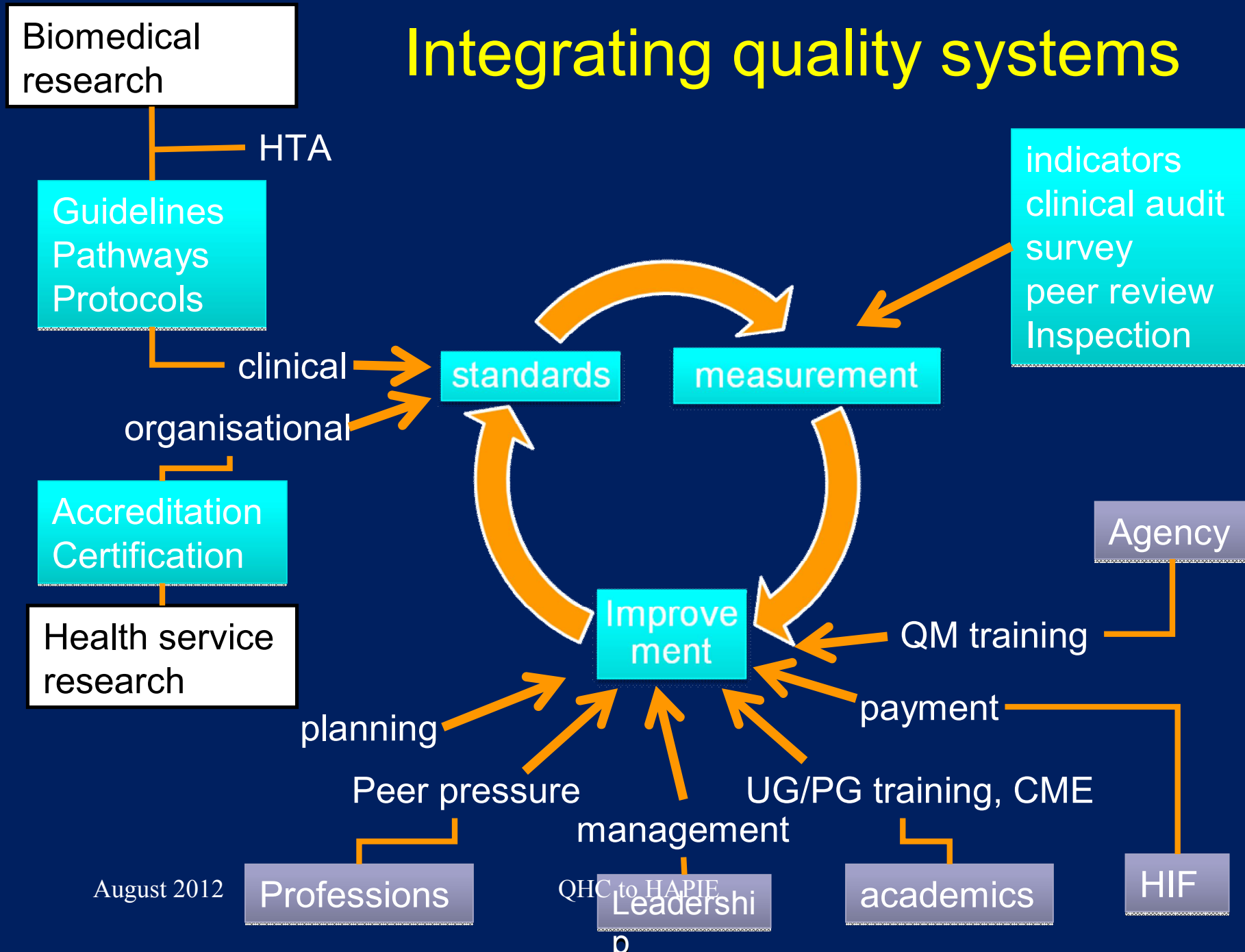


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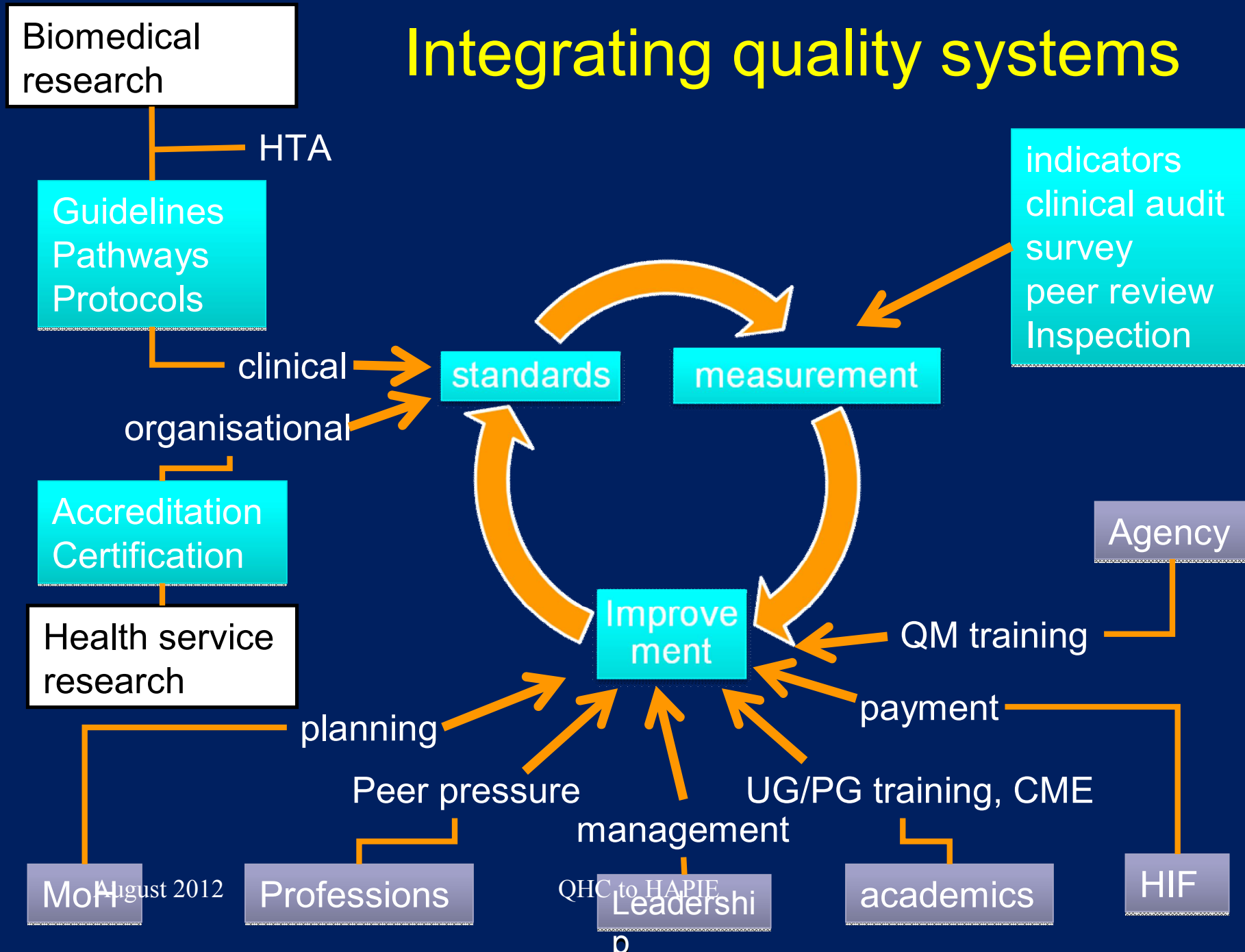




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# Quality improvement cycle...



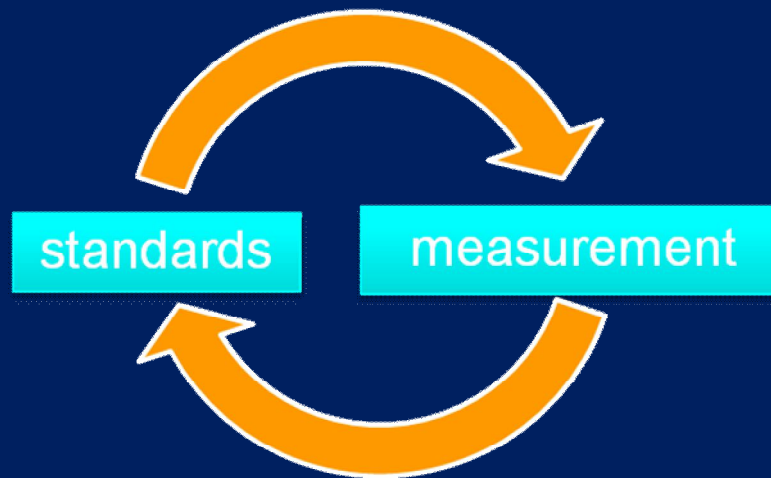
standards

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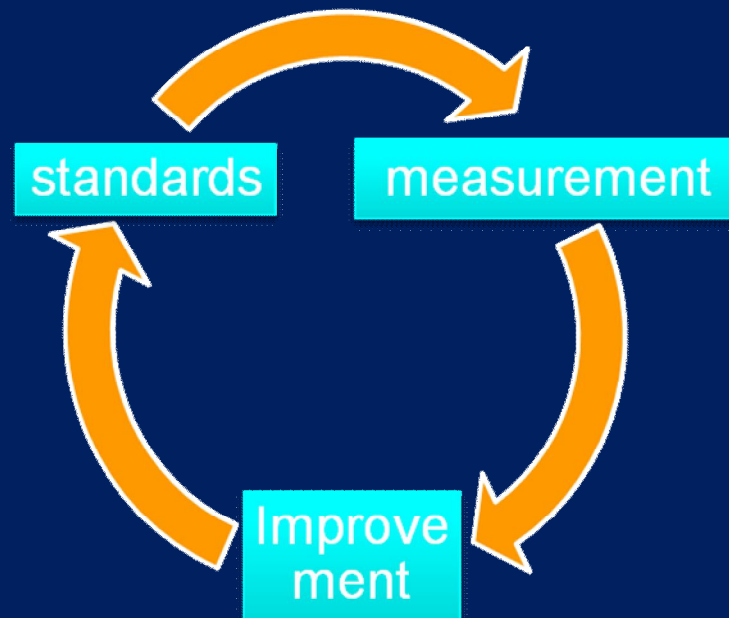


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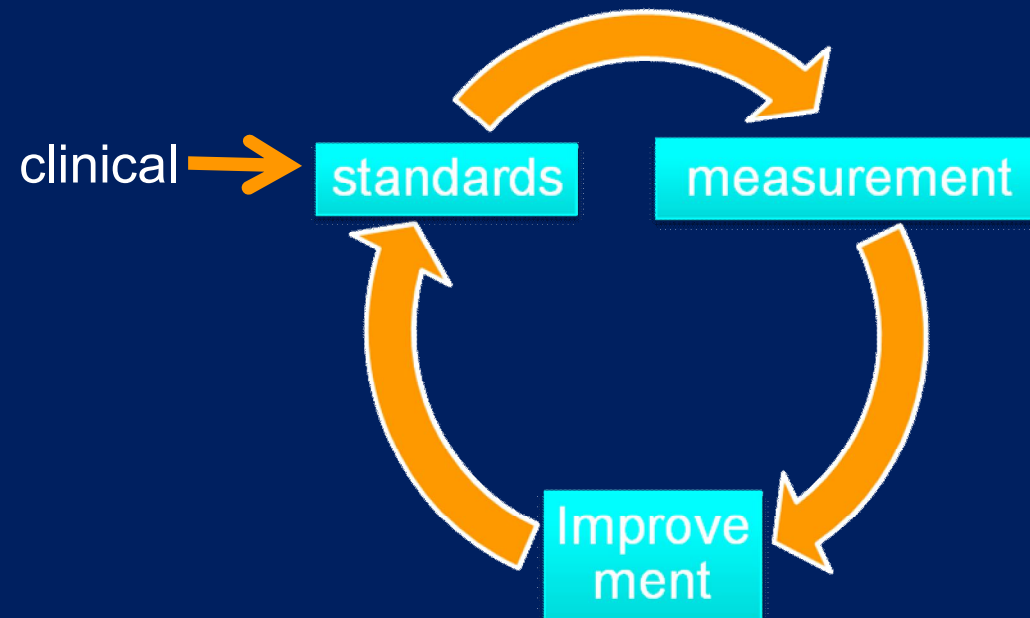
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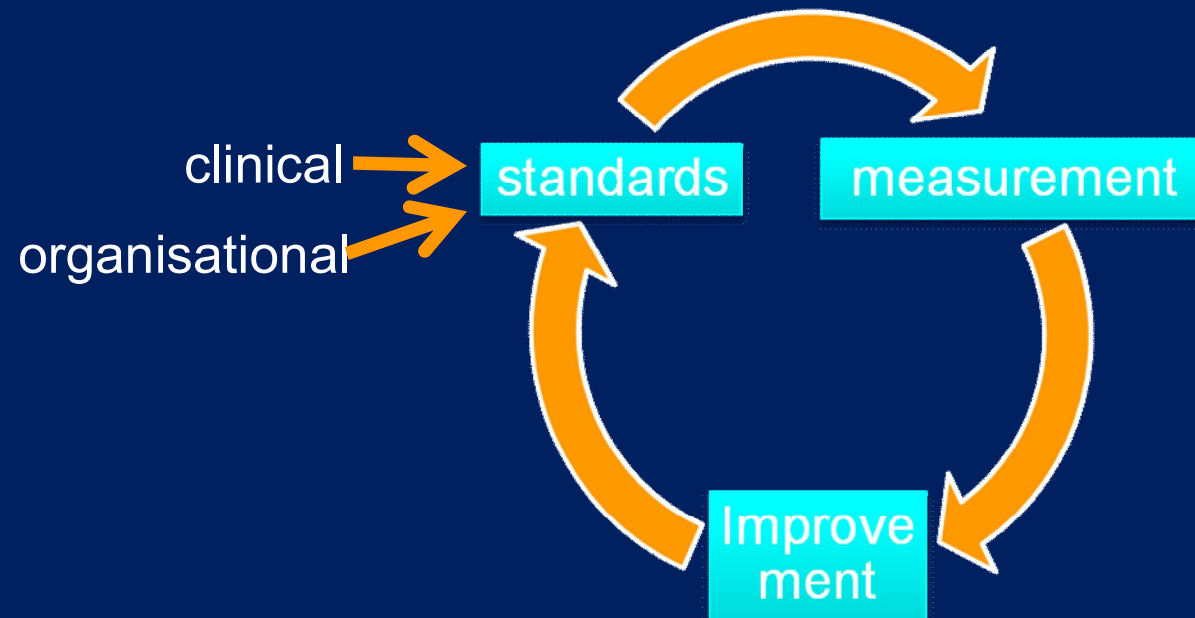
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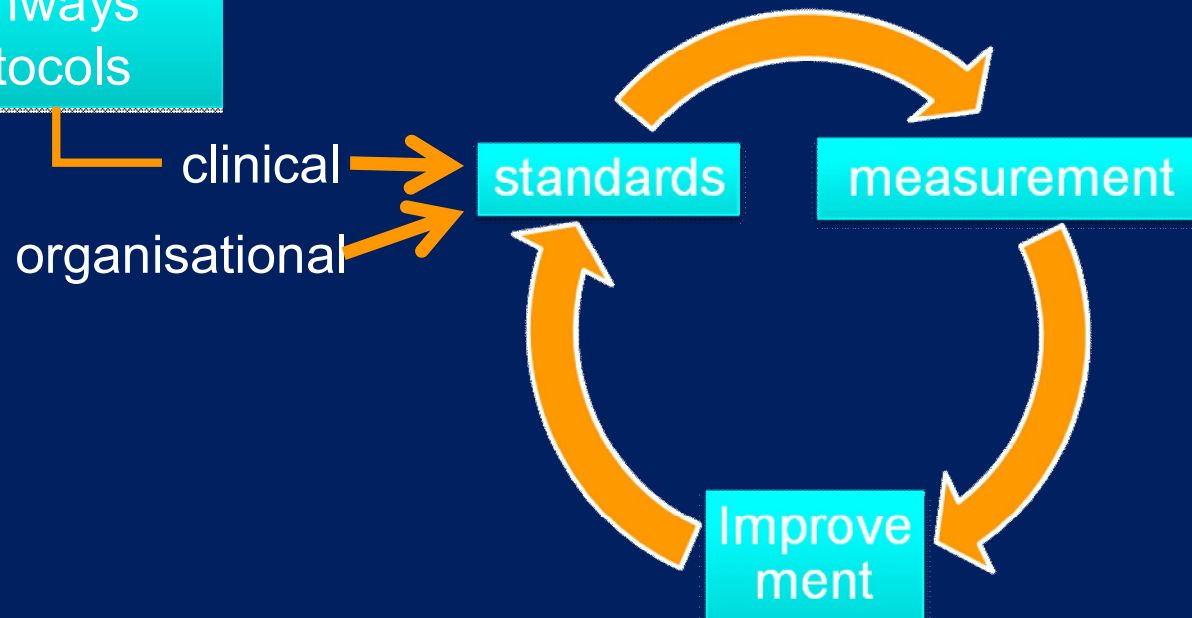
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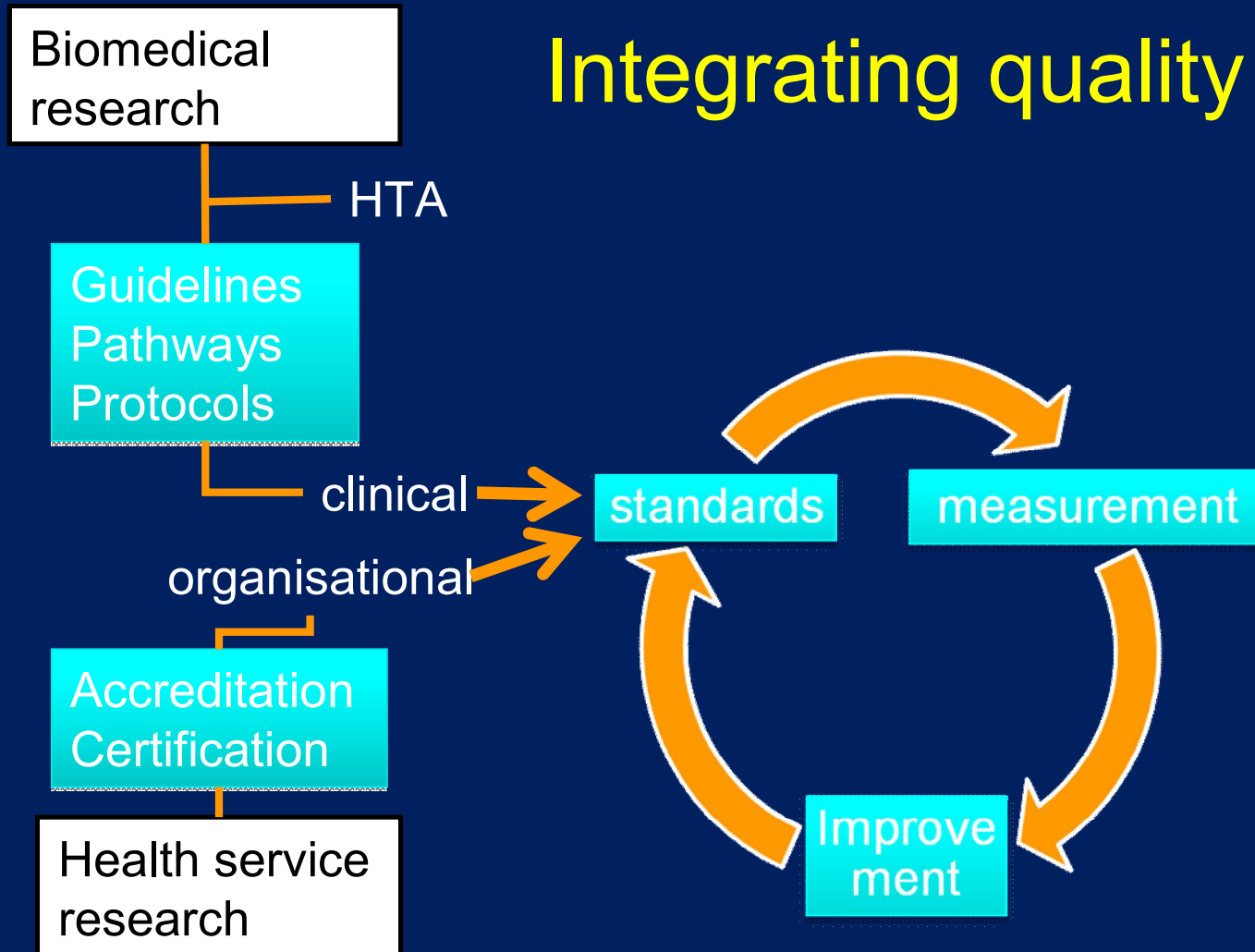
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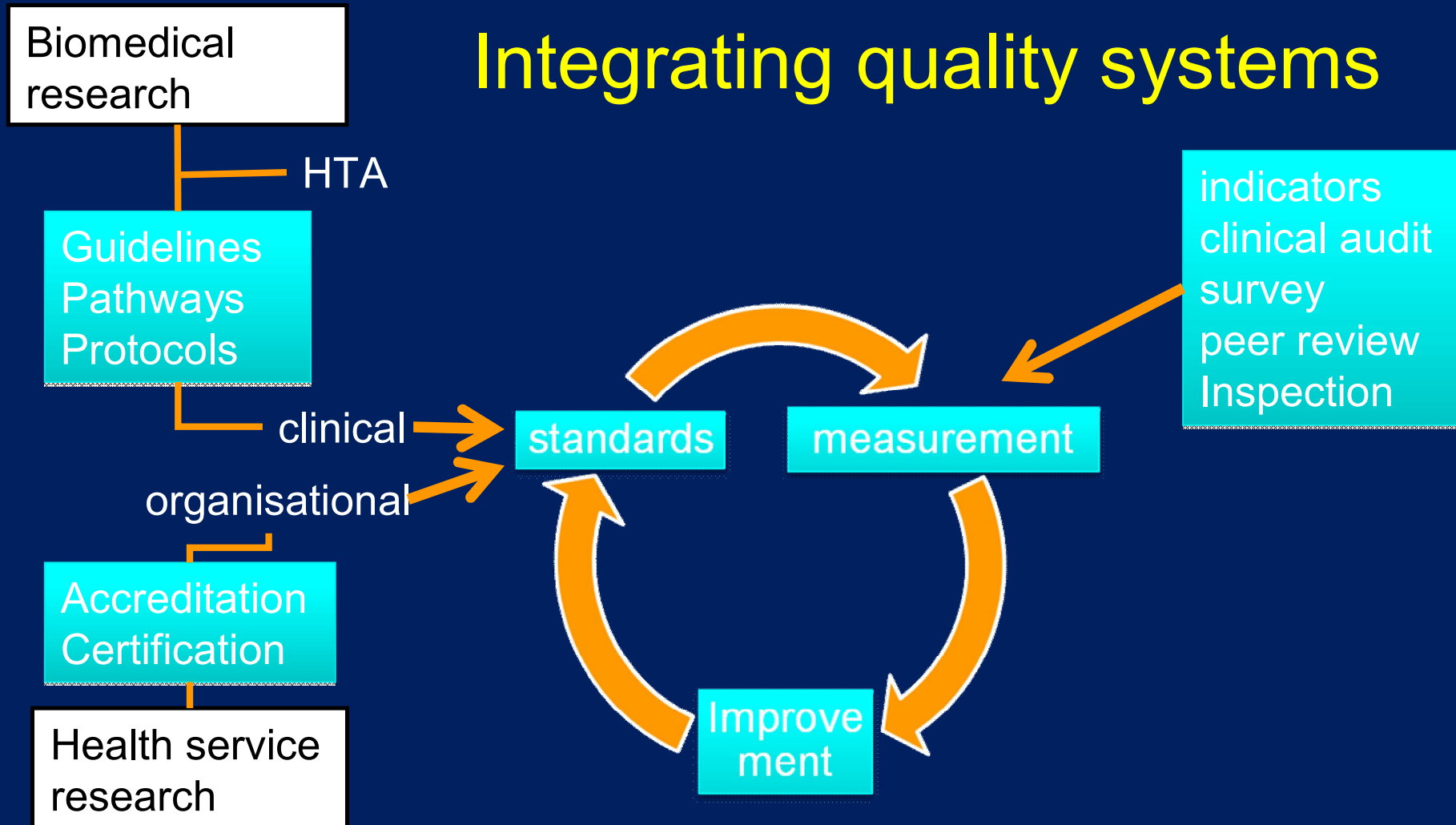
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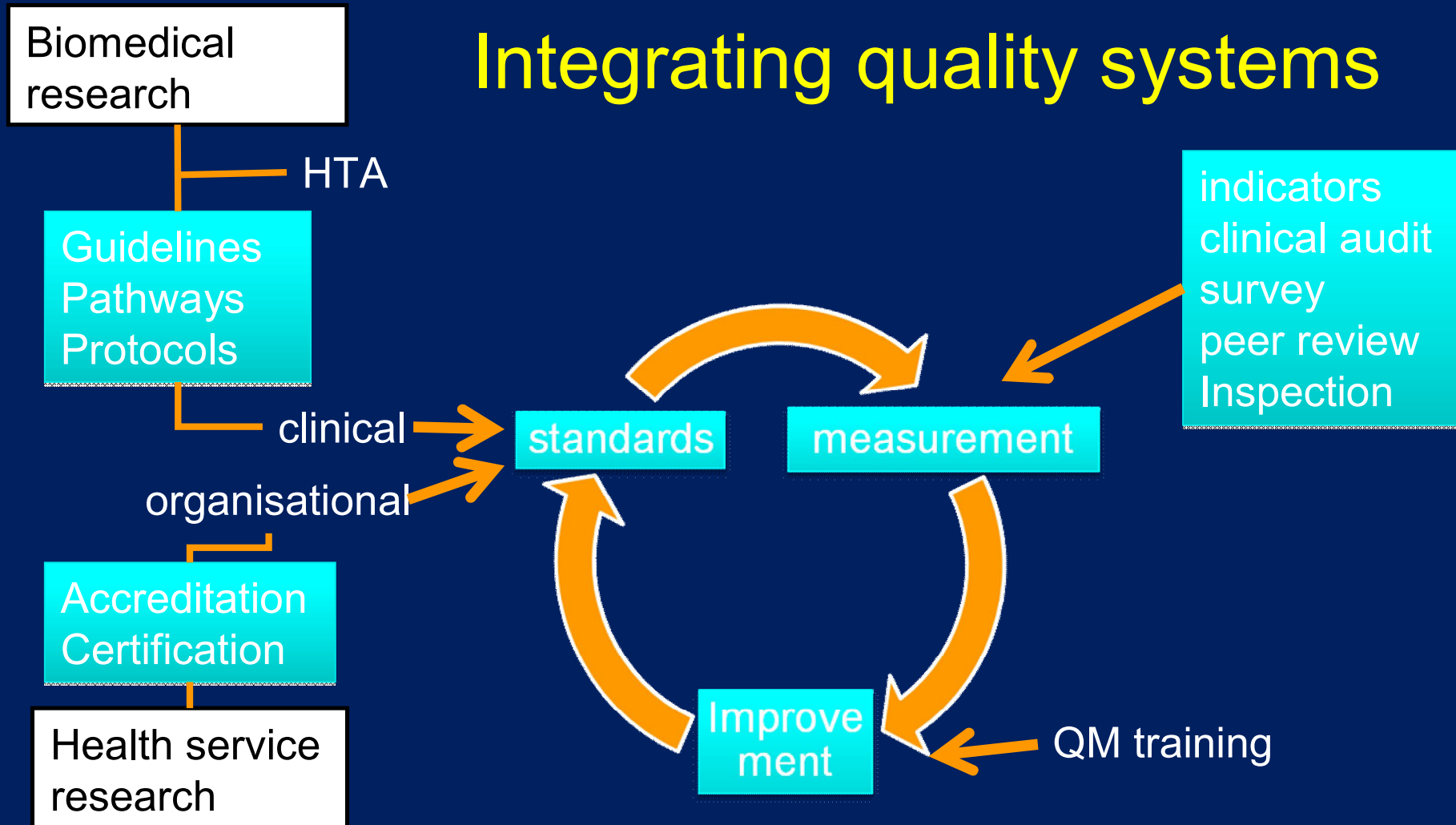
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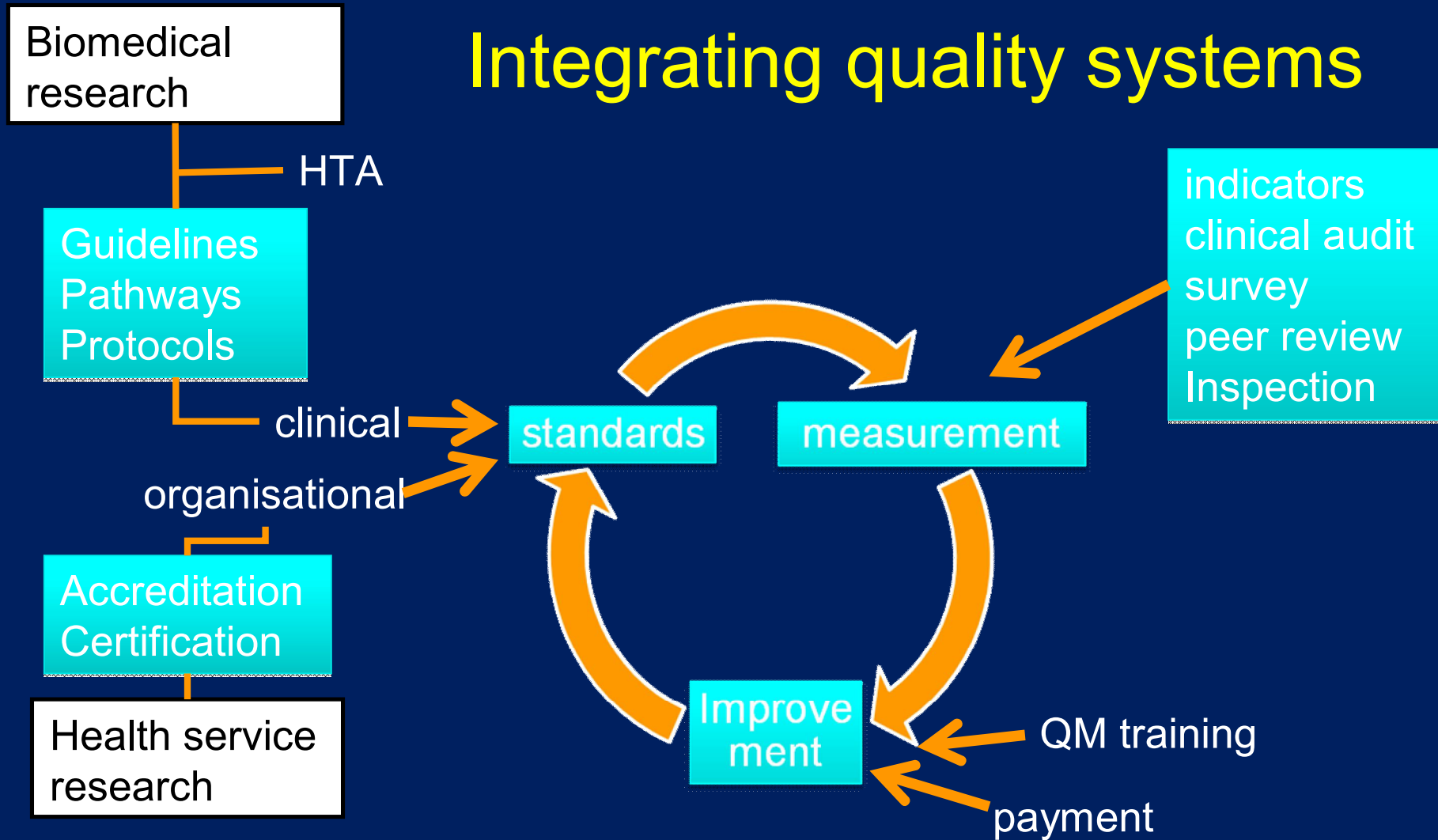
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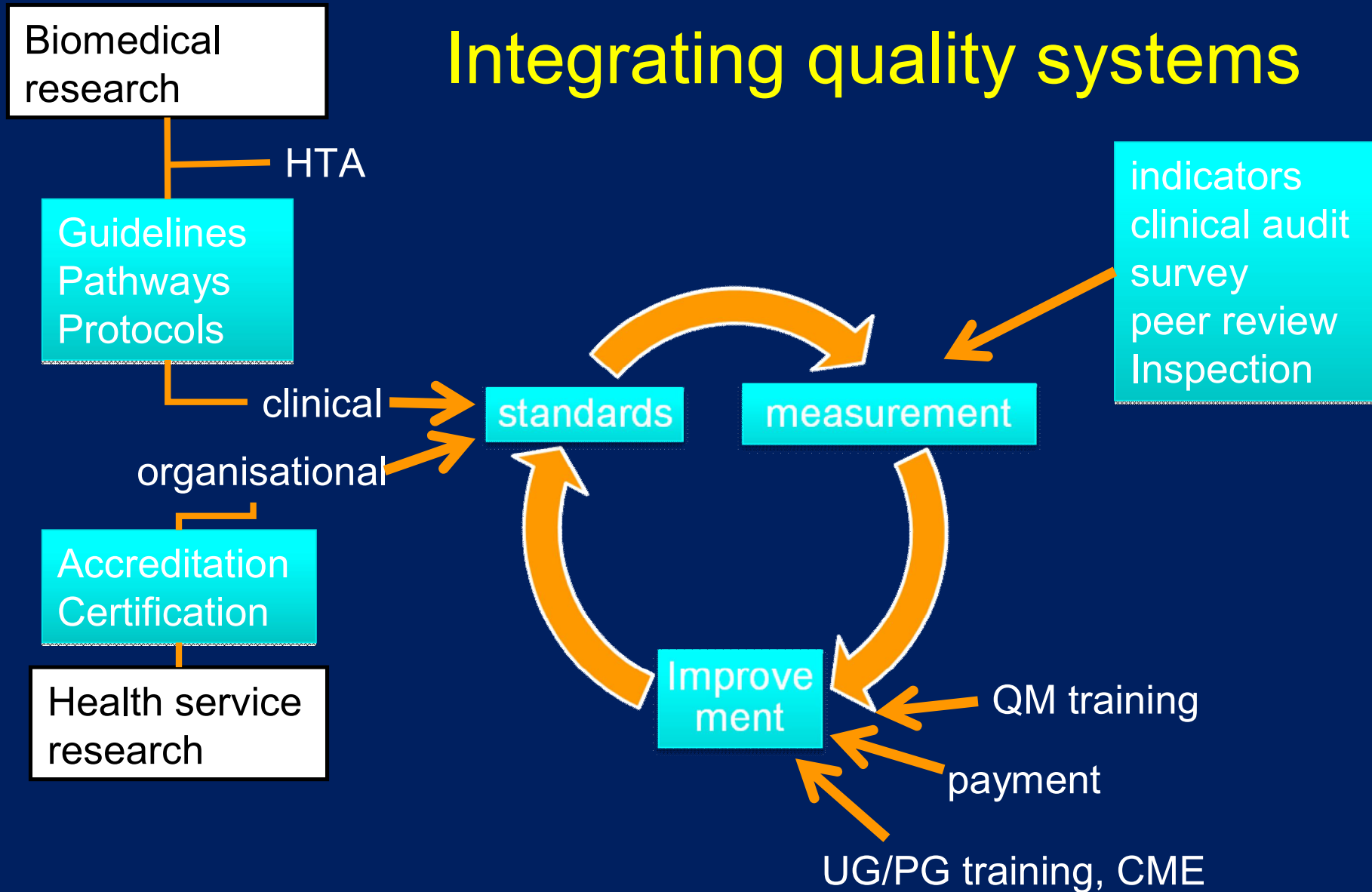
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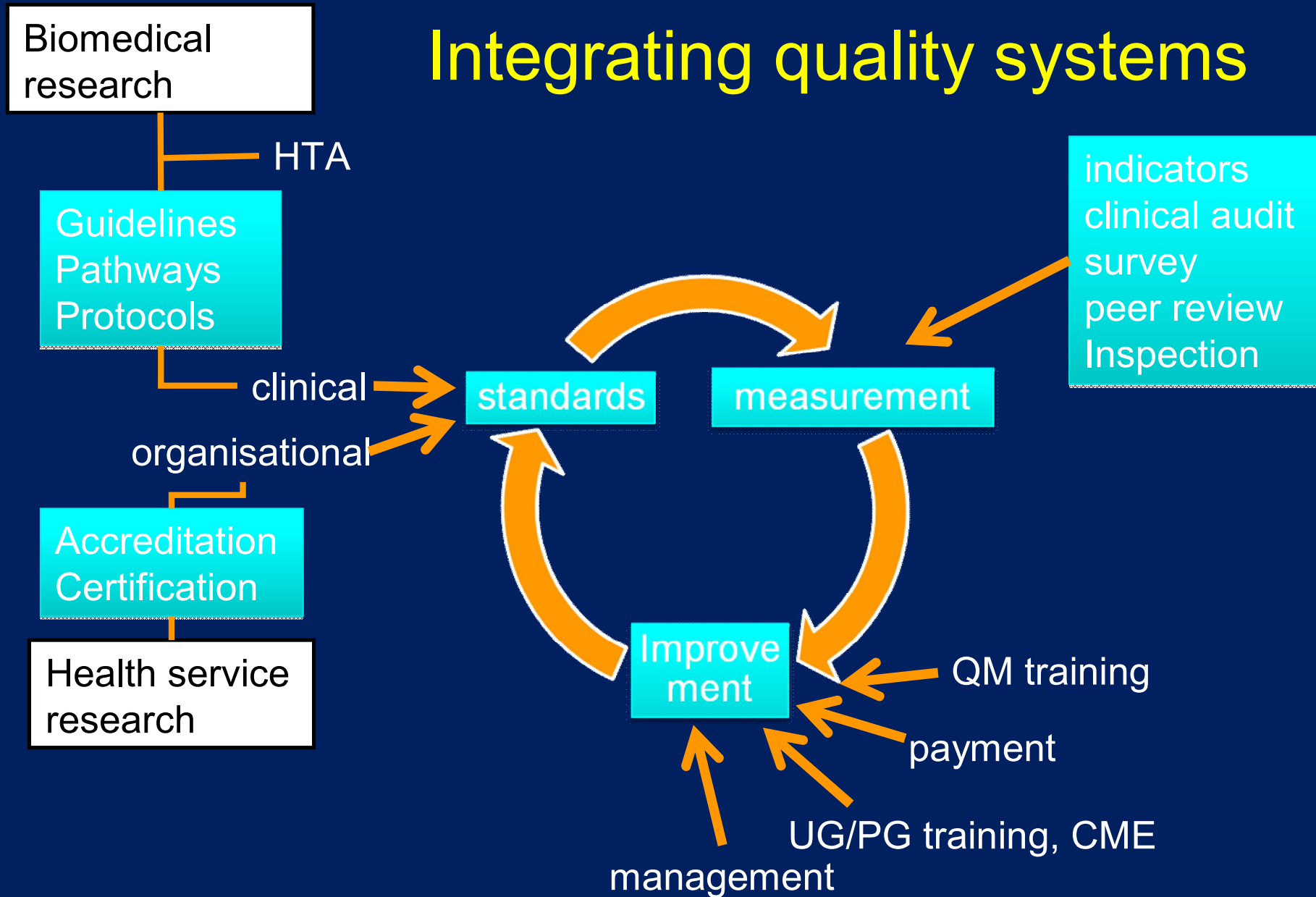
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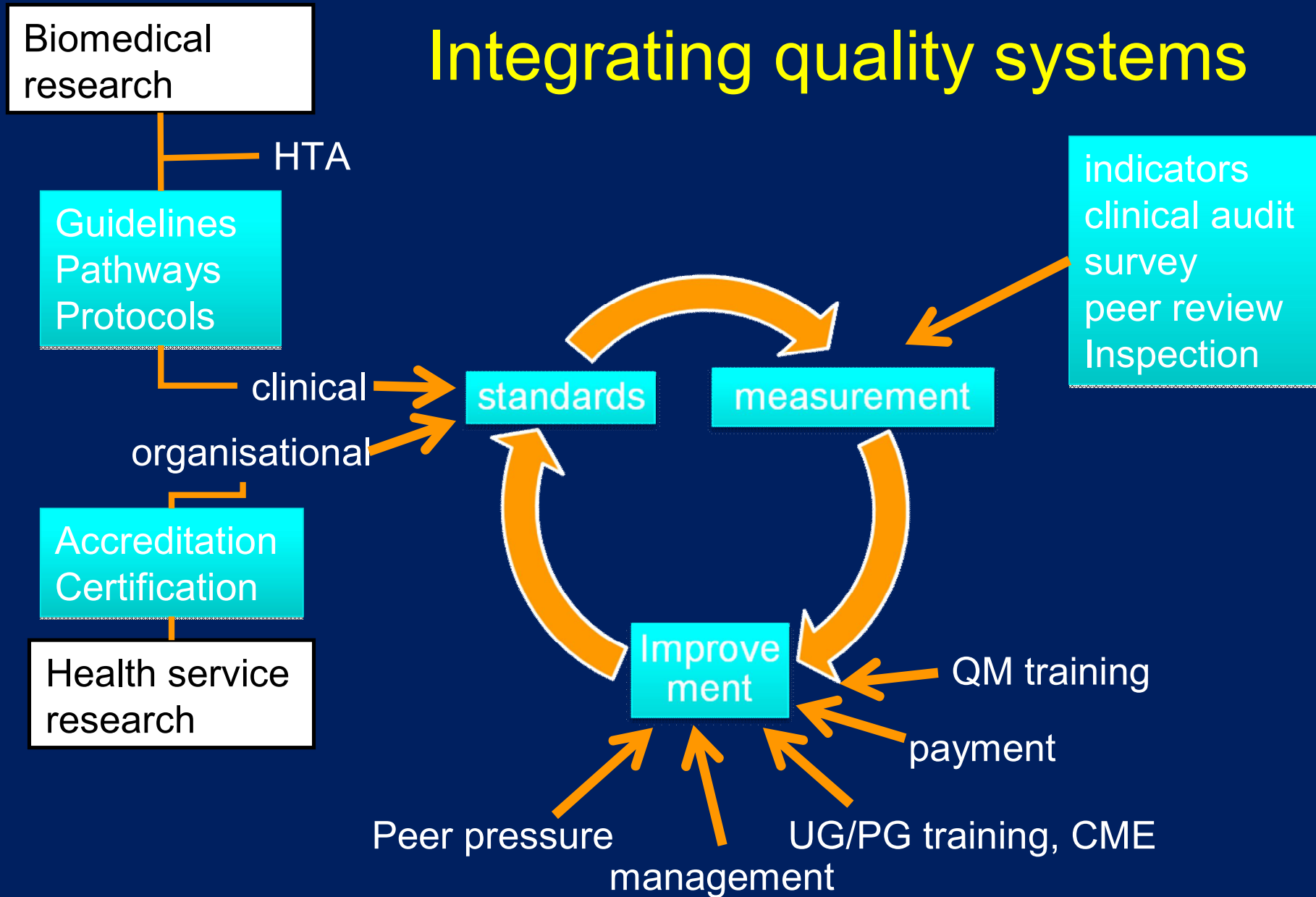
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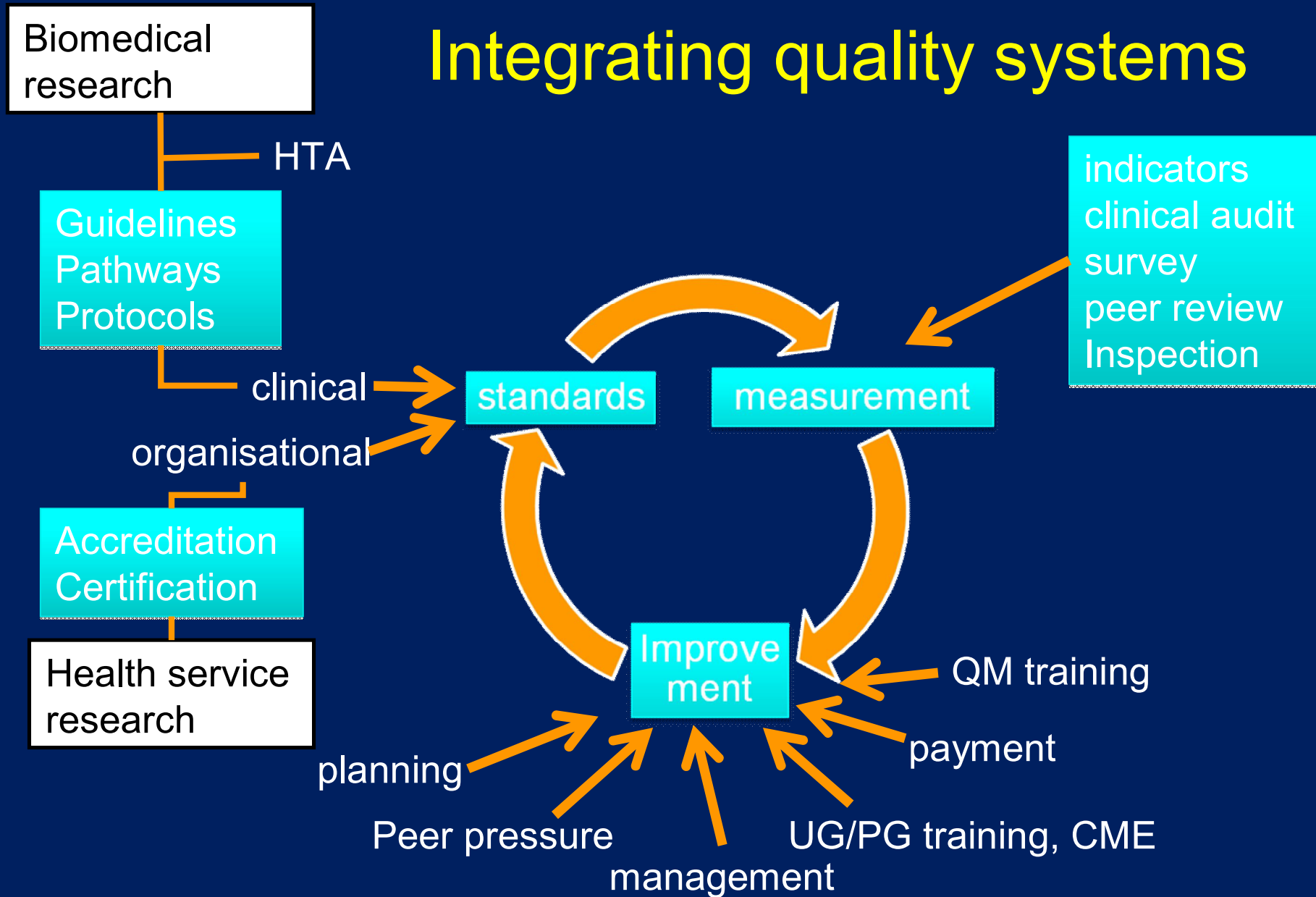


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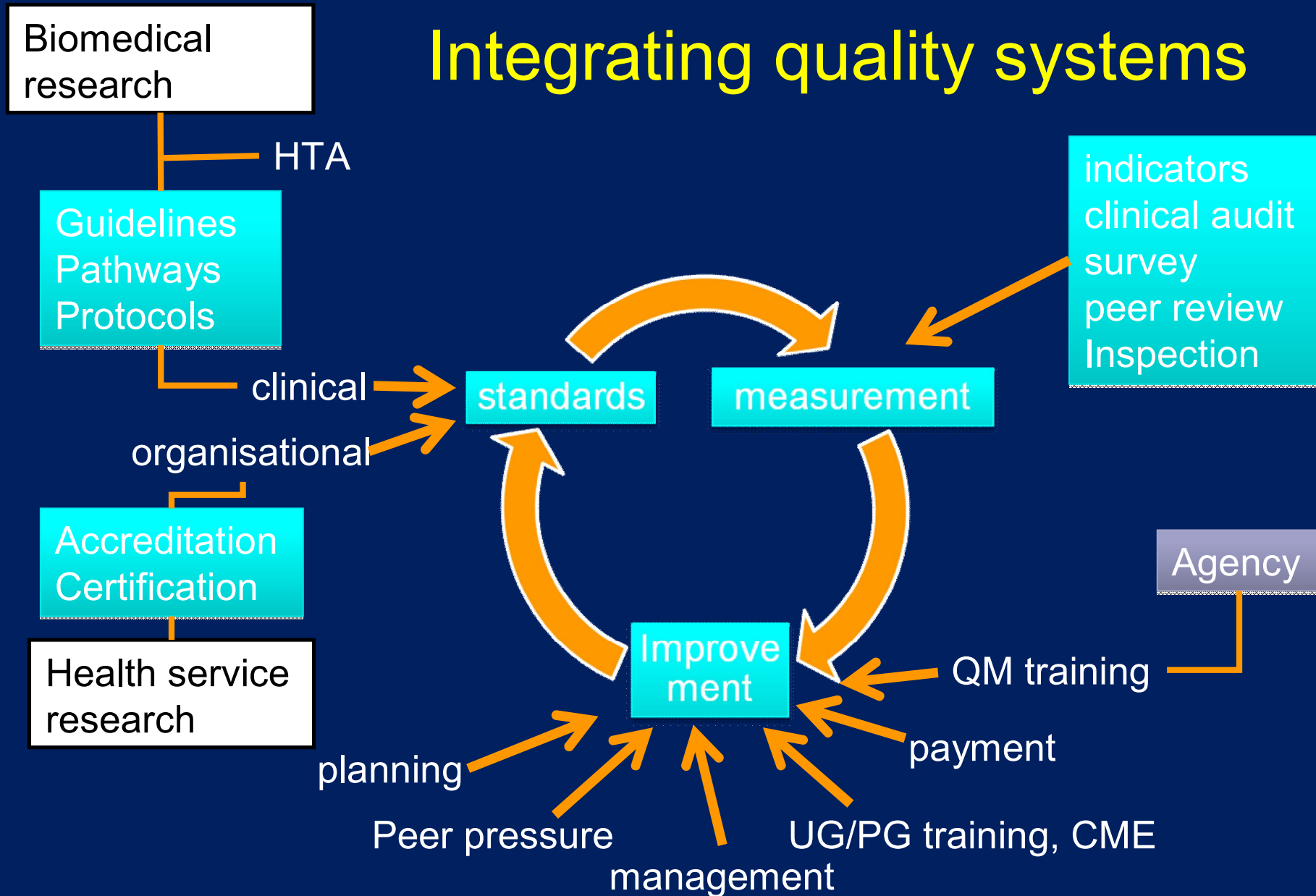
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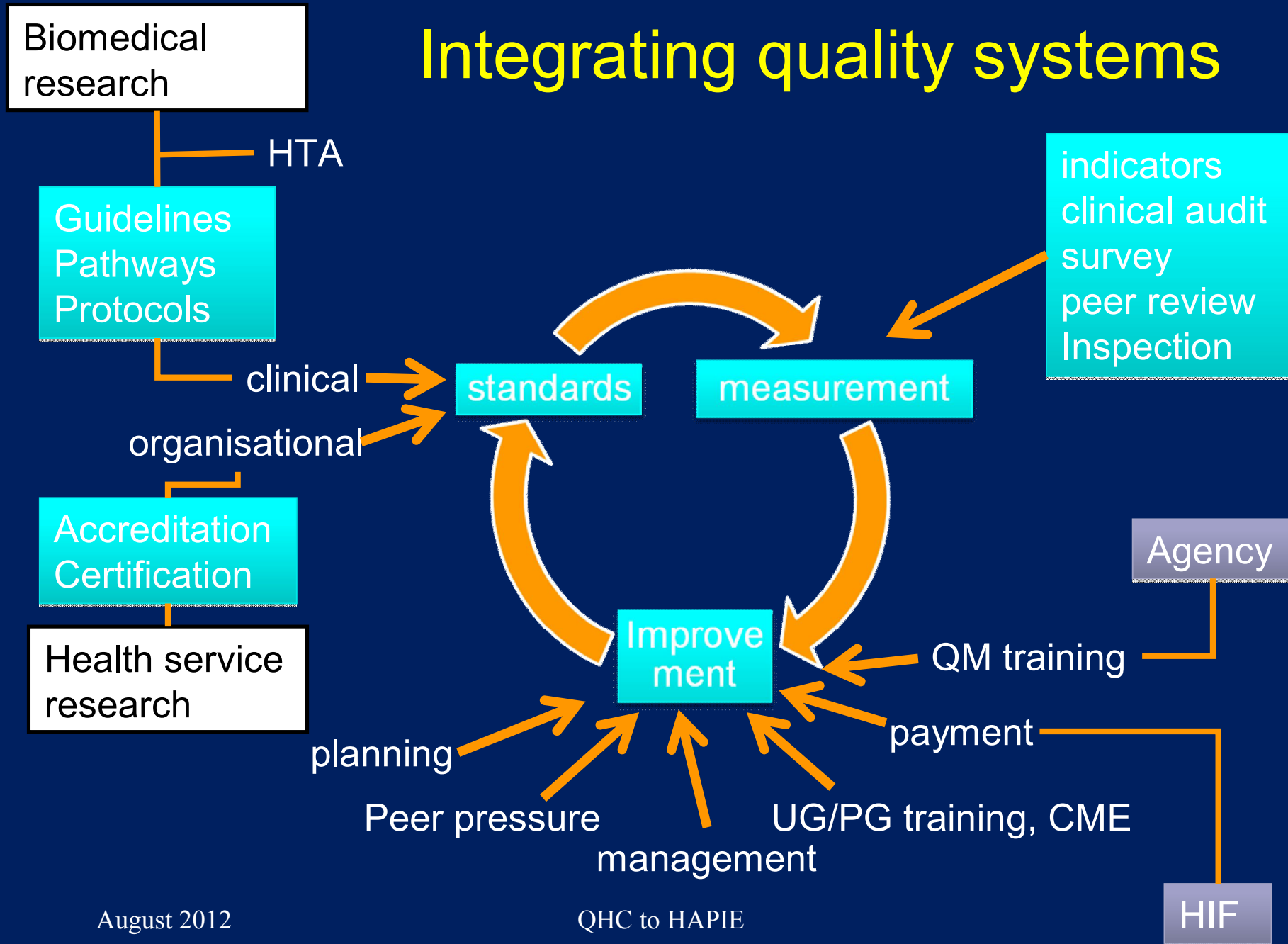
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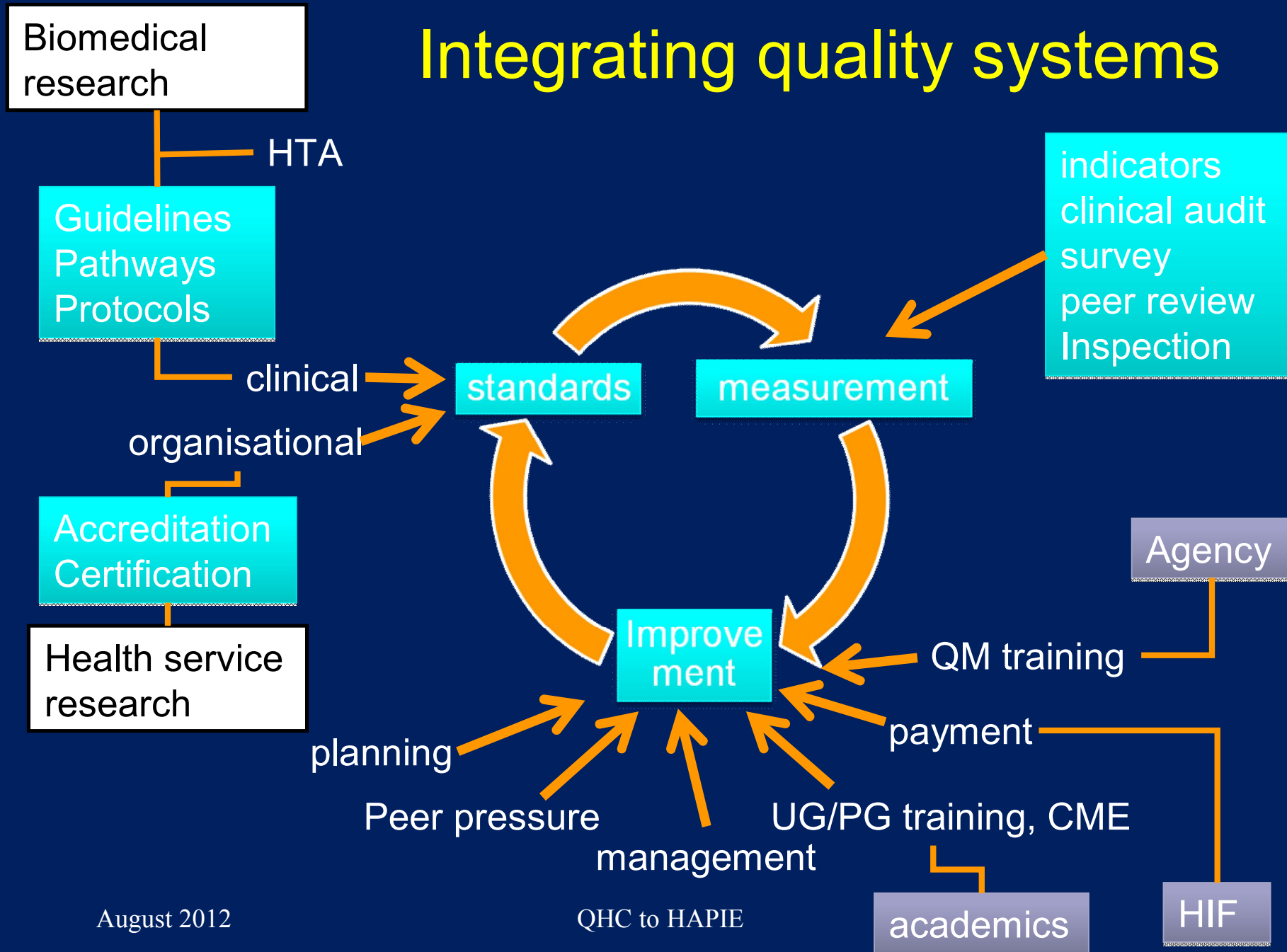
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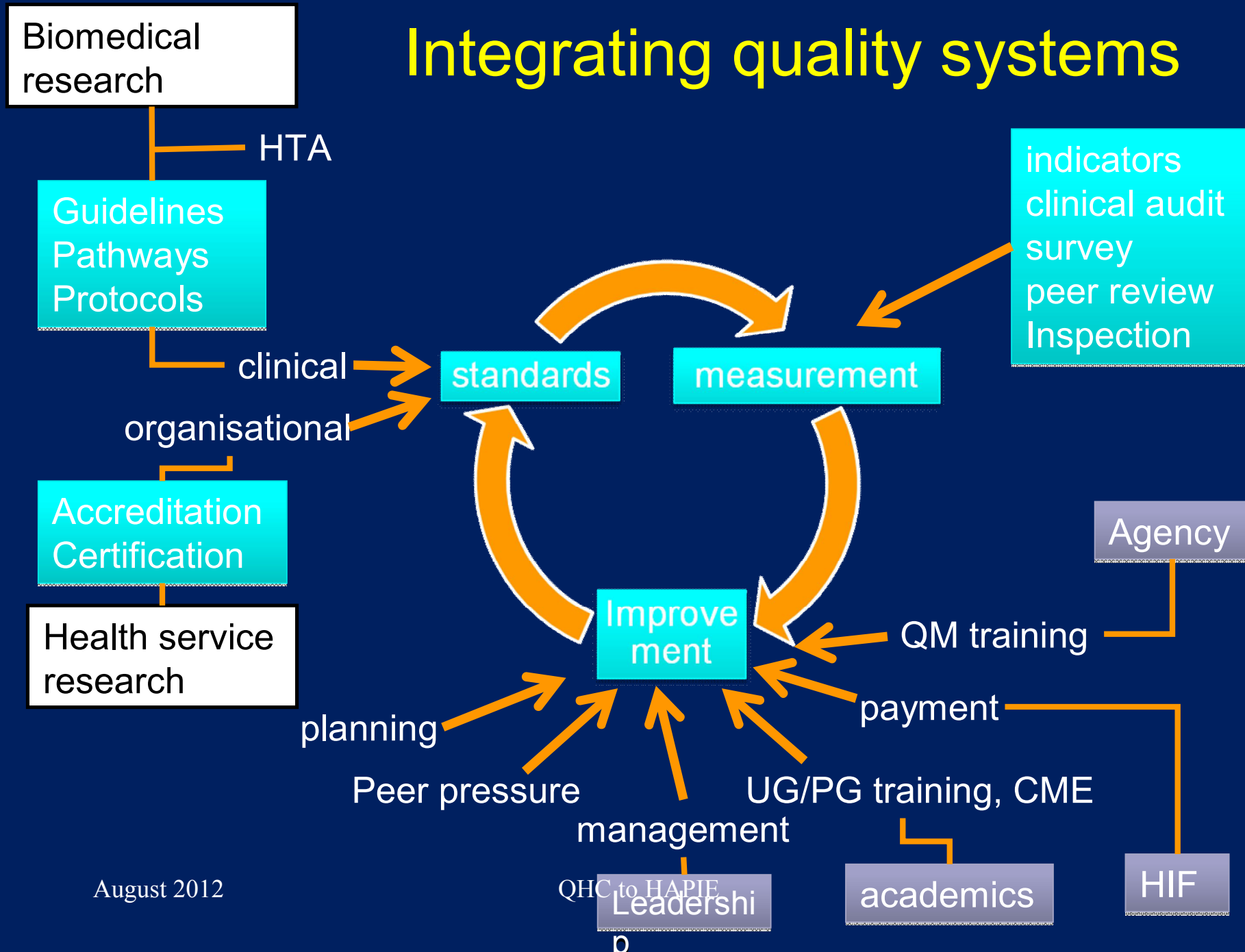
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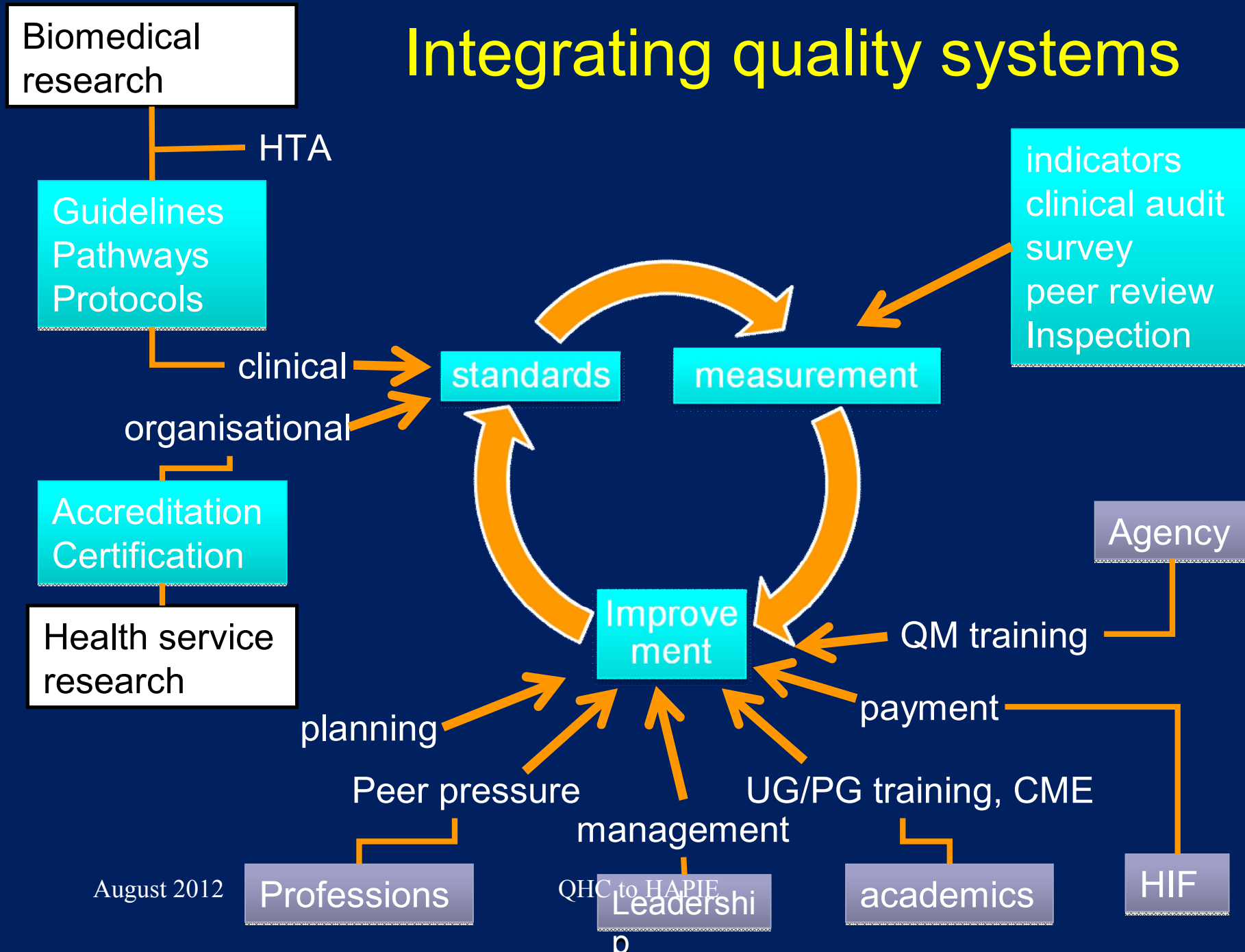
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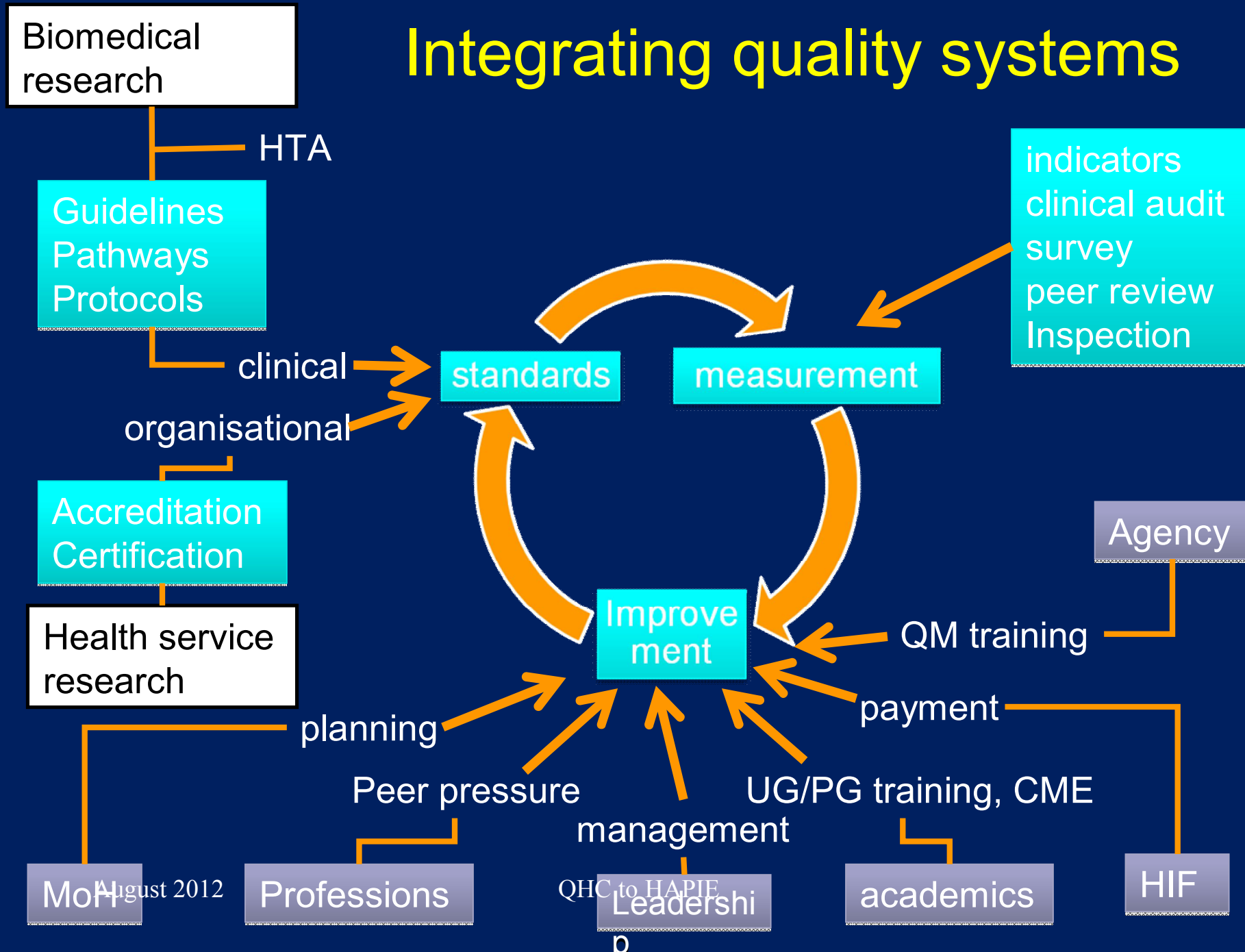
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# Terminology – “accreditation”

- Applied originally to the recognition of teaching trainers, trainees, or training environments
- Applied to healthcare provider institutions
  - from 1917 (American College of Surgeons)
  - Currently used thus by World Bank, EC, national governments and ISQua
- Applied to recognition of competent assessors
  - from 1948 (ISO), 2008 (EU)
  - auditors, laboratories etc
- In the vocabulary of ISO, healthcare “accreditation” would be equivalent to “certification”.



# Differences between ISO and healthcare accreditation

- Use of term “accreditation”
- Legal regulatory framework
- Standards development process, evidence base
- Linkage to professional and educational ethic
- Adaptation to healthcare
- Separation of standards, facilitation, assessment, awards
- Public information, transparency

# Classic model of accreditation

- Voluntary participation
- Explicit standards for service
- Self-assessment phase
- Emphasis on self-development
- Visiting peer group
- Analytical feed-back and grading
- Independent authoritative agency

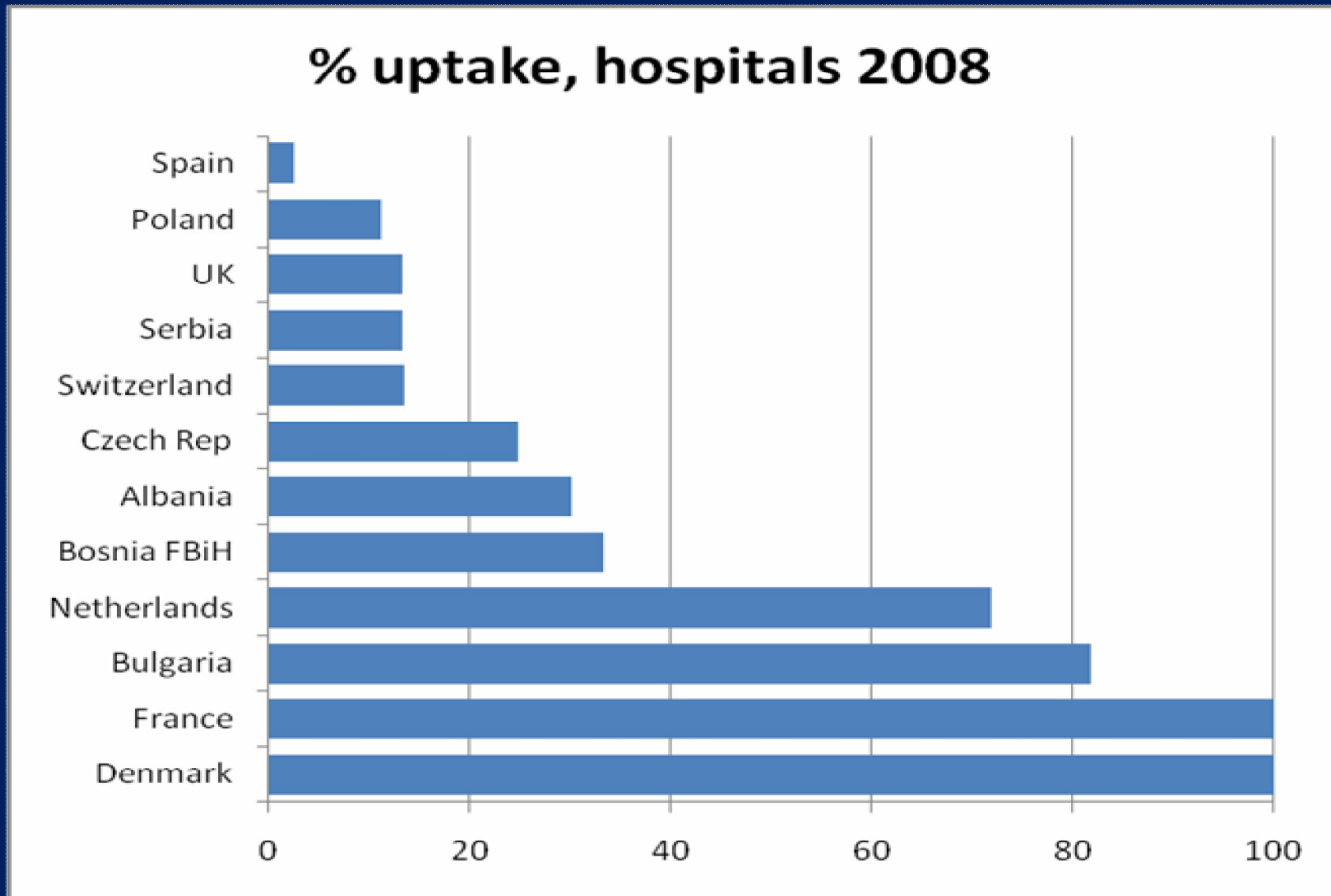
# Accreditation organisations 1951-2009



# Responding accreditation organisations

Albania	Croatia	Lebanon	Saudi Arabia
Argentina	Czech Republic	Lithuania	Serbia
Australia (ACHS)	Denmark	Malaysia	South Africa
Australia (AGPAL)	England	Mongolia	South Korea
Australia (QIC)	France	Netherlands	Spain
Bosnia (AAQI)	Germany	NZ (HDANZ)	Switzerland
Bosnia (AKAZ)	India	NZ (Telarc)	Taiwan
Brazil	Japan	Philippines	Thailand
Bulgaria	Jordan	Poland	USA (DNVHC)
Canada	Kazakhstan	Portugal	USA (JCI)
Colombia	Kyrgyzstan	Romania	USA (TJC)

# Saturation of eligible market



# DEV9 International hospital accreditation

Organisation	Hospitals accredited
Aust ACHS	25 - India, Dubai, Bahrain and Hong Kong
Canada	Anguilla 1, Bermuda 2, Brazil 6, Italy 5, Kuwait 2, Saudi Arabia 3
Germany	7 - Austria
JCI	253 hospitals in 36 countries
USA DNV	3 in Brazil, 1 in India
TJC	US Military Hospitals in Germany, South Korea, Japan, Italy, Spain, England, Iceland
South Africa	1 - Botswana

# Critical success factors

- Policy environment
- Healthcare financing
- Stakeholder participation
- Public information
- Critical mass...size **does** count

# Climate change - external assessment

- Convergence: voluntary accreditation with regulatory supervision eg Australia, Canada
- Collaboration or competition: accreditation and ISO certification eg “interpretations” of ISO 9000 for healthcare; EC Reg 765/2008
- Demand for external assessment of healthcare providers across borders eg Medical tourism, health insurance, flow of goods, skills, services
- Lack of recognised cross-border standards