

# Accreditation – From Past to Future



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# Introduction to Accreditation

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- Definitions:

- *"a voluntary program, sponsored by a non-governmental agency, in which trained external peer reviewers evaluate a health care organization's compliance with pre-established performance standards."*
- *"a public recognition of the achievement of accreditation standards by a health care organization, demonstrated through an independent external peer assessment of that organization's level of performance in relation to the standards."*

- *Shaw, C.D. (2004)*



# Components of Accreditation

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- Standards
- Review process
  - External (the survey)
  - Internal (self-assessment)
- Report
  - Organization
  - Aggregated finding (national/regional)
- Follow-up

Definitions of accreditation, licensure and certification

Process	Issuing Organization	Object of Evaluation	Components/Requirements	Standards
Accreditation (voluntary)	Recognized tools, usually an NGO	Organization	Compliance with published standards, on-site evaluation, compliance not required by law and/or regulations	Set at a maximum achievable level to stimulate improvement over time
Licensure (mandatory)	Governmental authority	Individual	Regulations to ensure minimum standards, exam, or proof of education/competence	Set at a minimum level to ensure an environment with minimum risk to health and safety
		Organization	Regulations to ensure minimum standards, on-site inspection	
Certification (voluntary)	Authorized body, either government or NGO	Individual	Evaluation of predetermined requirements, additional education/training, demonstrated competence in speciality area	Set by national professional or speciality boards
		Organization or component	Demonstration that the organization has additional services, technology, or capacity	Industry standards (e.g. ISO 9000 standards) evaluate conformance to design specifications



# Goals of Accreditation

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- Ensure safety
- Maintain and improve quality
- Promote effective delivery of care and service
- Promote efficient delivery of care and service
- Create uniformity of care and service across the health care system
- Promote the development of the health care system
- Help to create public confidence in the health care system



# World-wide Development of Accreditation

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- Lesson 1

- *There must be a compelling reason for accreditation*



# World-wide Development of Accreditation

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- Lesson 2

- *Standards are the core of accreditation and must target those things that make a difference to quality of care.*



# World-wide Development of Accreditation

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- Lesson 3

- *Performance must be assessed against standards and action taken based on results.*



# World-wide Development of Accreditation

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- Lesson 4

- *Each country or region has its own unique characteristics that must be taken into consideration for an accreditation program. Transplantation of programs from one country to another without such consideration will not be successful.*



# World-wide Development of Accreditation

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- Lesson 5

- *Hospital accreditation alone does not create a quality health care system. Accreditation must be applied to other sectors as well.*



# World-wide Development of Accreditation

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- Lesson 6

- *Quality monitoring requires a rigorous approach. It cannot be done haphazardly.*



# World-wide Development of Accreditation

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- Lesson 7
  - *Quality monitoring must focus on constantly improving.*



# World-wide Development of Accreditation

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- Lesson 8:
  - *Re-establish trust in health care workers who deliver front line care/services.*
- Lesson 9:
  - *Use more sophisticated tools to analyze and evaluate quality.*



# The Focus of Redesign

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- Standards were changed to be “client focused”
- Standards were built around the patient care process
- Standards were to be used by multidisciplinary groups of caregivers
- Those involved in delivering care/service should be directly involved in its evaluation and improvement
- Quality improvement was to be the basis for accreditation



# World-wide Development of Accreditation

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- Lesson 8:
  - *Re-establish trust in health care workers who deliver front line care/services.*
- Lesson 9:
  - *Use more sophisticated tools to analyze and evaluate quality.*



# World-wide Development of Accreditation

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- Lesson 10
  - *Accreditation is a living and dynamic process and must change with the changing needs of the times.*



# The Future

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- The focus of accreditation will expand
- Measurement within accreditation will become more rigorous
- The “reach” of accreditation will expand
- Patient/consumer involvement in accreditation will increase
- Accreditation will use new and improved methodologies
- More will be demanded of accreditation organizations in terms of their own performance and demonstration of their effectiveness



# Accrediting the Accreditors

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- ISQua's International Accreditation Program
  - Offers an accreditation program for accreditation and evaluation organizations
  - Accreditation program will assess:
    - Accreditation standards (using internationally established principles)
    - Accreditation organization performance (using internationally established standards)
    - Surveyor/assessor training programs



# Accrediting the Accreditors

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- Why become ISQua Accredited?
  - It provides confidence and credibility through worldwide recognition
  - It involves an impartial and independent review system
  - It provides reassurance to governments, funders, clients, the public and the accreditation organization itself that international performance standards are being met.



# Accrediting the Accreditors

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- Who is ISQua accredited?
  - Standards:
    - 15 organizations have accredited standards
    - 7 organizations have had standards reviewed
  - Organization:
    - 10 organizations



# Accrediting the Accreditors

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- Governing Council for ISQua's International Accreditation Program:
  - Haute Autorite Sante, France (previously ANAES)
  - Canadian Council on Health Services Accreditation
  - Quality Health New Zealand
  - SHQS, Finland
  - CHKS, UK
  - Institute of Accreditation of Hospitals, NIAZ, The Netherlands
  - Malaysian Society for Quality in Health Care
  - National Accreditation Board, Hospitals NABH, India
  - Australian General Practice Accreditation
  - Health Information and Quality Authority, Ireland
  - Japan Council for Quality in Health Care
  - Joint Commission International Accreditation
  - Australian Council on Health Care Standards
  - National Committee on Quality Assurance, NCQA, USA
  - Avedis Donabedian Foundation, Spain



# Accrediting the Accreditor

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- For addition and more detailed information on ISQUA's International Accreditation Program, please see:
  - [www.isqua.org](http://www.isqua.org)