

Defining Health Excellence

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Accreditation Canada *at a glance*

- Formerly known as the Canadian Council for health Services Accreditation, founded in 1958, not-for-profit, non government
- First international hospital accreditation in Bermuda in 1968 and active in Arab countries since 2000
- Non-exclusive approach to accreditation, fostering the development of National Accreditation Programs: Kuwait, Lebanon, Saudi Arabia
- Accrediting 15 hospitals in the region, among these 3 University Hospitals, and one complete Health System (Bahrain)
- Third party accreditor with the Lebanese Hospital Accreditation program
- Launched a new multi-leveled program: Gold, Platinum and Diamond

Challenges

- Lack of knowledge about the differences among international programs and difficulty recognizing which program is better in organization's context
- Awareness of costs and value for their investment
- Is Accreditation Canada's accreditation program "international"?
- Align accreditation with the organizations' quality improvement program
- Encourage and enable the standards to be utilized on an ongoing basis - not only at time of survey
- Recognize that organizations vary
- Reflect the increasing emphasis on Governance and Primary Care
- Integrate Patient Safety Goals into the standards
- Increase specificity in areas such as laboratory, medication management and diagnostic imaging
- Making use of 'natural' teams in self-assessment

Recommendations

- Attention to perception of Accreditation and get away for the one-size fits all approach
- Focus on Health systems accountability through Governance.
- Continuum of care through accreditation of Primary health Care networks, including public health programs
- Continuous nature of the accreditation process
- Close collaboration with the institutions
- Doing accreditation for the right reason which is improving quality and promoting long lasting quality and safety practices

Collaboration

- Reinforce National Accreditation Programs and spread health care quality at all levels
- Focus on health quality gains and outcomes, through sharing of best practices among hospitals and health systems to compete against other regions
- Minimize auto-referentiality by utilizing surveyors outside of their own environment

The leader in raising the bar for health quality

**Le leader qui hausse la barre en matière
de qualité de santé**