

# Are You Prepared to be Accredited?

*International, Arabic & National Standards*

Achievements of the Arabic Project for  
Quality Improvement of Health Facilities

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# Strategic Directions for Health Systems in the Arab World

- **Development of health services in the Arab World according to the priorities of each country.**
- **Setting unified quality systems at the level of the Arab World**
- **Moving forward to realize decentralization, as well as financial and administrative independence for health establishments in the Arab World.**
- **Sustenance and integration of health care of all levels.**
- **Giving effect to the Joint Arabic work in improvement of the health sector performance.**
- **Adopting various diverse projects for provision of health services such as the role of rehabilitation, home care, day care and one day surgeries, and convalesces houses etc.... to increase the efficiency of health services.**
- **Coping with the recent world changes in the field of health services development.**
- **Setting and developing rules and regulations of medical practice.**
- **Setting and developing the accreditation system for improving medical practice in the Arabic health establishments.**

# Most Important Reasons for Applying the Quality Strategies

1. **The unacceptable variation in performance, practice or outcome.**
2. **Weak effectiveness and efficiency in provision of health services due to wastefulness, deficiencies or misuse of health services.**
3. **Loss resulting from weak performance**
4. **Unsatisfaction of recipients of the service**
5. **Inequality in distribution of health services.**
6. **Common medication errors and un-evidenced interventions**
7. **Decay and diminution of trust and satisfaction among the public as well as health service providers.**
8. **Inability of local communities to bear the cost of health services.**

# So

**We are actually in a new world where:**

- 1. Transparency increased**
- 2. Citizens have become more aware with increased ceiling of expectations**
- 3. Increasing costs of treatment**
- 4. Developing technology with high priced devices and equipment.**
- 5. Sharp decrease of financing to face basic operational costs of health services**

**So what to do? Who protects patients? Who guarantees quality performance? Can the accreditation system do this job?**

## Accreditation :

A determination by an **accrediting body** that an eligible organization (hospital or Primary Health Care Center) complies substantially with applicable predetermined standards.

In **international practice**, accreditation is a system of external expert examination of correspondence to a set of standards; it is based on the principle of voluntary participation of the examined.

Daily compliance to practice and conduct **standards** by the entire staff ensures that they do everything according to expectations.

To obtain an indication "**good practice**" (which is an indicator of the level of success ) during accreditation, a facility under examination is motivated to demonstrate its actions toward both patients and staff advocacy.

- It is a **self-assessment** and **external peer assessment** 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.
- Accreditation is a **formal process** by which an authorized body assesses and recognizes that a health care organization meets applicable pre-determined and published standards designed to improve quality of care.
- The **outcome** of the review by an accrediting organization. Also, the decision that an eligible organization meets an applicable set of standards.
- The **certification** by a duly recognized body of the facilities, capability, objectivity, competence, and integrity of an agency, service, or operational group or individual to provide the specific service or operation needed.

## Accreditation body :

**The organization responsible for the accreditation program and the granting of accreditation status.**

## Accreditation Committee :

**The committee of the Board of Commissioners responsible for oversight of the accreditation decision process.**

## Accreditation cycle :

**The three-year term at the conclusion of which accreditation expires unless a full survey is performed.**

## Accreditation appeal :

**The process through which an organization that has been denied accreditation exercises its right to a hearing by an Appeals Hearing Panel followed by a review of the panel's report and recommendation by the Board of Commissioners.**

## Accreditation duration :

**The three-year time period during which a hospital or PHCC, found to be in substantial compliance with the accrediting body standards , is awarded accreditation . To maintain accreditation for a three-year period, satisfactory resolution of any identified issues is required.**

## Accreditation framework :

The structures and processes in an organization that are necessary for an accrediting organization to:

- Consistently and reliably evaluate applicant organizations against standards;
- Recruit and send out trained evaluators;
- Reach consistent and defensible accreditation decisions; and
- Carry out related policies and procedures.

## Accreditation Standards :

Standards set to define the degree of compliance to standards in hospitals, health management organizations, PHC, etc.

## Accreditation survey :

**An evaluation of a hospital, PHCC or an organization to assess its level of compliance with applicable accrediting body standards and to make determinations regarding its accreditation status. The survey includes evaluation of documentation of compliance provided by hospital or PHCC personnel; verbal information concerning the implementation of standards, or examples of their implementation, that will enable a determination of compliance to be made ; and on-site observations by surveyors. The survey also provides the opportunity for education and consultation to hospitals or PHCCs regarding standards compliance.**

## Accreditation decision :

**The conclusion reached regarding a hospital's or PHCC's status after evaluation of the results of on-the site survey, recommendations of the surveyor(s), and any other relevant information such as documentation of compliance with standards, documentation of plans to correct deficiencies, or evidence of recent improvements.**

**The decision may be accreditation with commendation, accreditation, conditional accreditation, or not accredited.**

## Accreditation with commendation :

**The highest accreditation decision-awarded to a hospital or PHCC that has demonstrated exemplary performance.**

## Accreditation Organizations :

### ***International:***

- The International Society for Quality in Health Care (ISQua).
- Joint Commission International (JCI).
- International Standards Organisation ( ISO :9000 for the health sector).

### ***National:***

- Australian Council on Health Care Standards (ACHS).
- l'Agence Nationale d'Accréditation et d'Evaluation en Santé (ANAES) France.
- Baldrige Award - USA.
- EFQM – European.

- **Canadian Council on Healthcare Services Accreditation (CCHSA)-Canada.**
- **Health Quality Service (HQS)-NHS-UK.**
- **ITAES - Argentina.**
- **JCAHO - USA.**
- **Japan Council for Quality Health Care (JCQHC).**
- **NIAZ - Netherlands.**
- **Quality Health New Zealand.**
- ***Professional:***
- **The Rehabilitation Accreditation Commission (CARF) -USA.**
- **American College of Pathologists (USA) - Laboratory Accreditation (CAP-LAP).**
- **American Association of Blood Banks (AABB)-USA.**
- **Australian General Practice Accreditation Limited (AGPAL).**

# **The Arab Project for Improvement of Health Facilities**

# Vision

**An Arabian leading reference project which seeks ensuring provision of high quality and safe healthcare services, in reach to an Arabic healthy community.**

# Mission

**Establish a unified Arabic system which works towards continuous improvement of the quality, safety and performance of health establishments which match the recent world trends to fulfill the needs and expectations of recipients as well as providers of healthcare services in the Arab World in coordination and cooperation with the local systems and agencies of quality under the umbrella of the Arab League.**

## Aim of Project :

- 1. Increasing the effectiveness and efficiency of health services.**
- 2. Increasing the magnitude and building capacities of health services.**
- 3. Matching the optimum criteria of health services.**
- 4. Improving the outcome of health services.**
- 5. Attaining beneficiary satisfaction about health services.**
- 6. Increasing the effectiveness of community participation.**
- 7. Developing cooperation and coordination with health-related organizations.**
- 8. Attaining the satisfaction of health service providers.**
- 9. Establishing an Arabic Prize in this field.**

# Most Important Challenges Facing the Application of Accreditation System:

- 1. Different legal regulations**
- 2. Independent National Authorities for Accreditation are unavailable.**
- 3. Weak implementation of the minimal criteria**
- 4. Deteriorating infrastructure, supplies and equipment**
- 5. Confusion between licensing, accreditation and classification**
- 6. Misuse of use indicators**
- 7. Motivation and sustainance of national accreditation program.**
- 8. Role of social insurance and private health insurance.**
- 9. Role of leaders.**

## Historical Background:

### **Technical Committee meeting for setting the basic criteria of quality in health establishments**

(Cairo on 29 Jamada II – 2 Rajab 1427 H/ 25-27 July 2006)

- **Based on Arab Health Ministers' Resolution # (17) issued in the ordinary session (30) – Cairo, 15-16 March 2006.**
- **Review of the unified Arab Document about policies of quality in Health Care (The Arab Association for Healthcare Quality in cooperation with the Eastern Mediterranean Regional Office)**
- **Preparing the Arab project for improvement of Health Facilities Quality through accreditation as a step towards establishment the system for improvement of Health Facilities Quality.**
- **Discussion and Defining the Arabic tool for health facilities**

## Most Important Recommendations:

- 1. Pilot application of the accreditation tool in a number of Arabic Countries in one of the governmental hospitals.**
- 2. Assigning Dr. Tawfik Khoja, Director General of Health Ministers' Council for Cooperation Council States to supervise and make the final review of the book titled (The Arabic Tool of Accreditation of the health facilities)**
- 3. Giving effect to collaboration in the field of improvement of the health facilities quality between the Arab Health Ministers, the Eastern Mediterranean Regional Office and the Executive Board, Health Ministers' Council for Cooperation Council States.**

# Expert Meeting for Preparing the Arabic Tool for Accreditation of the Health Facilities in its Final Form

( Cairo 23-24 /1/ 1428 H / 11-12/2/2007)

- **Based on an invitation from the Technical Secretariat, Arab Health Ministers**
- **As a result of suggestions and remarks made about the pilot application of the tool in a number of countries.**
- **Review of draft resolution issued by the Executive Office of the Council in its ordinary session (112)**
- **The accreditation tool had been drafted in its pre-final copy. Dr. Tawfik Khoja will undertake the coordination and follow up process.**

## Most Important Recommendations

- 1. Application of the accreditation tool in a number of Arabic Countries as a pilot, in one of the hospitals with 200 beds capacity at least.**
- 2. Presenting the results in a conference to be held at the end of 2008.**
- 3. This committee will undertake in the future the process of preparing ,annuals, evidence-based clinical medical curricula in cooperation with the related Arab and International Organizations and agencies.**

# Arab Health Ministers' Council Ordinary "Session (30)

Algeria , 28 February 2007

## Resolution # 3

Arab project for quality improvement of  
health facilities

- 1. Approval on the Arabic project for quality improvement of health facilities**
- 2. Welcoming the hosting of Qatar to the next meeting of the Technical Committee assigned to complete the stages of the project implementation**
- 3. The necessity to coordinate with both the Kingdom of Bahrain and Qatar State to utilize their experiences in this regard.**
- 4. Approval on establishing a technical committee for the project headed by Dr. Tawfik Khoja – Director General, Executive Board – Health Ministers' Council for Cooperation Council States.**

**The project was raised to the Economic and Social Council and the Arab League Council, and hence to the Riyadh summit where the application of the project in the member countries was approved by Arab League resolution # D-395-19 (at the level of the summit) dated 29 March 2007 where it decided:**

**Acknowledge application of the Arabic project for quality improvement of health facilities in the Arab countries being a leading project which aims at ensuring provision of high quality and safe healthcare services in reach to an Arab healthy Arab community free of diseases.**

**Most First workshop  
The Arabic project for quality  
improvement of Health Facilities)  
(Doha , 12-13 /4/1428 H / 29-30/4/2007)**

- **This was held based on Arab League resolution # 395 D-40-19 dated 29/3/2007 which decided:**
- **“ acknowledgement of the application of the Arab project for quality improvement of the health facilities in the Arab countries, being a leading project which aims at ensuring provision of high quality and safe health care services in reach to an Arab health community free of diseases.**

- **Based on an invitation made by the technical secretariat of the Arab Health Ministers, with Qatar kindly hosting the workshop, where comprehensive review of what had been achieved at the previous stages, and the achievements made in 4 main areas:**
  - 1. Endorsement of the criteria**
  - 2. Setting a comprehensive platform about the scoring system**
  - 3. Setting disruption of surveyors and reviewers**
  - 4. Glossary of terms – accreditation tool.**
- **Participation of the work team had been expanded with putting the mechanism of work and follow up.**

## Most important recommendations

- **Emphasis on building capacities of the technical committee through attending international conferences such as ISQua 2007, field visits for exchange of experiences with leading Arab and regional experiences.**
- **Setting the time frame for future needs to finalize the Arabic project before the last quarter of 2007.**

**Second Expanded Experts'  
Meeting  
Assigned to complete the  
Arabic Project for quality  
improvement of health facilities  
Jeddah, 14-17 Shaban, 1428 H/ 27-30 August 2007**

**This meeting was held based on an invitation from the Arab Health Ministers Technical secretariat, and Qatar kindly hosted the meeting in cooperation with the Executive Board, Health Ministers' Council for Cooperation Council States and the Central Council for Accreditation of Health Facilities in the Kingdom of Saudi Arabia**

# General Purpose

- **Finalization of all activities and tasks related to the project according to time schedule set and distribution of responsibilities.**
- **Getting acquainted with other leading experiences ( such as that of the Central Council for Accreditation of the Health Facilities in the Kingdom of Saudi Arabia)**
- **Setting a general platform for the required report to be raised to the Arab Health Ministers, and hence to the next Arab summit in its final form.**

## Most Important Recommendations

- 1. Urging the Arab countries to utilize the technical competencies and practical capacities and for constructive cooperation on the part of the Saudi Central Council for Accreditation of Health Facilities in building counterpart Arab national systems in the field of improvement of health care quality and patient safety**
- 2. Emphasis on application of the accreditation tool in (Jordan – Saudi Arabia – Sudan – Syria – Iraq – Egypt) as a pilot in one hospital not less than 200 beds.**
- 3. Expanding the scope of work of the technical committee in patient safety, preparation of guidelines, and evidence – based clinical and medical curricula and increasing cooperation with WHO and medical Arab and regional unions and associations.**

# Arab Health Ministers' Council Resolution # 3 , Ordinary session 32

(Sharm – ElSheikh 5-6 March 2008)

- 1- Endorsement of the report and recommendations of the first meeting of the expanded experts' team assigned to complete the Arab project for improvement of the quality of health facilities, held in Doha, Qatar State, on 29-30 April 2007**
- 2 - Endorsement of the report and recommendations of the second meeting of the assigned expanded experts' team, held in Jeddah, Kingdom of Saudi Arabia on 27-30 August 2007.**
- 3 - Endorsing the documents and guidelines of the Arabic project for improvement of the quality of health facilities reached by the committee ; namely (Arabic Accreditation tool - Reviewer's Manual - Glossary of terms,**

- 4 - Raising thanks to Dr.Tawfik A.Khoja Chairman of the expert committee for the Arab project for improvement of the quality of health facilities and to the members of the committee for their sustained efforts and sincere work to achieve this project and for their communication to carry out its fruitful activities.**
- 5. Urging the member countries to apply the accreditation tool as a pilot in one hospital at minimum with capacity of not less than 200 beds, and five primary health care centers.**
- 6. Encouraging the member countries to establish national agencies/bodies for quality and accreditation of health facilities**

- 7. Endorsement of the report presented to the Arab Summit about the Arabic Project for improvement of quality of health facilities, and request from the Technical Secretariat to raise the issue to the Arab League Council.**
- 8. Approval on establishing the Arabic Authority for Accreditation, and request from the team of experts to provide the Assistant Secretary General for the Social Affairs with their vision about the status of the authority, to be reviewed by the Legal Committee from the legal points of view.**
- 9. Striving to adopt the Arabic Standards on the part of specialized international agencies and organizations on accreditation such as JCI, IsQua, JACHO.**

**Arab League Social and Economic Council  
Ordinary Session (81) Cairo, 14 February 2008  
Resolution # (1715/5)**

**The League Council at the summit level  
after acquaintance with :-**

- **the General secretariat memorandum**
- **the Secretary General report about the Joint Arab Work.**
- **The Arab Health Ministers' Council resolution # 3 D-32 / on 28/2/2007**
- **The Arab Health Ministers Council resolution # 3 D.32 on**
- **5/3/2008)**
- **The Economic and Social Council resolution # 1715/5 – 81 on 14/2/2008)**

**And emphasizing the importance of securing provision of high quality and safe health services to all citizens, in reach to a healthy sound and disease free Arabic Community.**

## **DECIDES**

- 1. Appreciates the efforts exerted by the Arab Health Ministers' Council and the General Secretariat in the implementation of the Arabic project for improvement of the quality of health facilities .**
- 2. Calls upon the member states to establish national agencies (authorities) for quality and accreditation of the health facilities**
- 3. Requests the Arab Health Ministers' Council to coordinate with the General secretariat to follow up on implementation of the resolution and prepare periodic reports about the progress made in implementation of the Arabic project for improvement of health establishments, and presenting them to the Economic and Social Council (444(20) on 30//3/2008)**

# Last Expert Meeting for Completing the Arab Project For quality improvement of health facilities

- **The meeting was held based on an invitation from the Arab Health Ministers' Council technical secretariat, and in implementation to Arab Health Ministers Council resolution # 3 in its ordinary 32 session in Sharm – ElSheikh (5-6 March 2008)**
- **Based on the Arab League resolution # 444 issued by the ordinary session (20) in Damascus (30 March 2008)**

## Most Important Recommendations

- 1. Continue calling upon holding meetings of experts assigned to complete the stages of the Arab project for quality improvement of health facilities till the Arab Authority for Accreditation of Health Facilities is established.**
- 2. Request from the Arab member countries to start implementation of criteria on at least one hospital and 5 health centers, and raising the results of application maximum by the end of November 2008.**
- 3. Welcoming the acceptance of Qatar to train 5 reviewers from the Arab member countries on the criteria of Arab quality.**
- 4. Welcoming the call of Libya to cover the cost of training of 22 trainees from all Arab member countries on criteria of Arab quality.**
- 5. Keeping the members of the expert team to ensure continuity**

# Preparatory Meeting for the Arab Economic Development and Social Summit as Related to the Health Aspects

## Proposed Future Steps

- 1- **Setting means and mechanisms of giving effect to implementation of the following resolutions:**
  - A. **Resolution # (2) Arab Health Ministers – Ordinary (32) sessions , Sharm El-Sheikh 5-6 March 2008.**
  - B. **Resolution # 1715 (5) the Economic and Social Council Ordinary session (81) Cairo 14 February 2008.**
  - C. **Arab League resolution # 444 at the summit level in its ordinary session (20), Damascus 29-30 March 2008**

2. **Approval on defining the first stage of the project application (Pilot Study) by 3 years after which progress is assessed, constraints are defined and proper developmental plans for the second stage are made (expanded field application).**

## **It was agreed on 3 projects:**

- 1- **Arabic project for control of diabetes.**
- 2- **Establishment of the Arab Authority for Accreditation of Health Facilities.**
- 3- **Drug Quality Improvement.**

## Recommendations

**Completion of studies related to the proposed projects to be presented to the economic, developmental and social summit and provided to the technical secretariat of the Arab Health Ministers' Council.**

**Request from the Arab Ministers of Health to strive hard to issue the required health and legal regulations in the Arab countries and considering obtaining the accreditation of the Arab authority for Accreditation of Health Facilities in the public and private sector a basis for its work to continue.**

# Arabic Project for Establishment of the Arabic Authority for Accreditation of Health Facilities

**It is quoted with some modification from the draft raised to the Arab League with some addition in the human power, the nomenclature, number, and proposed budget for this authority, including :**

- The value of the land for building the headquarter.**
- Total cost for establishing the H Q.**
- Total cost for committees and board meetings.**
- Budget of the authority.**

# Achievements of the Arabic Project for Quality Improvement of Health Facilities

- 1. Finalizing the Accreditation tool of the health facilities.**
- 2. A pilot experiment for the use of the tool in evaluation of hospitals in some Arab countries.**
- 3. Finalizing the manual of reviewers / evaluators.**
- 4. Finalizing the Glossary of terms.**
- 5. Translation of the tool to the French and English language.**
- 6. Setting a platform for a training program for reviewers / evaluators.**
- 7. Defining the Arabic criteria for reference centers.**
- 8. Draft statues and by laws for the Arab Authority for Accreditation.**
- 9. Issuance and printing of the endorsed references and manuals.**