Accreditation/certification as an answer to Quality & Safety Improvement

ISQUA Program for Accreditation and Education

René Amalberti, Prof., MD, PhD
ISQUA & HAS
About ISQua

• Not for Profit
• Limited Co – Ireland 2008
• MoA&A – revised October 2012
• Charitable Status 2011

• Mission: Inspiring, promoting and supporting continuous improvement in the quality and safety of healthcare worldwide
<table>
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<th>Board members 2014-2016</th>
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<tr>
<td>Dr. David Bates, President</td>
<td>Mr Peter Carter, ISQua CEO</td>
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<td>Dr. Tracey Cooper, Immediate Past President</td>
<td>Ms Triona Fortune, ISQua Deputy CEO</td>
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<td>Dr. Clifford Hughes, President Elect</td>
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<td>Dr Janne Lehmann Knudsen</td>
<td>Ms Denice Klavano, Honorary Advisor, Patient Perspective</td>
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<td>Ms Wendy Nicklin</td>
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<td>Mr John Sweeney</td>
<td>Prof Sheila Leatherman, Honorary Advisor, Low and Middle Income Countries</td>
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<td>Dr Wui-Chang Lee</td>
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<tr>
<td>Dr. René Amalberti</td>
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Strategic Alliances

• WHO – Official Relations
• HTAi
• New Zealand MOH
• URC/USAID
• IHF
• IHI
Lower and Middle Income Countries

• Small Budget
• Strategic Review – Enrique Ruelas

LIMC Regional Meeting – February 2013, Ghana
  ▪ 100 delegates
  ▪ 2 days
Education

- ISQua Fellowship launched Oct 2012
- Participant lead programme
  - Certificate of Achievement – 20 credits
  - Associate Fellowship – 40 credits
  - Fellowship – 60 credits
International Accreditation Programme

- 41 members in 30 Countries
  - Standards 81
  - Surveyor Training 15
  - Organisations 38

- Governance
- Accreditation Council 14
- 69 Surveyors
- 1 FT + 2 PT ISQua Staff
International Accreditation Programme

Accrediting the Accreditors
Why ISQua Accreditation

• International Accreditation Programmes are varied in approach and content

• ISQua accreditation helps to standardise by providing
  – current evidence based standards, self-assessment, peer review and consistent application
  – all organisations despite maturity level assessed against the same standards
Principles for Standard Development

Six Principles

- Quality Improvement
- Patient / Service User Focus
- Organisational Planning & Performance
- Patient Safety
- Standards Development
- Standards Measurement
IAP Awards to Date

- **30** organizations
- **94** sets of standards
- **16** surveyor training programmes

Setting exemplary standards
Accredited Organisations

- American Association of Blood Banks - AABB
- Accreditation Canada
- The Australian Council on Healthcare Standards - ACHS
- Aged Care Standards and Accreditation Agency, Australia - ACSAA
- Australian General Practice Accreditation Limited / Quality in Practice - QIP/AGPAL
- Council for Health Service Accreditation of Southern Africa - COHSASA
- Diagnostic Accreditation Program of British Columbia, Canada - DAP
- Global-Mark Pty Ltd, Healthcare Certification Programme, Australia
- Haute Autorité de santé, France - HAS
- Health Care Accreditation Council of Jordan - HCAC
- Health and Disability Auditing Australia - HDAA
- Health and Disability Auditing New Zealand - HDANZ
- Instituto Colombiano de Normas Técnicas y Certificación- ICONTEC Columbia
- The Danish Institute for Quality and Accreditation in Healthcare - IKAS
- Joint Commission International, USA - JCI
- Malaysian Society for Quality in Health - MSQH
- Netherlands Institute for Accreditation in Healthcare - NIAZ
- Quality Improvement Council and the QIC Accreditation Program, Australia - QIC
- Taiwan Joint Commission on Healthcare Accreditation - TJCHA
- National Accreditation Board for Hospitals & Health Care Providers, India - NABH
- DAA Group Limited, New Zealand
- CHKS Accreditation Unit, UK

Middle East Awards

- HCAC Jordan have all 3 awards, Organisation, Standards and Surveyor Training Programme (STP)
- CBAHI Saudi have standards and due to undergo organisation 2014 and STP later this year
- DHC – Dubai have standards
A brief look at…

ACCREDITATION / CERTIFICATION IN FRANCE
Accreditation

Two programs of the Haute Autorité de Santé

- Accreditation of health care organisations
  - A program mandated by law, an arm’s length relationship to government, an obligation to publish by public status and for accountability (in French, termed Certification des Hôpitaux)

- Accreditation of physicians with high risk activities
  - A voluntary program, professionally-owned, confidential, accompanied by (some) financial incentives
Accreditation of Hospitals

Nb of HCOs: 2 700
Nb of Surveyors: 800

From the first to the fourth round

1st round V1
- Overlapping year:
  - 2005: 750
  - 2006: 100 + 313

2nd round V2
- 2007: 0
- 2008: 750
- 2009: 750
- 2010: 750
- 2011: 750
- 2012: 750
- 2013: 750
- 2014: 750
Results as perceived by professionals (IPSOS survey 2012)

• Positive points
  – Recognition of a leverage effect for quality of care
  – An institutionalisation of quality structures and processes
  – The development of transversality between professionals
  – A marked interest for the evaluation of clinical practice

• Negative points
  – Confusion of objectives that are not clearly perceived (assistance Vs regulation)
  – A need to balance control and incitation
  – Signs of demobilisation after the survey
  – A need for a more integrated process
  – A need for simplification and articulation
  – A demand to demonstrate value and impact
Accreditation V4 / V2014: New targets

- Chronic diseases
- Medical Establishment
- Teams
- Wards
- In and out clinic
- Traditional Quality management
- Operating theatre Maternity
- Integrated clinical pathway
- TEAM ORIENTED ACCREDITATION/CERTIFICATION
Develop Q&S for out-clinic and primary care

• Address the emerging organisations in primary care, clinical pathways, medical homes, home care system, surgery offices in town

• Develop specific Q&S standards for primary care and home care
  – Monitoring quality of patients’ pathway, telemedicine, telesurveillance at home, foresee complex embedded medical organizations (including growing delegation to nurses), develop Q&S in home care.

• Add a section on the value and cost effectiveness of Q&S approaches.
Physicians’ accreditation program:

Doctors

Fill a report

What is the level of harm?

Report form near-misses

Report form serious adverse events

Certification: Approved bodies

Immediate action

Recommended RECOVERY SOLUTIONS

Recorded in the HAS database

Analysed near-misses

Analysed serious adverse events

Risk prone situations

Guidelines
Physicians must implement practice improvement and fulfil accreditation requirements

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<th>1- Report</th>
<th>A number of general and targeted near-misses</th>
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<td>2- Implement</td>
<td>Guidelines: Guidelines defined by the approved body. Individual guidelines based on their own near-misses</td>
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<td>3- Take part</td>
<td>In activities: e.g. Training, Continuing Professional Development (CPD), Education in risk management, Participation in registries</td>
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<td>4- Send</td>
<td>An annual report: To assess their responses to programme requirements</td>
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March 2013 : Number of nearmisses in the Nat’l accreditation data base

57,334 Nearmisses
March 2013: accredited doctors

11,326 accredited (on a total of 35,000 doctors)
Conclusion

- Accreditation / certification is a priority for maintaining and improving Quality and Safety
- Engagement and Support at the Nation level is key factor for success
- ISQua is the main world provider for accrediting the accreditors