



# **Accreditation/ certification as an answer to Quality & Safety Improvement**

## **ISQUA Program for Accreditation and Education**

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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



# Board 2014 - 2016

Board members 2014-2016	
Dr. David Bates, President	Mr Peter Carter, ISQua CEO
Dr. Tracey Cooper, Immediate Past President	Ms Triona Fortune, ISQua Deputy CEO
Dr. Clifford Hughes, President Elect	
Adj. Assoc. Prof Karen J Linegar	
Dr Janne Lehmann Knudsen	Ms Denice Klavano, Honorary Advisor, Patient Perspective
Ms Wendy Nicklin	Prof Bruce Barraclough, Honorary Advisor, Education
Mr John Sweeney	Prof Sheila Leatherman, Honorary Advisor, Low and Middle Income Countries
Dr Wui-Chang Lee	
Dr.René Amalberti	



# 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

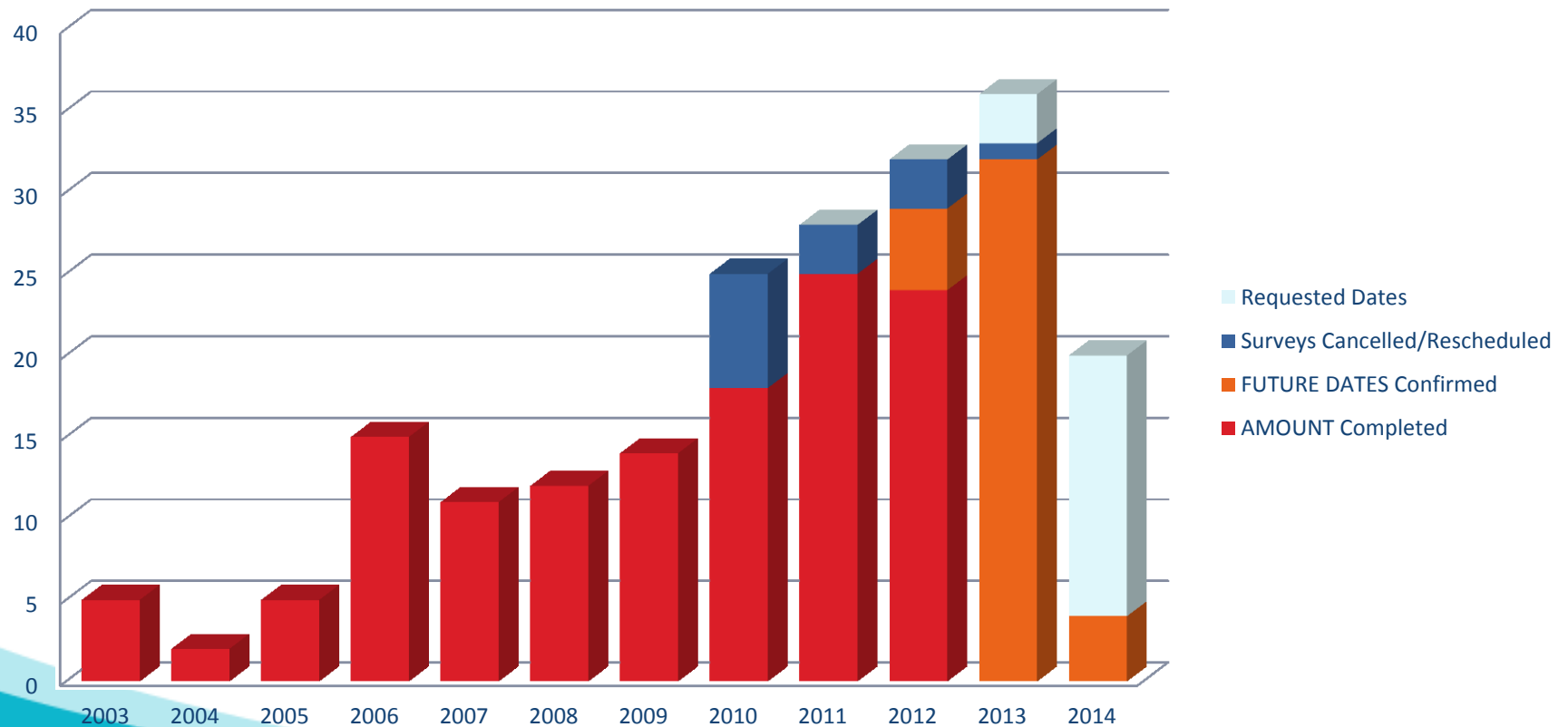


Accrediting the Accreditors



# IAP Activity

## IAP Programmes by Year







# 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



# Organisational Accreditation

## Eight Standards

**Governance**

**Strategic,  
Management**

**Risk  
Management**

**Human  
Resources**

**Information  
Management**

**Accreditation  
Award**

**Assessment  
Management**

**Surveyor  
Management**



# 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



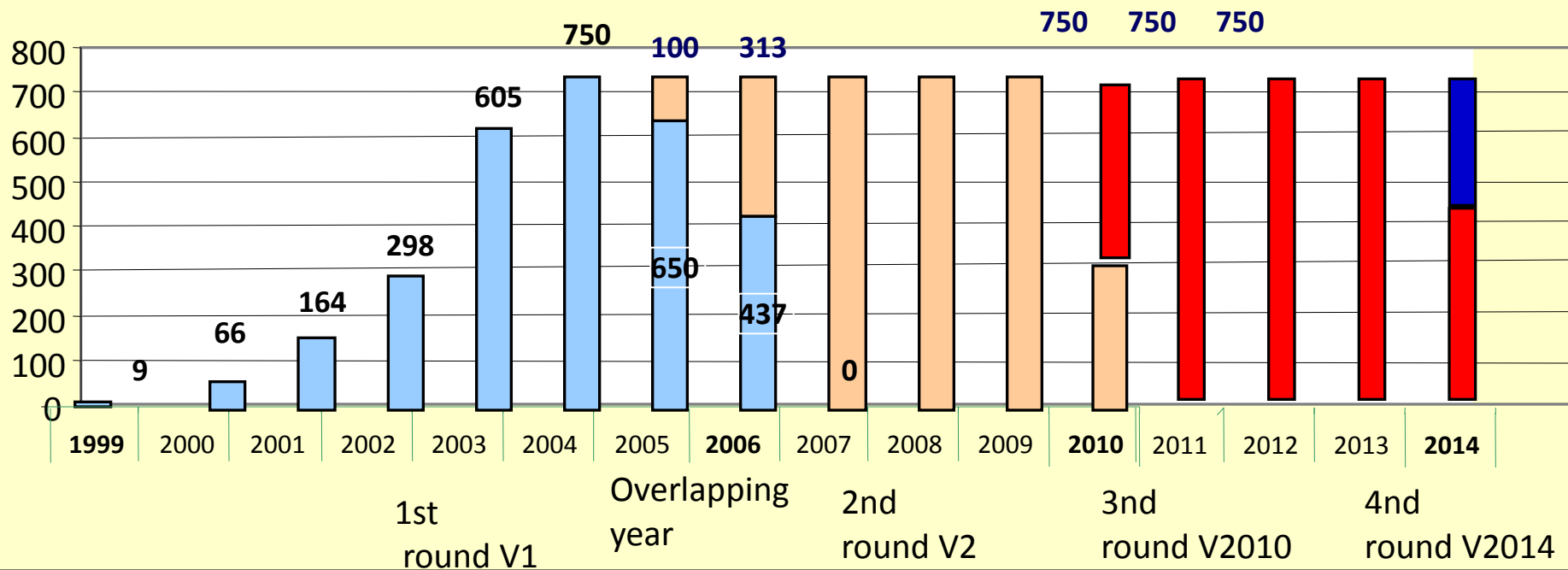


# Accreditation of Hospitals

Nb of HCOs : 2 700

Nb of Surveyors : 800

## From the first to the fourth round



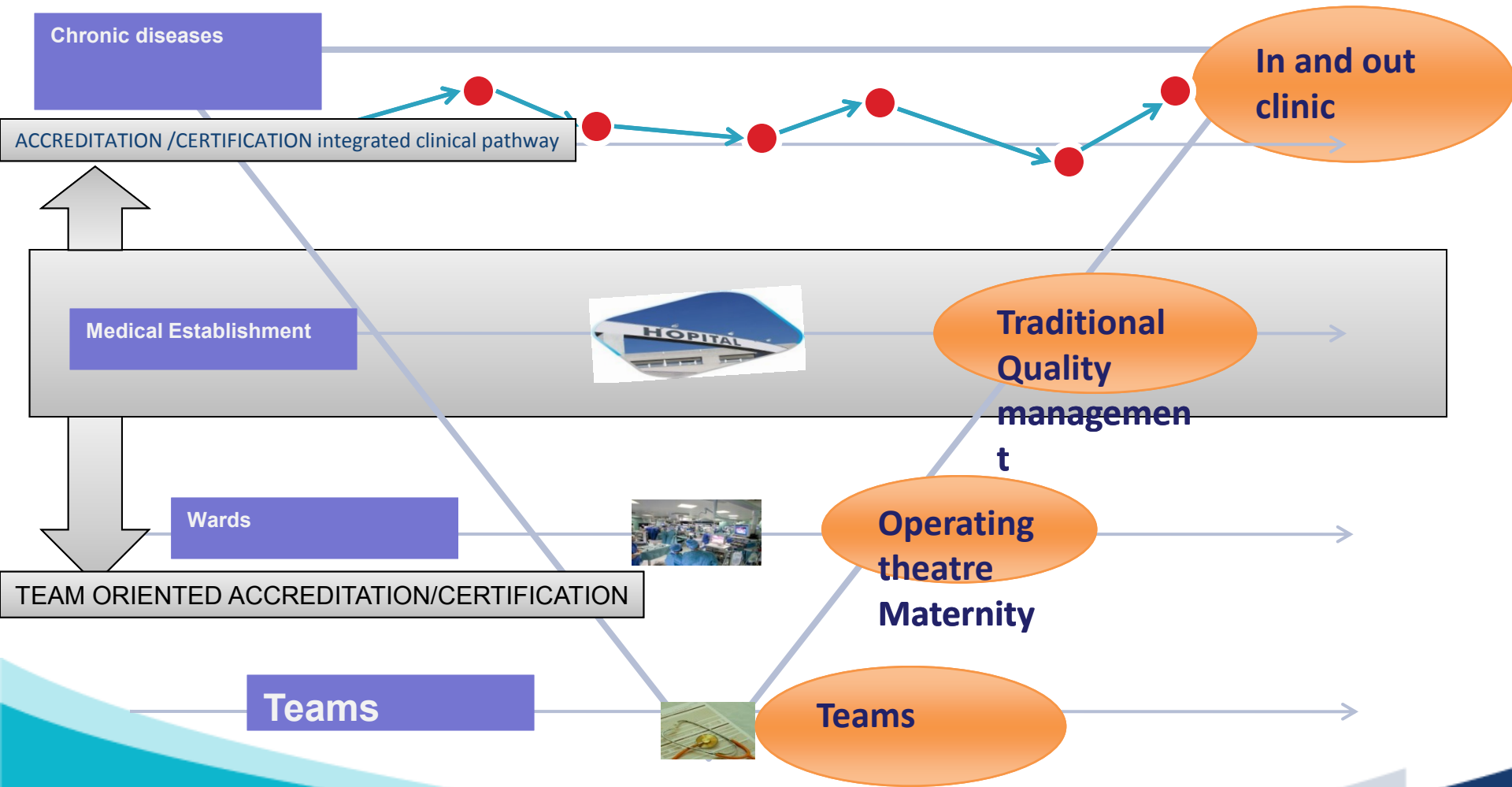


# Results as perceived by professionals (IPSOS survey 2012)

- 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



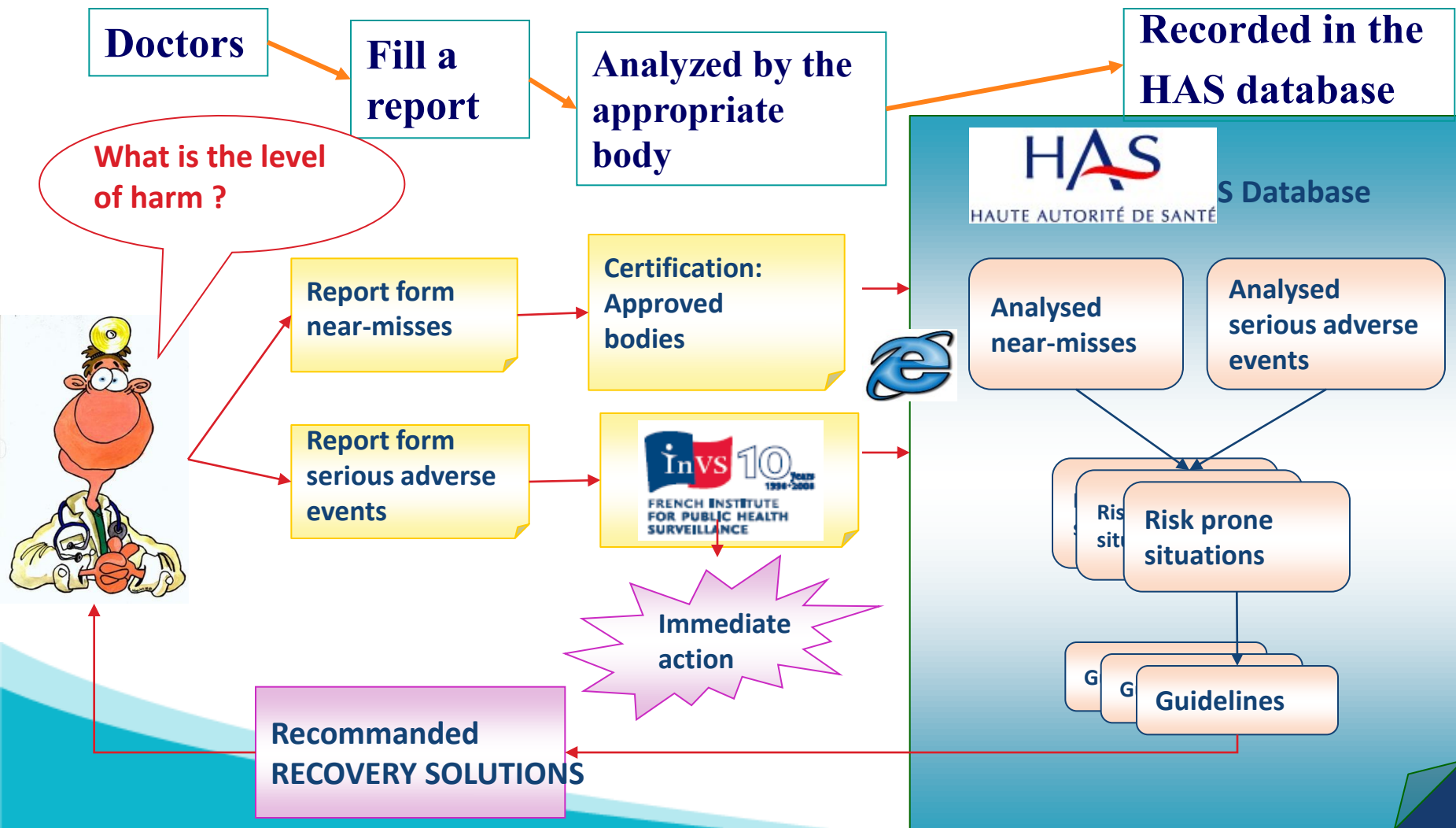


# Develop Q&S for out-clinic and primary care

- 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:



# Physicians must implement practice improvement and fulfil accreditation requirements



## 1- Report

**A number of general and targeted near-misses**



## 2- Implement

### **Guidelines:**

Guidelines defined by the approved body  
Individual guidelines based on their own near-misses



## 3- Take part

### **In activities:**

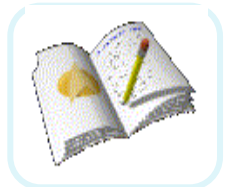
e.g. Training,  
Continuing Professional Development (CPD)  
Education in risk management  
Participation in registries



## 4- Send

### **An annual report:**

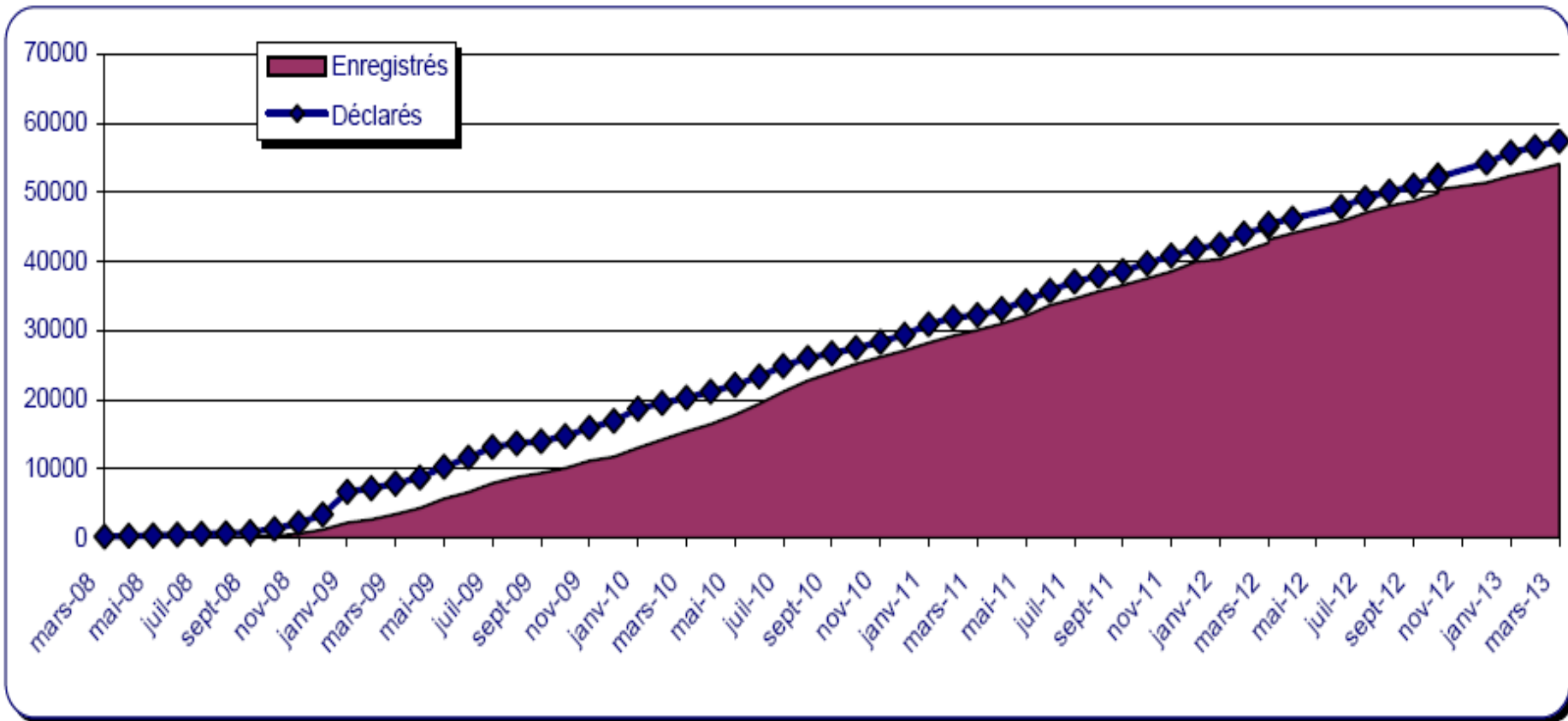
To assess their responses to programme requirements





# March 2013 : Number of nearmisses in the Nat' accreditation data base

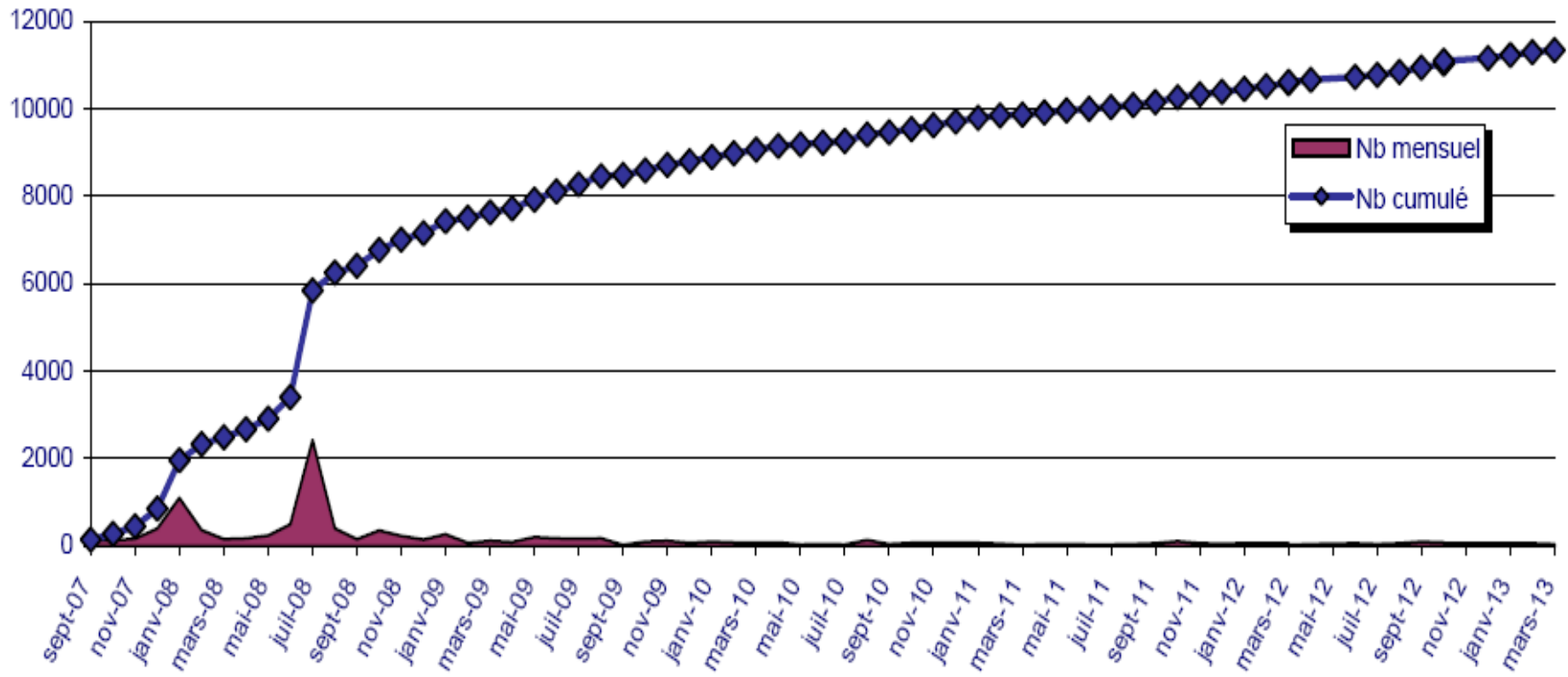
57.334 Nearmisses





# March 2013: accredited doctors

11.326 accredited (on a total of 35.000 doctors)







# CONCLUSION



# 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