Impact of accreditation and regulation on quality and patient safety

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Over the past 30 years, Elhaj worked as a Chief Executive Officer in several healthcare systems throughout the United States and Lebanon.

He completed his study in Educational Psychology, Healthcare Management and Human Rights Law at Wayne State University, The University of Michigan and Saint Thomas University.

Elhaj is the Chairman & General Manager of (Veritas Scientific, Research & Development Council), Founding Governing Board member of Medrar Medical Center, oversaw the management and development of a full healthcare system in Lebanon and the Region, Chair of the scientific committee program (Norms/Health and Technology Management) at the Lebanese University, and a Healthcare Subject Matter Expert. Advisor to the Ministry of Health, and a member of the Ministry of Health National Accreditation and standard development committee. Co-Author of the proposed Universal Healthcare Coverage. Recently Appointed by the Lebanese Ministry of Health to co-coordinate the restructuring of the hospital accreditation and co-author its standards and audit.

Elhaj served on the Board of Directors of several healthcare systems, most notably the National Association of Healthcare Systems in USA.

Elhaj received several awards including the CEO of the Year award for outstanding clinical and operational excellence from Charter Medical Corporation, Outstanding Services to the field of healthcare from the University of Nevada, and the President awards for outstanding services to support and promote the nursing profession from the American Psychiatric Nursing Association.
Review of most/All institutions

Clinical Mission & Vision

• Develop specific quality improvement plan

• Continuous improvement

• Focused on quality of clinical services

• Focused on quality of care provided for patients and led by clinical staff
Greatest Ironies of Modern Medicine

• The very environments created to heal are the cause of countless:

  – injuries, illnesses and death to the vulnerable population they were created to serve
Impact of Accreditation & Standards

• Making the patient care process safer for patients.
Impact of Accreditation & Standards

• Making the patient care process safer for patients.

• Holding the provider accountable will contribute to Promoting safe environment for patients and staff
Impact of Accreditation & Standards

• Making the patient care process safer for patients.

• Holding the provider accountable will contribute to Promoting safe environment for patients and staff

• Ensure consistency and sustainability of the most important component in healthcare delivery

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Patient safety
"The patient in the next bed is highly infectious. Thank God for these curtains."
Harm

• An injury in association with medical care (including the absence of indicated medical treatment) that requires or prolongs hospitalization and/or results in permanent disability or death.
THIS REPORT SAYS MEDICAL ERRORS SUCH AS INDECIPHERABLE PRESCRIPTIONS CAUSE THE DEATHS OF 98 PATIENTS A YEAR, OR IS THAT 98,000? IT'S HARD TO READ THIS. IN ANY CASE, WE'RE SUPPOSED TO REPORT THEM, OR IS THAT REPEAT THEM?

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Total Harm

• Readmissions +
Total Harm

• Readmissions +
• Adverse Drug Events (ADE) +
Total Harm

- Readmissions +
- Adverse Drug Events (ADE) +
- Falls with Injury +
Total Harm

• Readmissions +
• Adverse Drug Events (ADE) +
• Falls with Injury +
• Hospital Acquired Pressure Ulcers (HAPUs) Stage III & IV +
Total Harm

- Readmissions +
- Adverse Drug Events (ADE) +
- Falls with Injury +
- Hospital Acquired Pressure Ulcers (HAPUs) Stage III & IV +
- Catheter-Associated Urinary Tract Infection (CAUTI) +
Total Harm

- Readmissions +
- Adverse Drug Events (ADE) +
- Falls with Injury +
- Hospital Acquired Pressure Ulcers (HAPUs) Stage III & IV +
- Catheter-Associated Urinary Tract Infection (CAUTI) +
- Central Line-Associated Blood Stream Infections (CLABSI) +
Total Harm

• Readmissions +
• Adverse Drug Events (ADE) +
• Falls with Injury +
• Hospital Acquired Pressure Ulcers (HAPUs) Stage III & IV +
• Catheter-Associated Urinary Tract Infection (CAUTI) +
• Central Line-Associated Blood Stream Infections (CLABSI) +
• Ventilator-Associated Pneumonia (VAP) +
Total Harm

• Readmissions +
• Adverse Drug Events (ADE) +
• Falls with Injury +
• Hospital Acquired Pressure Ulcers (HAPUs) Stage III & IV +
• Catheter-Associated Urinary Tract Infection (CAUTI) +
• Central Line-Associated Blood Stream Infections (CLABSI) +
• Ventilator-Associated Pneumonia (VAP) +
• Surgical Site Infection (SSI) +
Total Harm

- Readmissions +
- Adverse Drug Events (ADE) +
- Falls with Injury +
- Hospital Acquired Pressure Ulcers (HAPUs) Stage III & IV +
- Catheter-Associated Urinary Tract Infection (CAUTI) +
- Central Line-Associated Blood Stream Infections (CLABSI) +
- Ventilator-Associated Pneumonia (VAP) +
- Surgical Site Infection (SSI) +
- Early Elective Deliveries (EED) +
Total Harm

- Readmissions +
- Adverse Drug Events (ADE) +
- Falls with Injury +
- Hospital Acquired Pressure Ulcers (HAPUs) Stage III & IV +
- Catheter-Associated Urinary Tract Infection (CAUTI) +
- Central Line-Associated Blood Stream Infections (CLABSI) +
- Ventilator-Associated Pneumonia (VAP) +
- Surgical Site Infection (SSI) +
- Early Elective Deliveries (EED) +
- Venous Thromboembolism (VTE) +
Total Harm

- Readmissions +
- Adverse Drug Events (ADE) +
- Falls with Injury +
- Hospital Acquired Pressure Ulcers (HAPUs) Stage III & IV +
- Catheter-Associated Urinary Tract Infection (CAUTI) +
- Central Line-Associated Blood Stream Infections (CLABSI) +
- Ventilator-Associated Pneumonia (VAP) +
- Surgical Site Infection (SSI) +
- Early Elective Deliveries (EED) +
- Venous Thromboembolism (VTE) +
- OB Harm
Impact of Accreditation & Standards

• Impact on organizational culture:

  – Clinical staff are open when errors are made

  – Define how staff should work together, and treat each other and interact with the system

  – Define how staff should treat and work with patients and their family
Impact of Accreditation & Standards

• Open and frequent communication with clinical and operational leadership
Impact of Accreditation & Standards

- Open and frequent communication with clinical and operational leadership
- Multi-disciplinary intervention
Impact of Accreditation & Standards

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• Multi-disciplinary intervention
• Fair Blame culture:
  – System vs Individual errors
Impact of Accreditation & Standards

- Open and frequent communication with clinical and operational leadership
- Multi-disciplinary intervention
- Fair Blame culture:
  - System vs Individual errors
- Error reporting system (Close the loop)
Impact of Accreditation & Standards

- Open and frequent communication with clinical and operational leadership
- Multi-disciplinary intervention
- Fair Blame culture:
  - System vs Individual errors
- Error reporting system (Close the loop)
- HR practice (Culture of safety)
Impact of Accreditation & Standards

• Address negligence and unacceptable behavior
• Accountability for improvement and safety at all levels
• Effective implementation and execution of P&P and analysis of outcomes for improvement
Impact of Accreditation & Standards

• Measure many aspects of patient care including:
  – Health outcomes
Impact of Accreditation & Standards

• Measure many aspects of patient care including:
  – Health outcomes
  – Clinical processes
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  – Health outcomes
  – Clinical processes
  – Patient safety
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• Measure many aspects of patient care including:
  – Health outcomes
  – Clinical processes
  – Patient safety
  – Efficient use of healthcare resources
Impact of Accreditation & Standards

• Measure many aspects of patient care including:
  – Health outcomes
  – Clinical processes
  – Patient safety
  – Efficient use of healthcare resources
  – Care coordination
Impact of Accreditation & Standards

• Measure many aspects of patient care including:
  – Health outcomes
  – Clinical processes
  – Patient safety
  – Efficient use of healthcare resources
  – Care coordination
  – Patient engagements
Impact of Accreditation & Standards

• Measure many aspects of patient care including:
  – Health outcomes
  – Clinical processes
  – Patient safety
  – Efficient use of healthcare resources
  – Care coordination
  – Patient engagements
  – Population and public health
Impact of Accreditation & Standards

• Measure many aspects of patient care including:
  – Health outcomes
  – Clinical processes
  – Patient safety
  – Efficient use of healthcare resources
  – Care coordination
  – Patient engagements
  – Population and public health
  – Clinical guidelines
Impact of Accreditation & Standards

- Open and frequent communication with clinical and operational leadership
- Multi-disciplinary intervention
- Fair Blame culture:
  - System vs Individual errors
- Error reporting system (Close the loop)

*HR practice (Culture of safety)*
“Far and away the best prize that life offers is the chance to work hard at work worth doing.”

-Thomas Jefferson-