

***“To Lead is to Start”***

**HCAAC**

مجلس اعتماد المؤسسات الصحية  
HEALTH CARE ACCREDITATION COUNCIL  
A Non-Profit Private Shareholding Co. Ltd.

**Quality Improvement Cultural Drive through  
a National Accreditation System:**

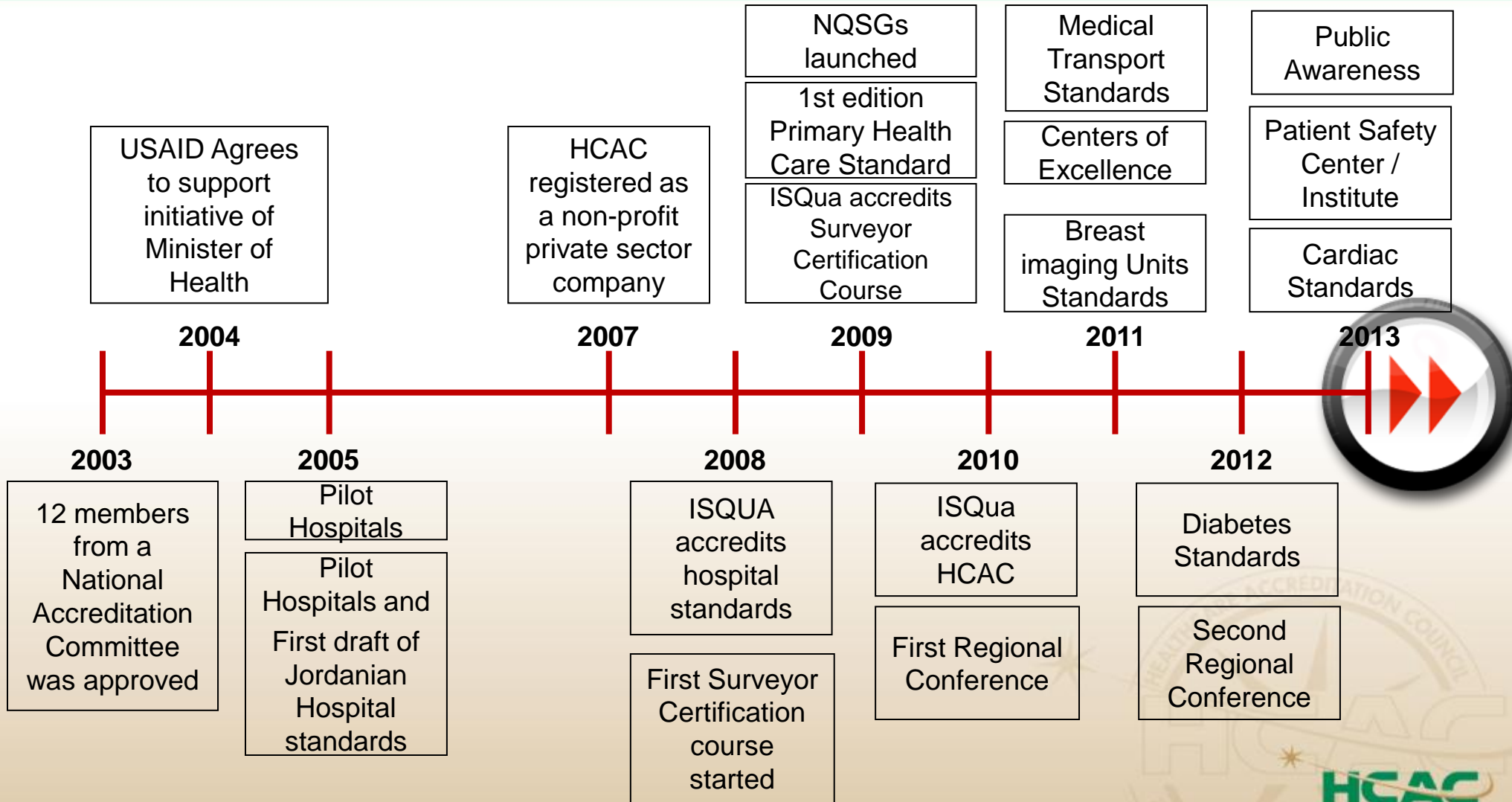
***The Case of Jordan***

Lebanese Society for Quality & Safety in Healthcare  
Annual Congress

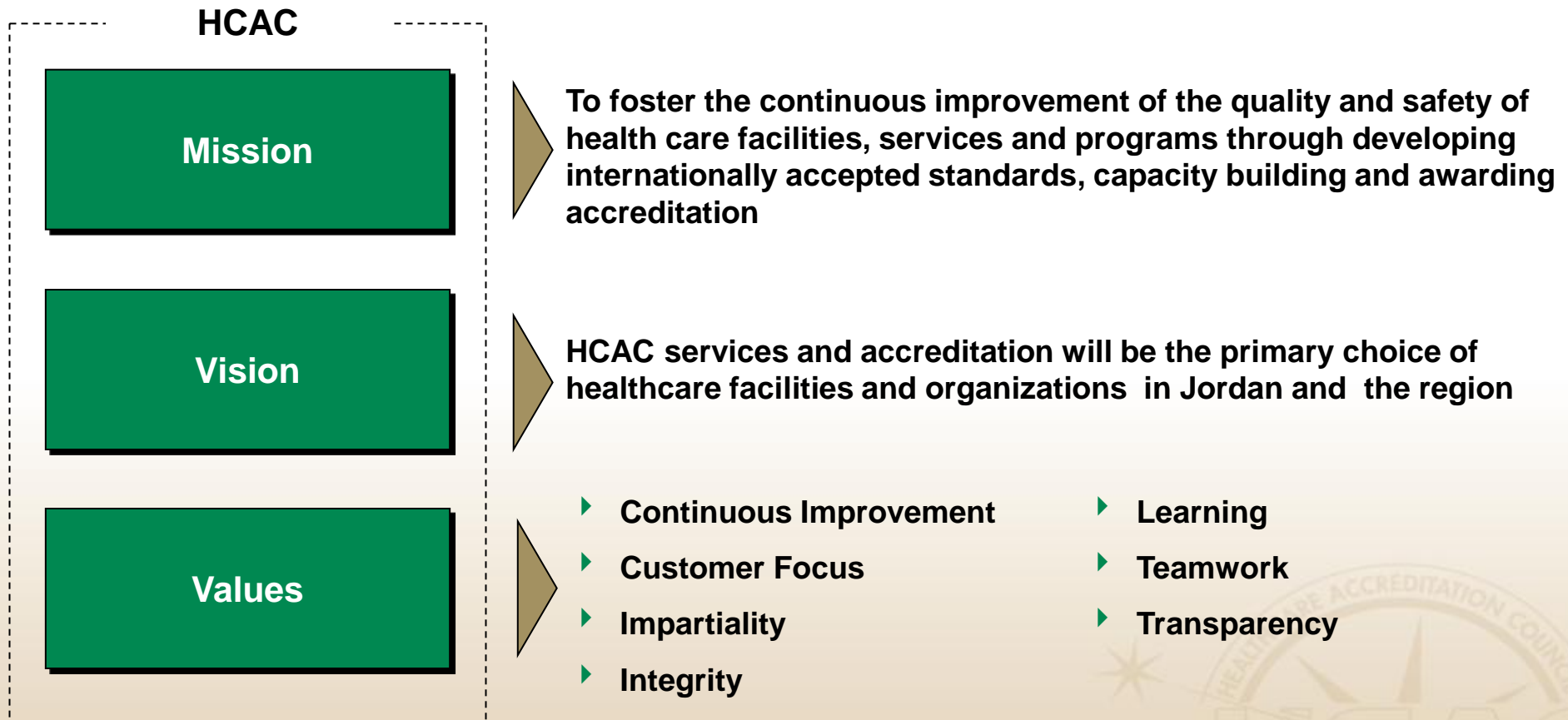
Friday, November 15<sup>th</sup>, 2013

Beirut-Lebanon

# Quality improvement for Jordan started with a visionary Minister who took a leap for accreditation...

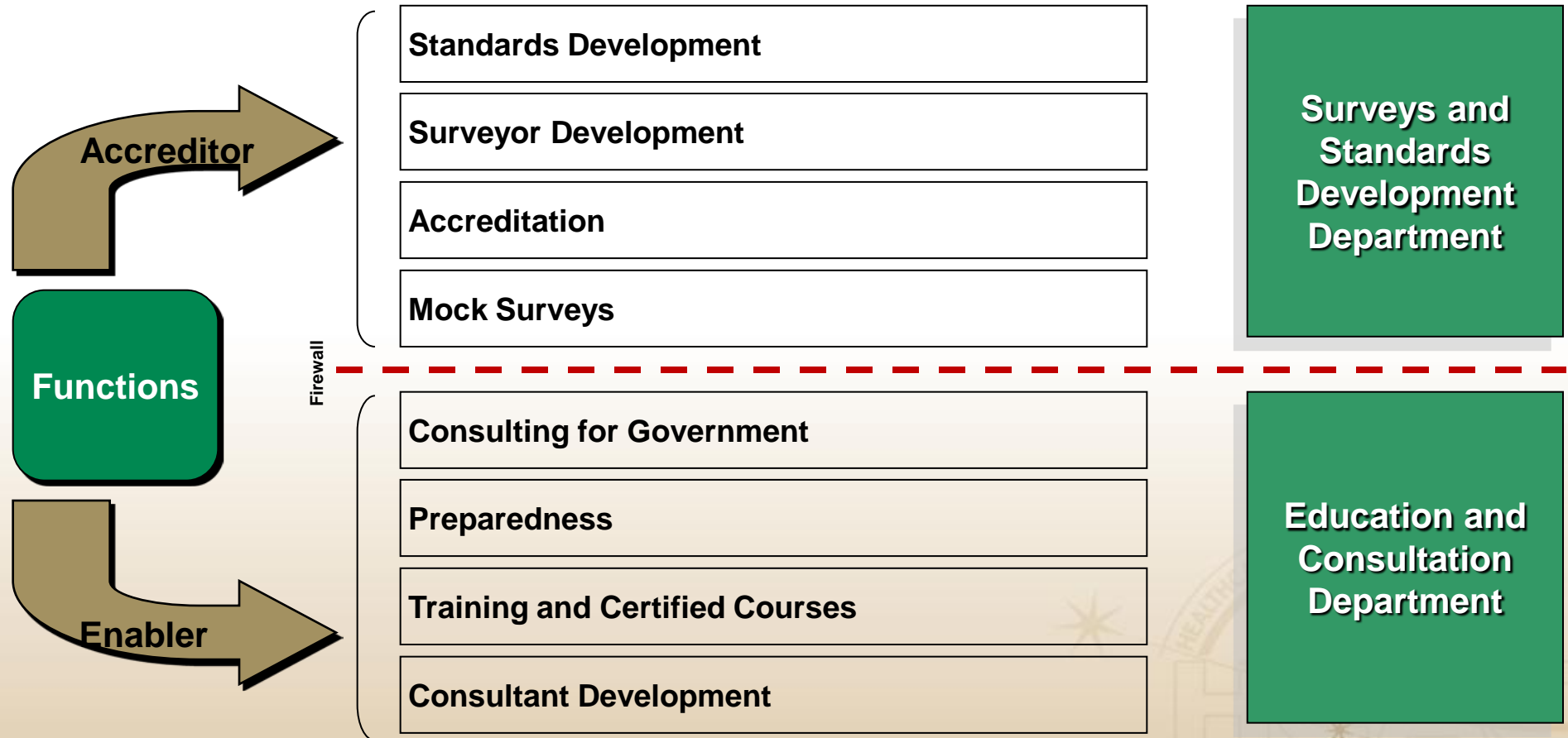


... and HCAC was thus established in 2007 as a nonprofit private shareholding company with the aim to raise the quality of health services...



# ...Through a range of different services stemming out of two separate arms of the organization

## “A Comprehensive Model of Quality Improvement Services”

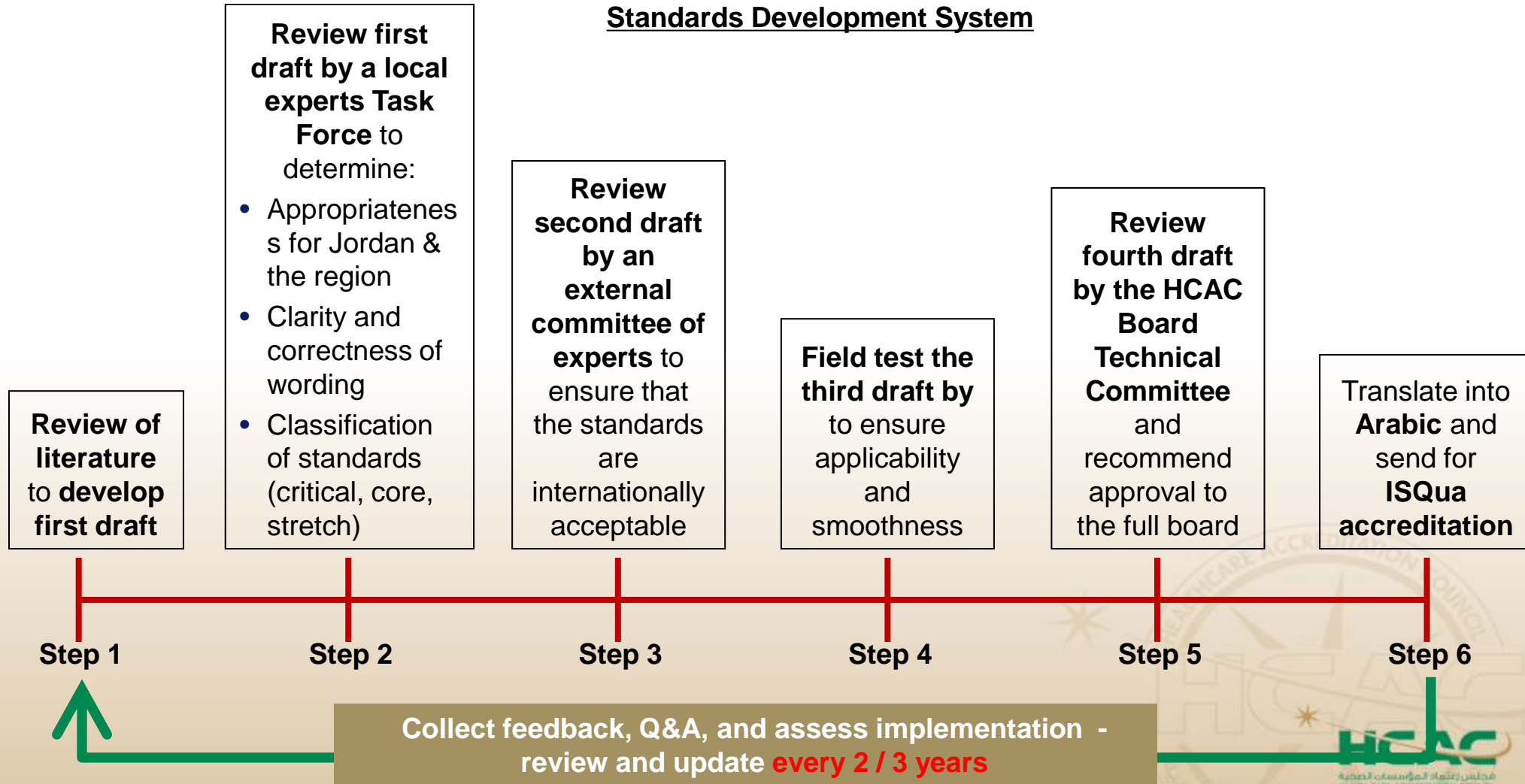


# HCAC can now showcase a multitude of successes...

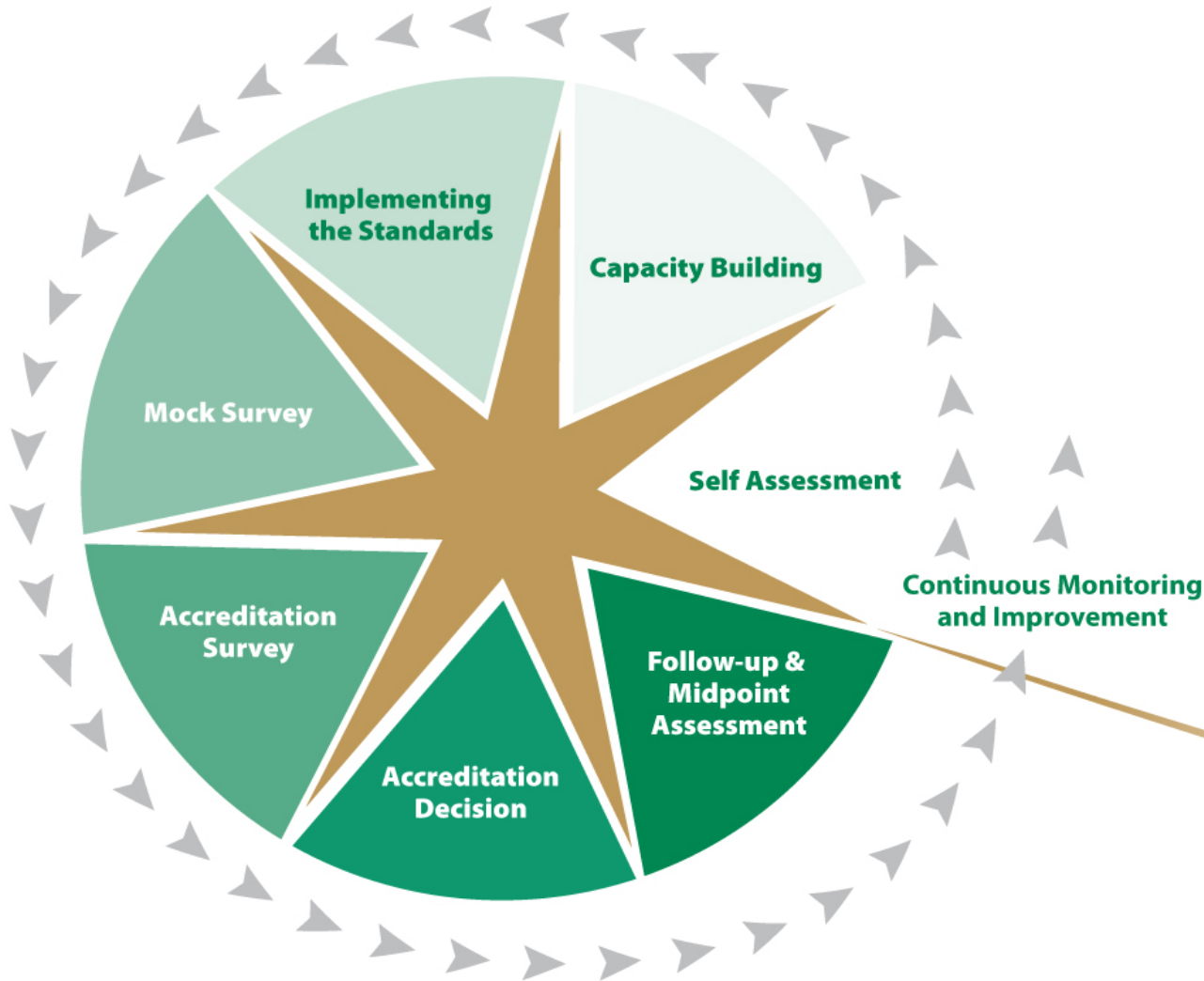
Standards	Accreditation	Education & Consultation
<ul style="list-style-type: none"> <li>▶ Hospital Accreditation Standards - 3rd edition</li> <li>▶ Primary Health Care &amp; Family Planning Accreditation Standards– 2nd edition</li> <li>▶ Medical Transport Services Certification Standards- 1st edition</li> <li>▶ Breast Imaging Units Certification Standards- 1st edition</li> <li>▶ Diabetes Care standards 1st edition</li> <li>▶ Cardiac Care standards being 1<sup>st</sup> edition</li> <li>▶ National Quality and Safety Goals 2009, 2010, 2011, 2012, 2013</li> <li>▶ Family Planning &amp; Reproductive Health Centers of Excellence Program- 1st edition</li> </ul>	<ul style="list-style-type: none"> <li>▶ 44 certified hospital surveyors</li> <li>▶ 31 certified PHC surveyors</li> <li>▶ 17 hospitals accredited – four in the pipeline</li> <li>▶ 45 PHC accredited – 60 in the pipeline</li> </ul> <div data-bbox="919 901 1272 1310" data-label="Image"> <p>The image shows a framed certificate titled 'ACCREDITATION AWARD'. At the top is the HCAC logo. The text reads: 'THIS IS TO CERTIFY THAT THE HEALTH CARE ACCREDITATION COUNCIL HAS ACCREDITED... IN RECOGNITION OF COMPLIANCE WITH THE HCAC HOSPITAL ACCREDITATION STANDARDS'. It includes a star graphic and the names of the Chairperson (SAID DARWAZEH) and the Accreditation Officer (MAY ABU HAMDIYA).</p> </div>	<ul style="list-style-type: none"> <li>▶ Preparing 6 hospitals for Accreditation, 5 breast imaging units and 14 primary healthcare centers of excellence in reproductive health and family planning</li> <li>▶ Graduated groups from :             <ul style="list-style-type: none"> <li>- Certified Consultant Training program</li> <li>- Certified Quality professionals</li> <li>- Certified Infection Control professionals</li> <li>- Certified Risk Management</li> <li>- Leadership &amp; Management</li> </ul> </li> </ul>

# ...Achieved through our rigorous and scientific approach ...

## Standards Development System



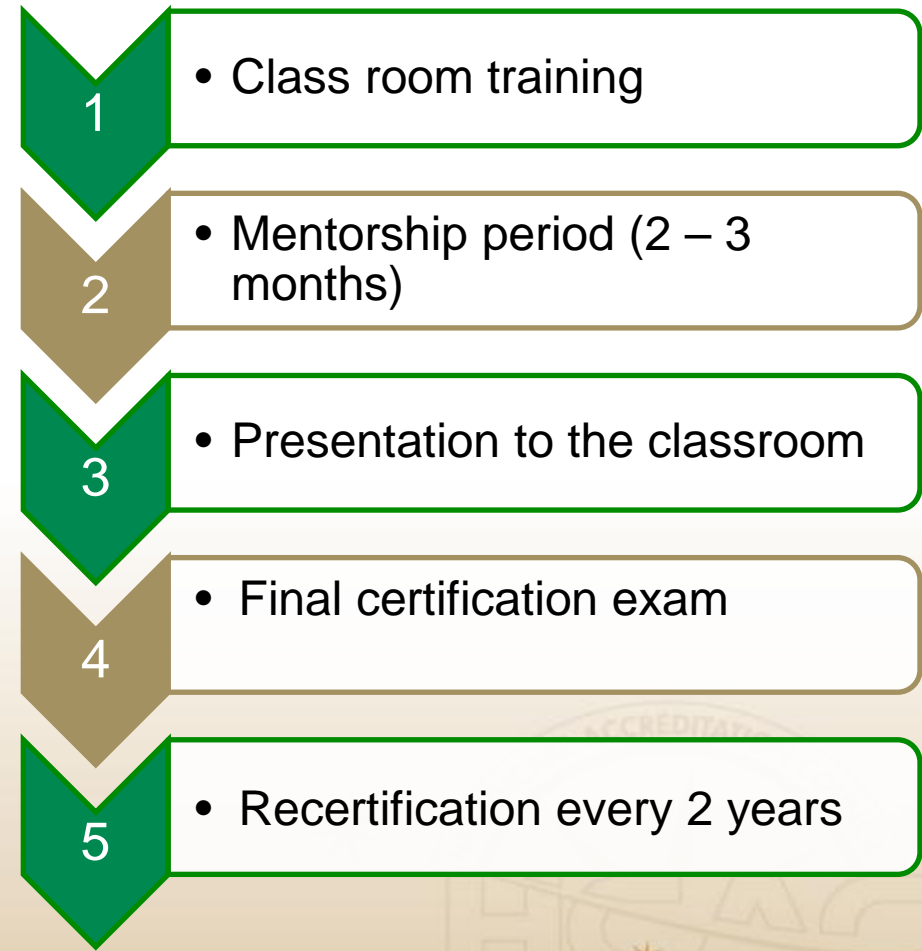
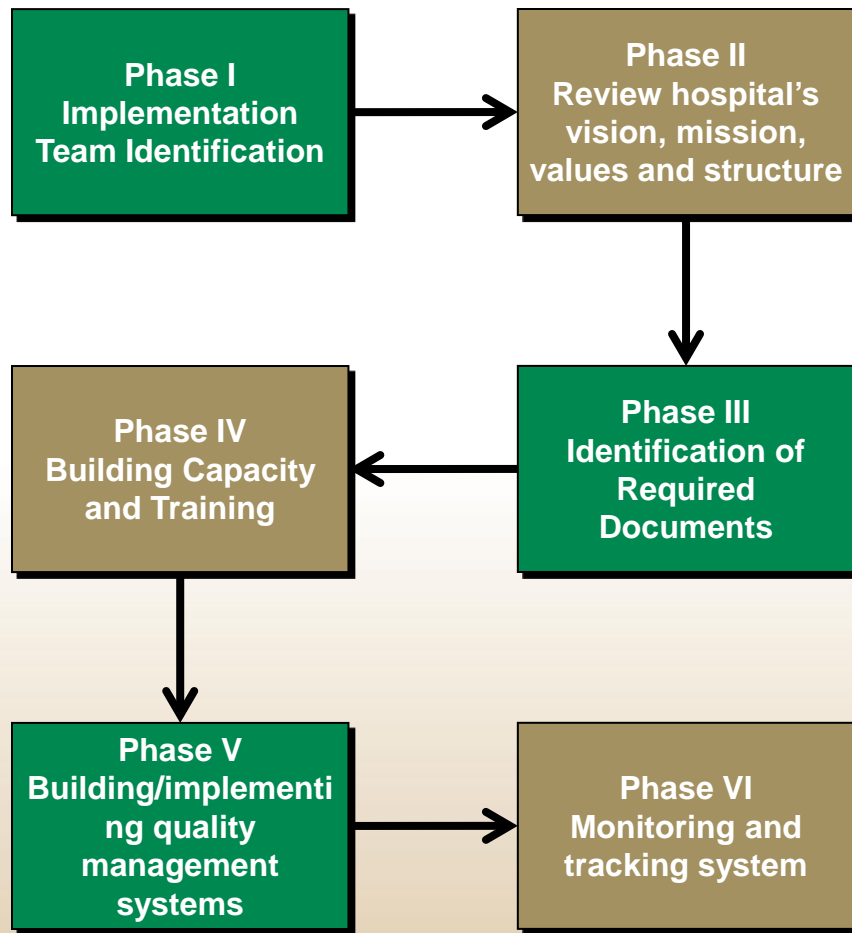
...which fits the needs of our cultures and challenges...



## Accreditation

- ▶ HCAC accreditation is given only for 2 years
- ▶ It includes a rigorous mid point assessment at 1 year mark
- ▶ Follows strict policies and procedures for scoring, conflict of interest...etc.
- ▶ Is conducted over a number of days by a number of surveyors based on the healthcare institutions size
- ▶ All surveyors' training is accredited by ISQua

# ...And addresses the most important factor of success: **Human Resources!**





But our most important internal achievements include our Team and the ISQUA accreditations...



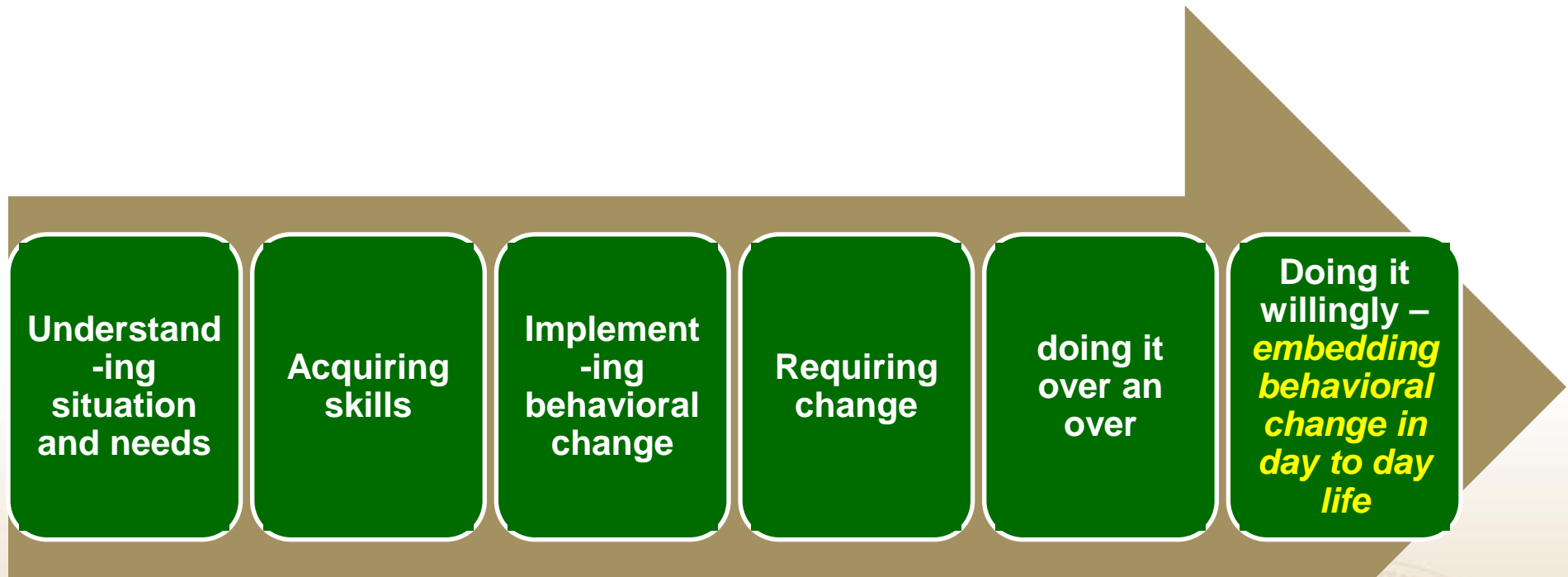
**HCAC is the first in the region and the fifth worldwide to receive all three accreditations from ISQua: Organization, Standards and Surveyor Training**

# ...Yet no matter how much we have achieved so far, the challenges still exist...

- ▶ chemical exposure
- ▶ Lack of radiation safety
- ▶ Absence of basic hygiene
- ▶ Violation of human rights
- ▶ Flies in operating rooms
- ▶ Open sewage systems within hospitals
- ▶ Lack of privacy
- ▶ No fire safety procedures and systems
- ▶ untrained staff on basic resuscitation
- ▶ Lack of qualified medical and nursing staff
- ▶ no documented policies, procedures, plans, or guidelines
- ▶ Not in compliance with laws and regulations regarding fire safety, radiation safety, staff qualifications, and medication management processes.
- ▶ Havoc with the Syrian refugee situation and host communities



...But because HCAC believes quality improvement is a journey not a destination...



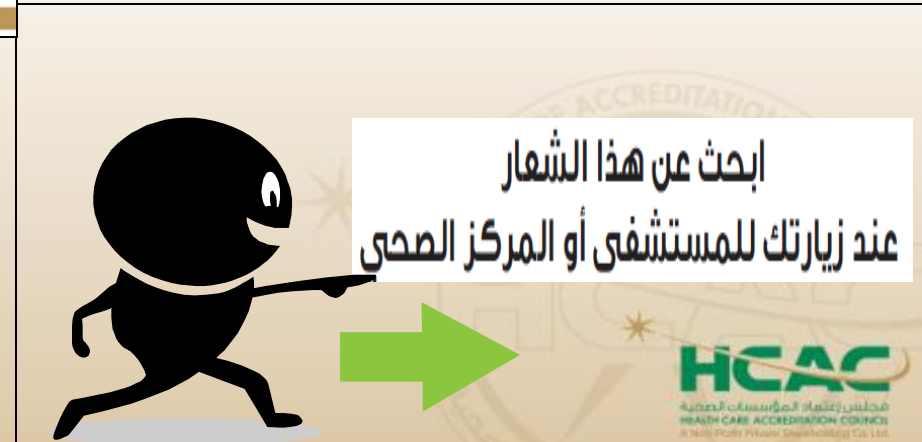
# ...HCAC is in continuous improvement of itself...

The future of Quality Improvement is full of commitments

- ▶ Commitment to the **PUBLIC**
- ▶ Commitment to **ACCREDITATION**
- ▶ Commitment to **CAPACITY BUILDING**
- ▶ Commitment to **RESEARCH** and **POLICY**



# HCAC public awareness and public engagement efforts



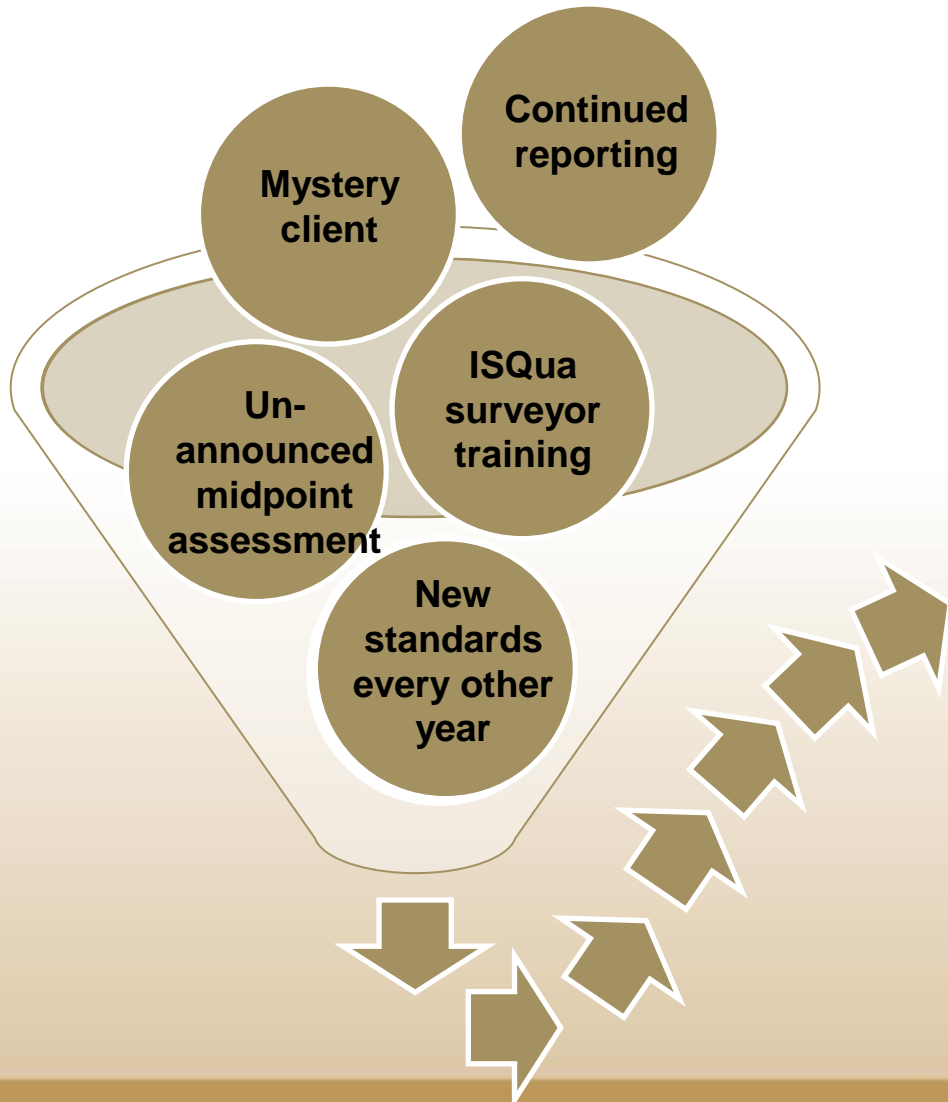
...so HCAC is in continuous improvement itself...

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# HCAC ever strengthened accreditation system



...so HCAC is in continuous improvement itself...

## The future of Quality Improvement is full of commitments

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# HCAC an enabler for quality improvement and patient safety

## Enabling Services

Certification courses

Not just academic, includes practical and hands on



Workshops and Trainings

Rich yearly schedules

Healthcare Accreditation Council (HCAC)			
Training Courses Calendar			
Healthcare Certified Quality Practitioner Course	April 2013 till August 2013 5 Days	Quality Management and performance Improvement Workshop	March 2013 3 Days
Healthcare Certified Client Risk Manager Course	May 2013 till September 2013 5 Days	Introduction to Patient Safety	April 2013 2 Days
Healthcare Certified Executive Leadership Course	September 2013 till February 2014 10 Days	Evidence Based Medicine and Clinical Practice Guidelines	May 2013 2 Days
Certified Infection Preventionist Course	June 2013 till December 2013 15 Days	Less Six Sigma	June 2013 2 Days

Knowledge Transfer

Walkthroughs and 1 to 1 consulting , coaching and mentoring



...so HCAC is in continuous improvement itself...

The future of Quality Improvement is full of commitments

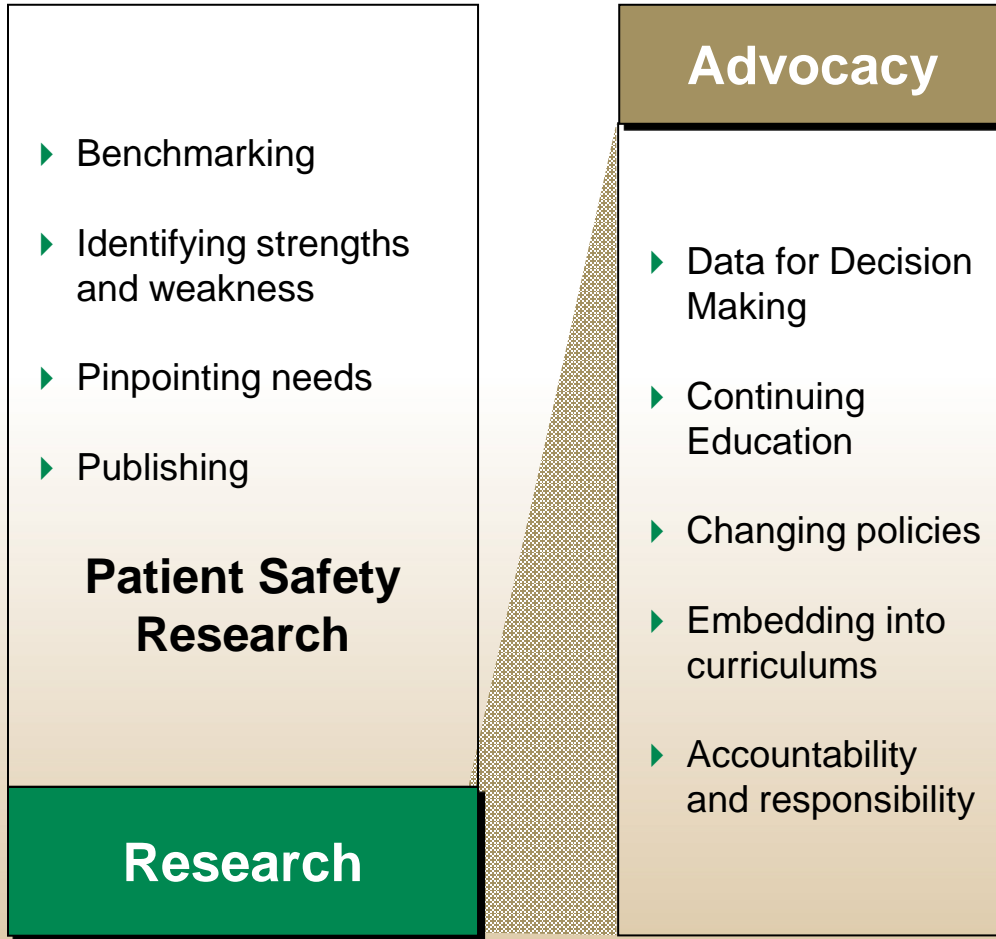
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# HCAC is developing its research and policy focus

## The Approach

## The Recognition



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HEALTH CARE ACCREDITATION COUNCIL

ISQua13-1

### Does Having Certified Professionals Impact Quality & Patient Safety in Jordanian Healthcare Organizations?

Rabab Diab, RN, MSN, CPHQ,  
Omaima Nassar, BS, Pharm, MGM,  
Health Care Accreditation Council

**Introduction**

Although education and training of healthcare quality and patient safety is a well-known and established practice, the impact of these programs to address these gaps, their programs have been evaluated in various settings. This study aims to evaluate the impact of having certified professionals on the quality of healthcare organizations in Jordan. The study was conducted in a tertiary care hospital in Amman, Jordan. The study included a pre-test and a post-test. The pre-test was conducted in 2012 and the post-test was conducted in 2013. The study included a pre-test and a post-test. The pre-test was conducted in 2012 and the post-test was conducted in 2013. The study included a pre-test and a post-test. The pre-test was conducted in 2012 and the post-test was conducted in 2013.

**Methodology**

The study was conducted in a tertiary care hospital in Amman, Jordan. The study included a pre-test and a post-test. The pre-test was conducted in 2012 and the post-test was conducted in 2013. The study included a pre-test and a post-test. The pre-test was conducted in 2012 and the post-test was conducted in 2013.

**Results**

The study included several charts and graphs showing the results of the research. The charts show the impact of having certified professionals on the quality of healthcare organizations in Jordan. The charts show the impact of having certified professionals on the quality of healthcare organizations in Jordan.

**Conclusion**

Although the evaluation of the impact of having certified professionals on the quality of healthcare organizations in Jordan is a well-known and established practice, the impact of these programs to address these gaps, their programs have been evaluated in various settings. This study aims to evaluate the impact of having certified professionals on the quality of healthcare organizations in Jordan.

**References**

1. Diab, R., Nassar, O., & Al-Hadi, M. (2013). The impact of having certified professionals on the quality of healthcare organizations in Jordan. *Journal of Health Care Accreditation*, 1(1), 1-10.

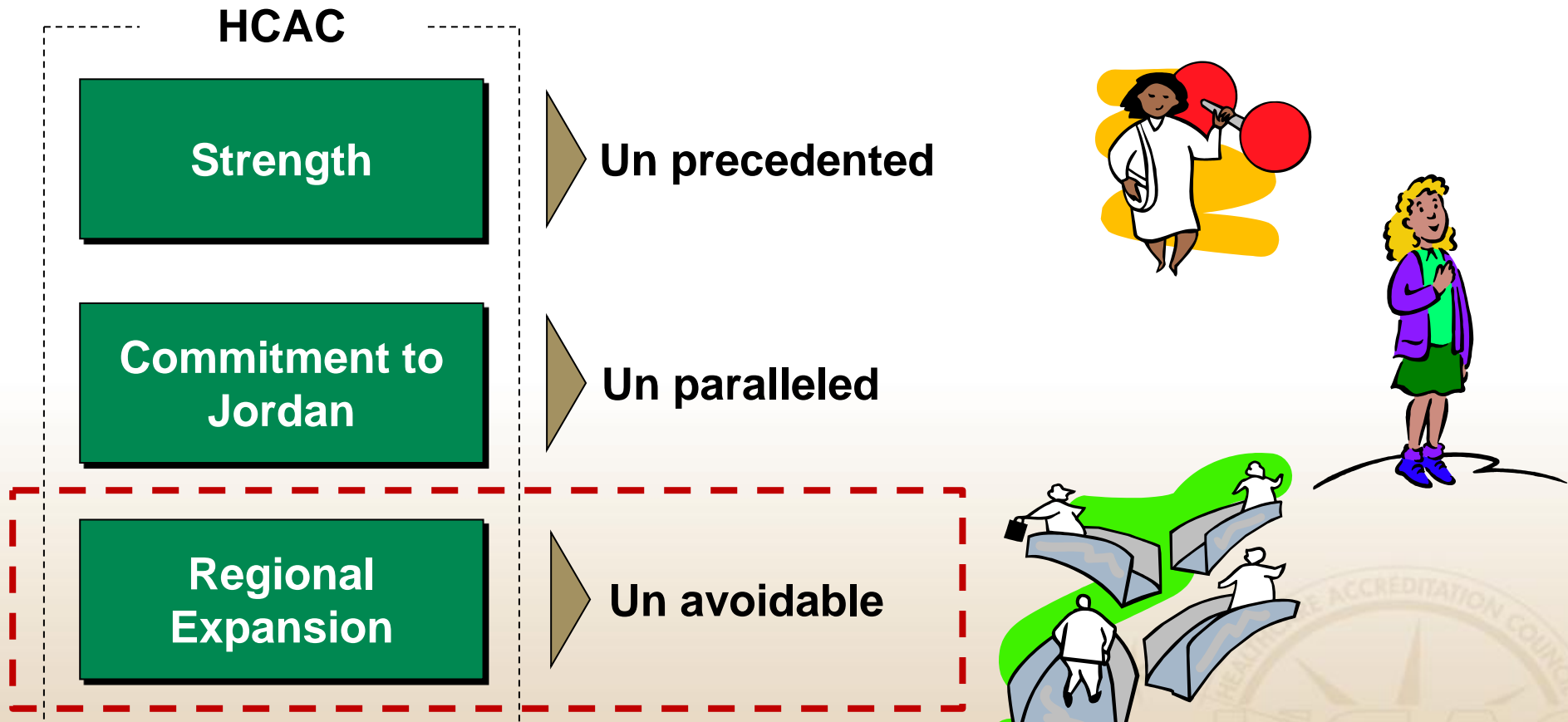
**Acknowledgment**

The authors would like to thank the Health Care Accreditation Council for its support and assistance in conducting this research.

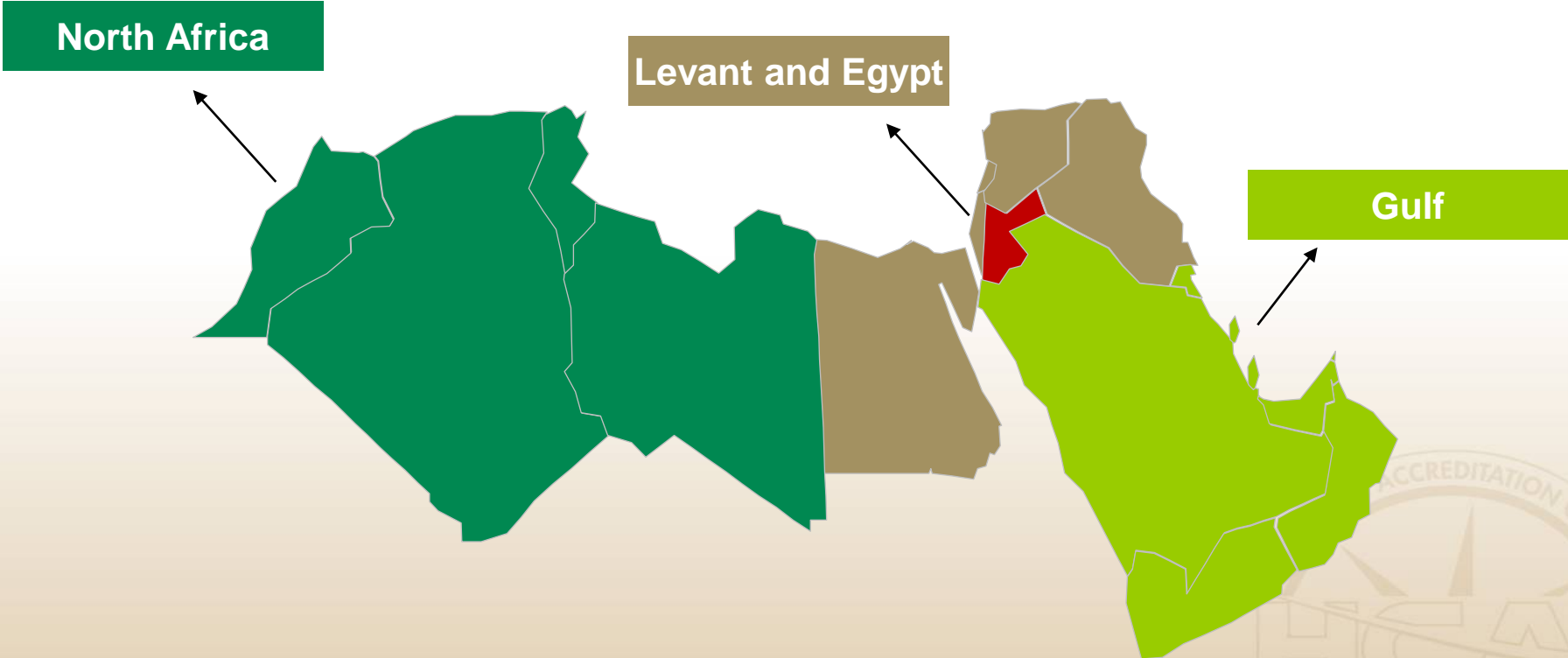
www.hcac.jo

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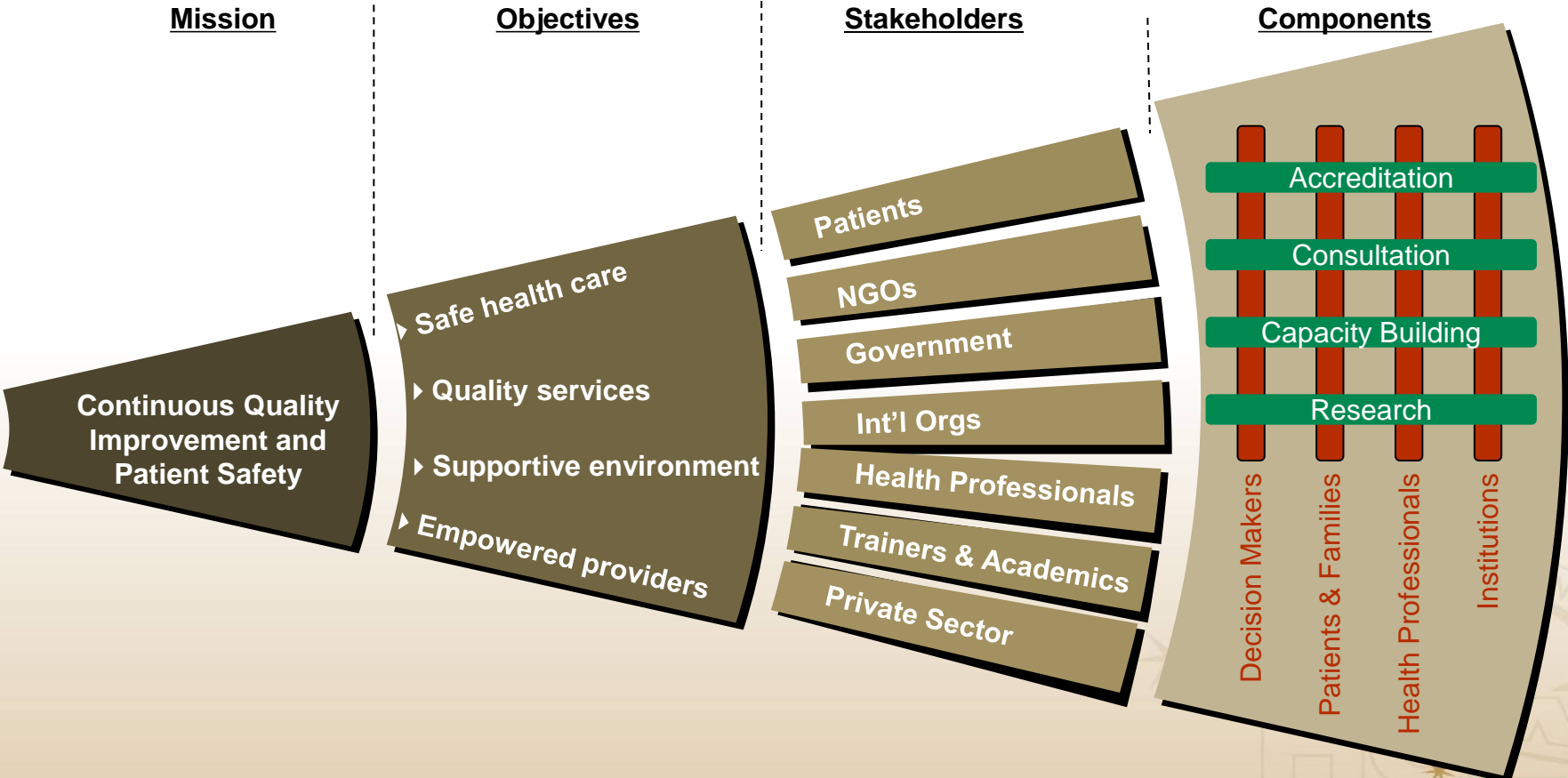
# Our commitment extends beyond Jordan, to the region, with one goal: Improving Quality and Patient Safety



# HCAC can deliver different services and different approaches based on the different Sub-Regional Clusters in the MENA Region

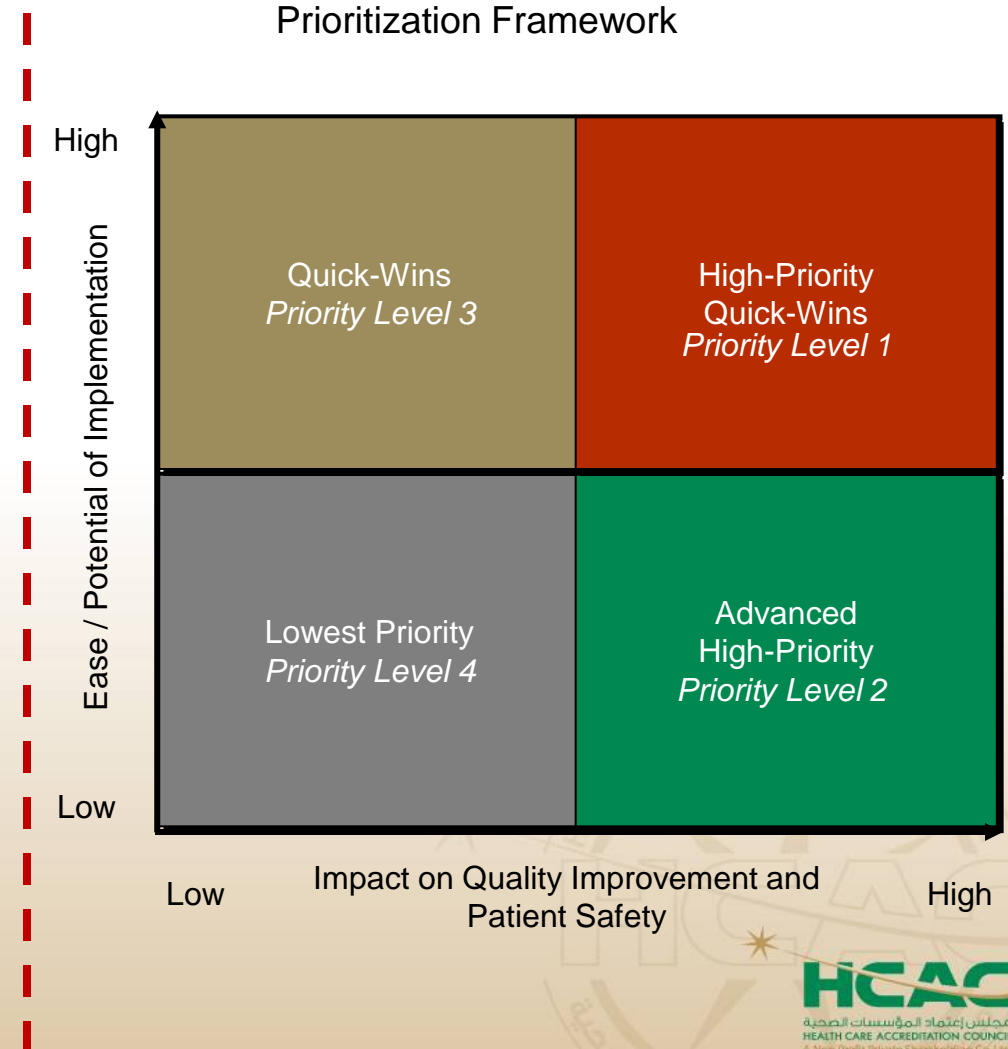


# Our Focus is the patient and that is well defined in our new strategy from 2014-2016...



# ...and our new priorities selected based on impact and applicability.

1. Ensure that health care authorities and other service delivery organizations **embrace programs** for improving the safety and quality of care
2. Empower the provision of a culture of quality and patient safety through **building the capacity of service providers**
3. Influence policy making and resource allocation through **advocacy**
4. Enable and support **research** to generate data for improved decision making
5. **Engage the public** at large about patient safety and quality of care through building awareness



To lead is to start





# Thank You

HEALTH CARE ACCREDITATION COUNCIL



OUR SUCCESS IS NOT MEASURED BY THE NUMBER OF ACCREDITED FACILITIES,  
BUT BY THE IMPACT WE MAKE FOR PATIENTS AND THE COMMUNITY  
THROUGH RAISING THE LEVEL OF QUALITY  
IN HEALTH CARE FACILITIES

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