



**Under the Patronage of Her Royal Highness
Princess Muna Al Hussein**

**HCAC'S SECOND QUALITY COMPETITION
FOR
ACCREDITED HEALTHCARE INSTITUTIONS**

**Competition Guidebook
COVID-19 Edition**

2021



Table of Content

Introduction.....	3
Scope & Strategic Objective of the Competition.....	3
Participation Categories	4
Eligibility Criteria.....	5
Evaluation Process	5
Competition Awards	9
Results Announcement	9
Guidelines for Applying	9

Introduction

Since the start of the Covid-19 pandemic, the Health Care Accreditation Council has pledged to be a beacon for patients, health care providers and their institutions. Following the emergence of COVID-19, the Jordanian medical sector has shown resilience and strength in addressing the pandemic, has emerged as a true line of defense in facing the challenges, and has also used the pandemic to develop and enhance its capabilities.

As major supporters of the healthcare sectors, and in line with the Council's message to drive continuous improvement in quality and health care safety, we are proud to launch the second quality competition dedicated to accredited institutions, Covid-19 edition.

Through the competition, the council seeks to shed light on the experiences of accredited institutions and honor their achievements in upholding healthcare quality and patient safety in light of the Covid-19 pandemic.

Scope & Strategic Objective of the Competition

The Covid-19 pandemic has resulted in many repercussions on the Jordanian health sector, and it has posed a great challenge to the capacity and continuity of health care services provided.

It is worth noting that accredited health institutions have played a major role in facing and responding to the pandemic. They have effectively faced many of the consequences and repercussions left by the crisis, and demonstrated great resilience in responding to the epidemiological situation.

It is certain that the new reality will stimulate innovation and drive establishing many models of improvement that have occurred in health services in response to the changing health environment in light of the pandemic

The HCAC Quality Competition comes in its second round, aiming to support efforts for improvement in quality and patient safety and to celebrate creative ideas with a wide impact that seek to adapt to the permanent change caused by the Covid-19 crisis.



Participation Categories

Accredited Healthcare institutions are encouraged to participate and apply to HCAC quality competition, within the following participation categories:

- First Category: HCAC Accredited Hospitals.
- Second Category: HCAC Accredited Primary Healthcare Centers.
- Third Category: HCAC Accredited Breast Imaging Units.
- Fourth Category: HCAC Accredited Laboratories+ HCAC Accredited Ambulatory Centers.

HCAC quality competition targets improvement projects that have impact on the continuous improvement of quality and safety of healthcare service provided in accredited healthcare institutions. The focus of the competition is to present efforts and highlight achievement affecting the dimensions of healthcare quality, such as:

- Safety.
- Effectiveness.
- Timeliness.
- Patient Centeredness.
- Access & Continuity.
- Efficiency.
- Equity.

Eligibility Criteria

Before applying to the quality competition, please ensure that the following conditions are met:

- Applicants must be Accredited by HCAC for at least one year.
- Applicant must submit the improvement project under the scope and objective of the competition (Upholding quality and safety of healthcare services in light of the Covid-19 pandemic).
- Projects initiation date should be greater than six months ago, and less than a year ago.
- The application form must fulfill all the required items
- The application form must be submitted before the deadline, as no entries submitted after the specified date will be accepted

Evaluation Process

The quality competition evaluation process will consist of four stages:

- First stage: Initial filtering & classification
- Second stage: Initial Judging
- Third stage: Final Judging

First stage: Initial filtering & classification

1.1 Initial Filtering-Eligibility:

Applications will be classified according to the category of the participating institutions, making sure that they fulfill the conditions for participation and the eligibility criteria.

1.2 Initial Filtering- completeness of application:

Applications will be accepted and transferred to the other evaluation stages if all the requirements for participation are met, in terms of:

1. Completeness of required healthcare institution biographical data.
2. Completeness of required quality project.
 - Clear and detailed problem statement.
 - Defined project objectives.
 - Operational (Action) plan.
 - Key performance indicators.
 - Project team, at least three members.
 - Project outcomes and impact.
 - Main challenges.
 - Continuity and sustainability plan.

Second stage: Initial Judging

Applications will be presented to a jury of experts in areas of health management, improvement and innovation programs. It should be noted that the committee is composed of five independent members who do not occupy positions in any of the participating health sectors, and their interests do not conflict with the results of the competition.

The initial judging process will be done by following the "blind" judging method, whereby the jury will review the files of the participating projects, without knowing the name of the institution or its sector.

Applications will be evaluated against the following judging criteria:

1. Alignment with the competition's strategic objective (15 %).
2. Clear problem statement (10%)
3. Solution effectiveness (15%)
4. Innovation (15 %)
5. Social Impact (20%)
6. Potential sustainability (20%)
7. Team capabilities & effective governance (10%)

Upon completion of the initial judging phase, the top 30% of the submitted projects in each category will be qualified for the final judging stage.



Third stage: Final Judging

After the initial judging process to evaluate the content of the projects by the committee, the finalists will go through the final judging stage to present their projects remotely through Zoom technology and answer the questions of the jury.

Presented projects will be evaluated against the following judging criteria:

1. Completeness of required presentation elements. (15%)
2. Clarity & strength of the presented content. (20%)
3. project team collaboration. (15%)
4. Level of engagement and response to the Jury's questions. (20%)
5. Project team knowledge & involvement. (15%)
6. Clarity of future direction & sustainability plan. (15%)

At the end of the judging phase, the final results will be calculated, and the winners of the gold, silver and bronze awards will be determined in each category of the participating institutions

Competition Awards

Winners in the first, second, and third places from each category will be awarded as follow:

- Gold Plaque: first place winners from each category.
- Silver Plaque: second place winners from each category.
- Bronze Plaque: Third place winners from each category.

HCAC is also committing to provide advice and technical support to the winners in order to ensure the sustainability of the improvement effects and expand the outcomes of projects to ensure their continuity and scalability.

Results Announcement

The decision of the jury will be announced, and the winners will be celebrated in a special event, under the patronage of her royal highness princess Muna Al Hussein.

Guidelines for Applying

- You can submit an application by visiting HCAC's website at www.hcac.com.jo, and filling the online forms under community awareness- quality competition.
- The application form is to be submitted via HCAC's website, by filling in the required information.
- Filled application forms will be completed online, HCAC will not accept any email submissions, paper documents, or official letters.
- We encourage applicants not to hesitate to ask for assistance in case they have any inquiries or any need for need clarifications, by entering contact information in the help-seeking field on our website, in order to be contacted by our technical team.



We believe in your capabilities...we value your efforts...and we look forward to showcase your achievements in national and international forums.

