



Policy and Practice: A Partnership for Better Outcomes
"Accreditation and Patient Safety Right From the Beginning!"

Accreditation Experiences for Driving Quality and Patient Safety

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TUSKA Quality and Accreditation Practices in Health Services

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Topics

- **Health Care Accreditation in the World and Turkey**
- **Quality Improvements in Health Care**
- **TUSKA Accreditation Programs**
- **Standart Sets**
- **Assessors and Assessment Program**



Turkish Health Care Quality
and Accreditation Institute

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The Process of Improving Quality Culture in Health Services Turkey



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Health Care in Turkey - Quality Culture



Health Employees
790.000



1533
Hospital

210.000
Hospital Bed



Application Rate
to Physician
8,6 times (2016)



Quality Culture - Health Transformation Program

The HTP aims to achieve a transformation in the framework of eight themes:

1. Ministry of Health as the planner and supervisor
2. Universal health insurance gathering everyone under a single umbrella
3. Widespread, easily accessible and friendly health service system
4. Knowledge and skills-equipped and highly-motivated health care human resources
5. System-supporting educational and scientific bodies
6. **Quality and accreditation for qualified and effective health care services**
7. Institutional structuring in rational drug use and material management
8. Access to effective information in decision making: Health Information System



Accreditation Journey



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International Accreditation Program (IAP)



the IAP offers three separate peer review assessment options:

- Accreditation of Health and Social Care Standards
- Accreditation of Surveyor Training Programmes
- Accreditation of External Evaluation Organisations



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Accreditation Journey - Standards



Accreditation Standards

- Hospital Set
- Oral and Dental Health Services Set
- Hemodialysis Set
- Laboratory Set

Accredited by ISQua

- Ambulatory Care (cont.)



Accreditation Journey - Surveyor Training Program



The Surveyor Training Program, which is a critical element of accreditation systems, is **accredited** by ISQua





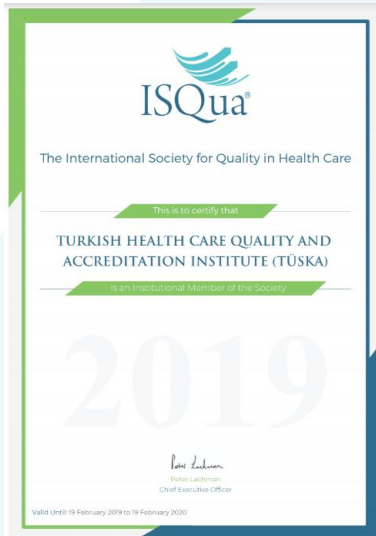
Accreditation Journey – External Evaluation Organisations



Target
In the period of 2019-2020
Accreditation of External Evaluation
Organisations
by ISQua



ISQua Membership



TUSKA



Turkish Health Care Quality and Accreditation Institute (TUSKA)

In the same year 2015, Turkish Health Care Quality and Accreditation Institute (TUSKA) was established as one of the institutes of TÜSEB, in order to carry out accreditation activities in health services.

The main activities of TUSKA are;

- to provide **scientific contribution to the Ministry of Health** in the process of establishing the quality and accreditation rules for health services in cooperation with higher education institutions and private sector,
- **accrediting health institutions at national and international level,**
- making **mutual recognition agreements with international and regional accreditation organizations.**



Turkish Health Care Quality and Accreditation Institute (TUSKA)

Vision

“being a leading institution in health and safety in the national and international arena”,

Mission

TUSKA develops and implements accreditation programs and quality improvement systems that will continuously improve quality standards in health care services. The Institute also currently carries on and supports scientific studies and research projects



• **Quality Improvements in Health Care**



Quality Improvements in Health Care

The department has responsibilities to support the continuous quality improvement efforts of health institutions operating in our country with scientific contributions, expertise, train and promote the spread of good practices in health institutions by developing learning environments.

- To carry out studies for establishment, development, system integration and coordination of quality management systems in health institutions.
- To lead the implementation of quality improvement projects, ensure and support the spread of good practice
- To ensure the establishment and sustainability of continuous quality improvement and patient safety culture in health institutions
- To conduct scientific activities such as meetings, training and symposium on quality management and improvement field



Some Examples of QI

1) Improvement Of Emergency Services Of Ankara Training And Research Hospital Systems Design Project:

- This project has summarized the project conducted to improve the emergency service operations of the Ankara Research and Training Hospital, which has one of the largest and most overcrowded emergency departments in Turkey.
- Upon an analysis of the problem situation by means of the problematic issues, perspectives and expectations of the stakeholders, observed problem symptoms, and gathered data,

the problem has been defined as “to rearrange the work flow within the ED and improve the resource allocation plans to decrease and balance patient waiting times, establish demand-workforce balance and improve the system so that the ED potential is fully utilized”



Some Examples of QI

2) Hospital Quality Management Systems (Current Situation Analysis) Workshop:

- In terms of quality management systems, which will form the basis of quality improvement studies in hospitals,
 - what is the current situation?
 - Where do we want to be?
 - What is the difference between the current situation and the desired situation?
 - How can this difference be closed?

has organized a workshop on Hospital Quality Management Systems (Current Situation Analysis) in order to find answers to all sector representatives.



Some Examples of QI

3) V. Turkish Medical World Congress TUSKA's Workshop (How to Assess Quality Indicators In The Management Of NCDs?):

- Developing quality indicators to assess quality of care, instrument development for the assessment of quality indicators, data sources used, methods and scope of assessment, data analysis and interpretation, continuity and improvement, sharing consequences derived from assessment with public were discussed in the workshop.



Some Examples of QI

4) EYE TRACKING

Existing accreditation assessments are made on-site. With this application, evaluations can be made remotely.

The purpose of this study is to present an innovative Digital Survey Model for accreditation developed by Turkish Health Care Quality and Accreditation Institute.

This model provides location, cost (travel, accommodation and other alternative expenditures) and time advantages.

This eye-tracker based innovative TUSKA survey model's functions include recording and transferring eye movements of a navigating person to the surveyors who are located in a distant location.



Some Examples of QI

4) EYE TRACKING





• *TUSKA Accreditation Programs*

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TUSKA Accreditation Programs

- Hospital Accreditation Program (Active)
- Oral and Dental Care Accreditation Program (About to active)
- Dialysis Centers Accreditation Program (In preparation)
- Laboratory Accreditation Program (In preparation)

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TUSKANet Accreditation Management System

TÜSKANet

FREE MEMBERSHIP!!!



- ✓ TUSKANet is the online platform where accreditation processes are carried out.
- ✓ <http://tuskanet.tuseb.gov.tr> is accessed via internet browser.
- ✓ No program installation.
- ✓ Entered through the membership system,
- ✓ Open for TUSKA team, surveyers and health managers,
- ✓ All transactions (application form, self-assessment report, audit reports, action plan, etc.) are made via software,
- ✓ Simulation software for Health Organizations in the process of preparing for accreditation survey

TUSKANet Accreditation Management System

TÜSEB | Türkiye Sağlık Hizmetleri Kalite ve Akreditasyon Enstitüsü

TÜSKANet









Menü

Üye Paneli

ÜYE PANELİ

Mesaj Kutusu
Standart Kitabı
Rehberler
Akreditasyona Hazırlık
Akreditasyon Başvurusu
Ayarlar
İletişim
Çıkış

Üye Paneli

<p>1- Mesaj Kutusu</p> <p></p> <p>- Mesajlarınızı okuyun</p>	<p>2- Standart Kitabı</p> <p></p> <p>- Sağlıkta Akreditasyon Standartları Kitabını inceleyin</p>	<p>3- Rehberler</p> <p></p> <p>- Program ve uygulama rehberleri</p>
<p>4- Akreditasyona Hazırlık</p> <p></p> <p>- Akreditasyona hazırlanmak için Öz Değerlendirme simülasyonunu kullanın</p>	<p>5- Akreditasyon Başvurusu</p> <p></p> <p>- Akreditasyon başvurusu yapın</p>	<p>6- Ayarlar</p> <p></p> <p>- Şifre bilgisini değiştirin</p>
<p>7- İletişim</p> <p></p> <p>- Soru ve önerilerinizi iletin</p>	<p>8- Çıkış</p> <p></p> <p>- Güvenli çıkış yapın</p>	



Goals of the Standards

Organizational Goals



- Effectiveness
- Efficiency
- Productivity
- Healty Work Life

Services Uses Focused Goals



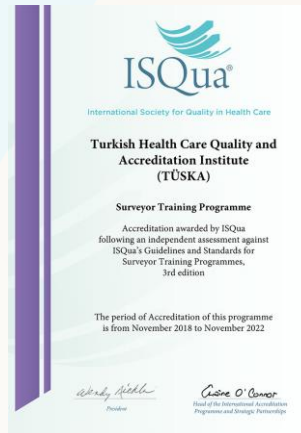
- Patient Safety
- Fairness/Equity
- Patient Focused
- Convenience
- Timeliness
- Continuity/Sustainabilty



Surveyor Training Programme & Survey Method

Basic Principles

- 1.0 Planning
- 2.0 Program Management
- 3.0 Participatory Management
- 4.0 Training Program Presentation
- 5.0 Participant Rating
- 6.0 Program Achievement Assessment



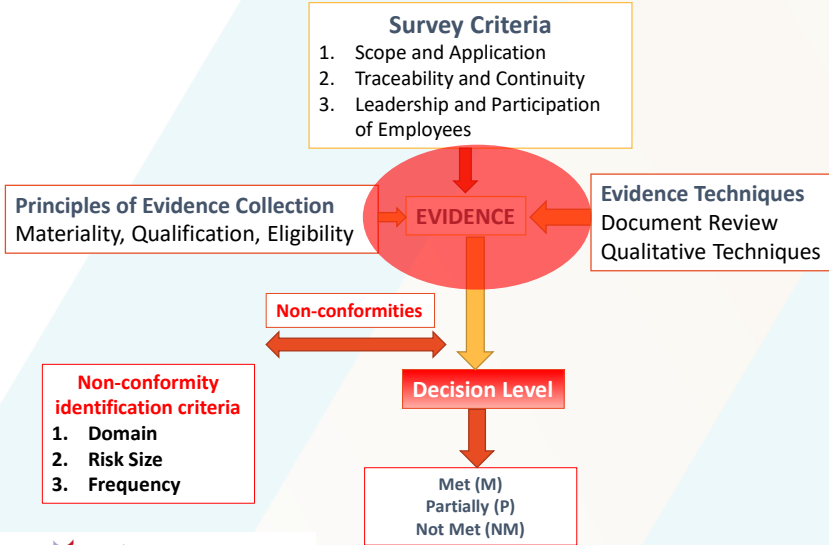
Surveyor Profile

- A. Academician**
 1. Management services
 2. Medical services
 3. Care services
 4. Technical Services
 5. Pharmaceutical services
 6. Support services
- B. Director**
- C. Assessor/Surveyor (in other institutions)**
- D. Others (quality unit employees)**

In 2017-2018, multidisciplinary (from the fields of medicine, care, engineering, pharmacy, management) were trained 140 Health Accreditation Surveyors



Survey Method



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Turkey and World

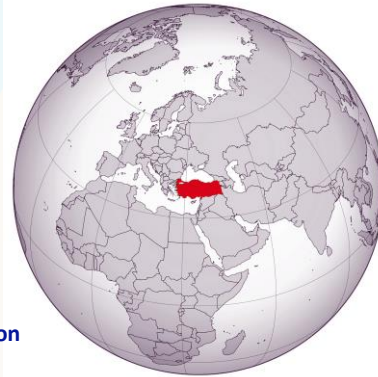


Contribution to Quality in Health, Accreditation and Patient Safety

International and Regional Cooperation



International Accreditation Programs



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Thanks...

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