



Policy and Practice: A Partnership for Better Outcomes

"Accreditation and Patient Safety Right From the Beginning!"

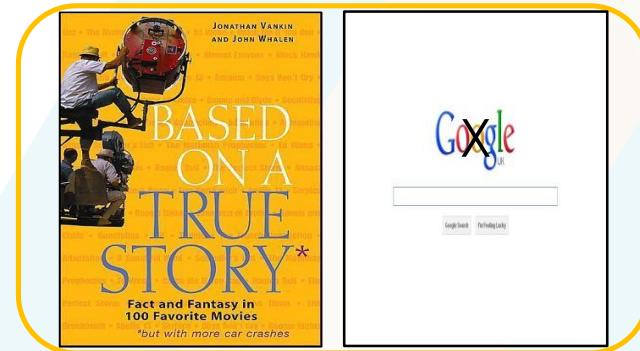
Personalizing Quality & Safety: MedLabs' HCAC Accreditation Journey

*Nael M. Soudi, MS, CT(ASCP)(MIAC), CPHQ, LSSGB
Chief Quality Officer
MedLabs Consultancy Group
Amman-Jordan*

1



Objective



2



Who We Are



A **Jordanian** Company
Based on Group Practice
Established in **1993**
46 (+) Branches
3 countries

3

3



Our Referral Lab



CAP & ISO 15189
7 Sections
> 350 tests
63 Employees

4

4



Our Achievements

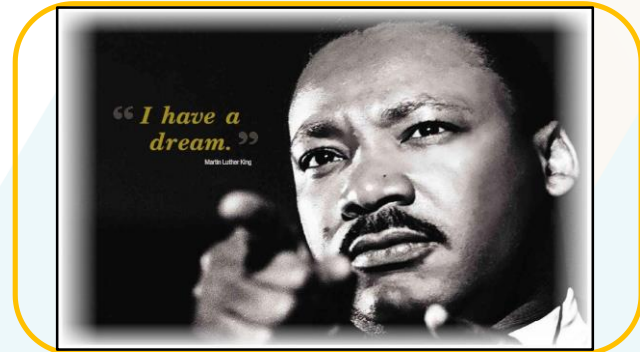


5

5



The Trigger



6

6

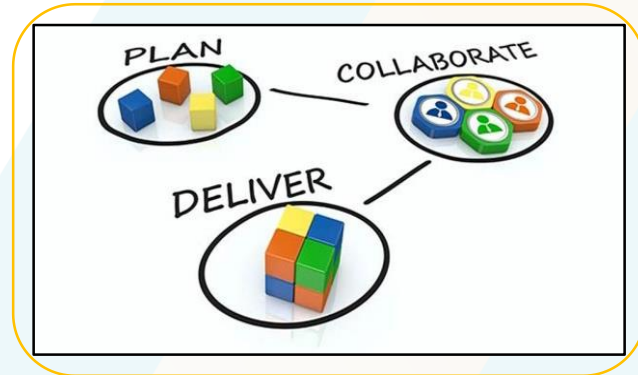


Celebrating 25 Years



7

Project



8



Project



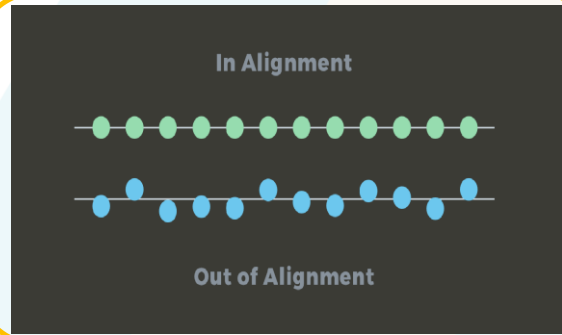
Accredit
40 Branches
Jordan
2 years

9

9



Consistency



In Alignment

Out of Alignment

10

10

Checklist

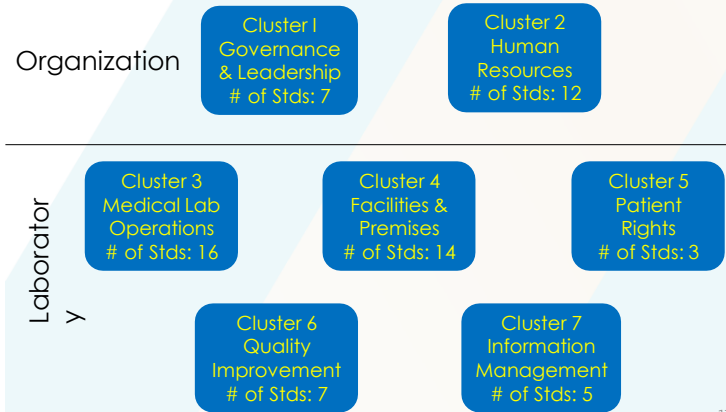


11

11



Checklist 7 Clusters/66 Standards



12

12



Project Plan

- # Phases?
- # Labs in each Phase?
- Preparation Program?
- QSD Staff-Observer-Lab
 - 2 Yrs Schedule
- Avoid Saturdays & Summers

3 Brain Storming Sessions

13

13



Project Plan

Phase	NMS	WK	HK	ZS	SH	LK	Date
Phase I	JML	IBL	DN L	MHL	AML		11/2-3 ¹ / ₃
Obs	MTL MJL	IML	YM L	ABL	MSL		
Phase II	MTL	MJL	IML	YML	ABL	MSL	15/4-2/6
Obs	OML	MDL	RSL	SWL	MIL	BML	

14

14



Preparing Our Labs For Accreditation



Checklist: 66 Stds
 Each Phase: 6 Labs
 1lab/1visit/1week
 4 hrs/11stds

15

15



Preparing Our Labs For Accreditation

Preparation Time (Hrs)/1 Lab
 Prep 24 + Mock 6 + Coaching 1
 Total= 31 hrs
 Each Phase= 6 Labs/186 hrs

16

16



Sharing The Plan

YOU ARE INVITED!

MEDLABS - HCAC ACCREDITATION KICK-OFF MEETING
 FEBRUARY 8, 2018
 10 - 2 PM Medlabs head office, lecture room

Attendance is mandatory
 Please be on time
 Full of meetings will be followed by lunch

You will learn about:

- HCAC accreditation standards.
- MedLabs accreditation role out plan.
- Roles and responsibilities of all parties involved.

Q&A session.

Celebrating 25 Years

HCAC (Health Care Accreditation Council) and **MedLabs** (Medicine Laboratory Accreditation Society) logos.

10 am - 2 pm

Agenda:

- 10:00 to 10:15: A Word From The CEO
- 10:15 to 12:00: HCAC Presentation Q&A Session
- 12:00 to 12:45: Lunch
- 12:45 to 2:00: Q&D Presentation Q&A Session
- Ongoing: HCAC Journey Begins, Inform & Involve Your Staff

17

17



Sharing The Plan



Lab Directors & Seniors

18

18



Preparation Team



QSD Staff + Observer + Lab Staff

19

19



Challenges



20

20



Results: 2018 & 2019



*Shared results with all
Project: Ends Dec 2019

* Positive internal competition

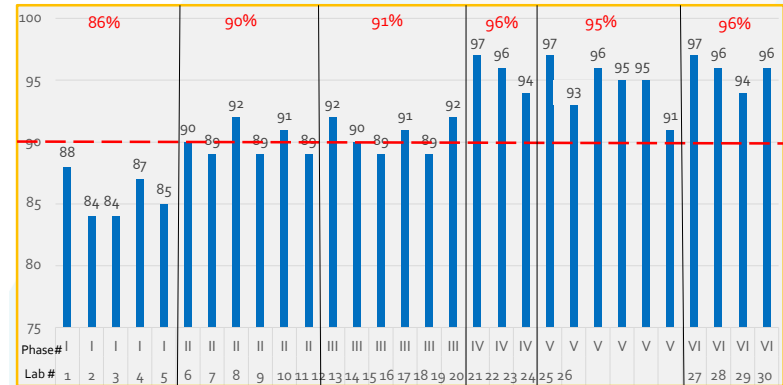
21

21



HCAC Scores/Lab/Phase

Overall 92%



22



Project Outcome



Improving Services
 Journey/way of life
 Positively infectious
 Improved team work

23

23



Certificates



24

24



Accreditation Sustainability



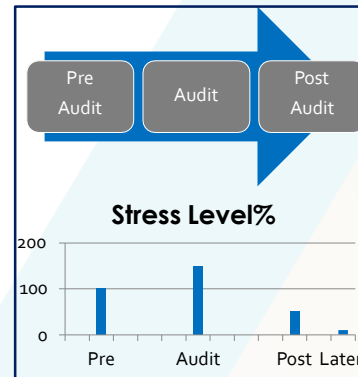
The Real Commitment Starts
When Surveyors Leave

25

25



Accreditation Sustainability



Roller Coaster Effect

26

26



Voice of Staff

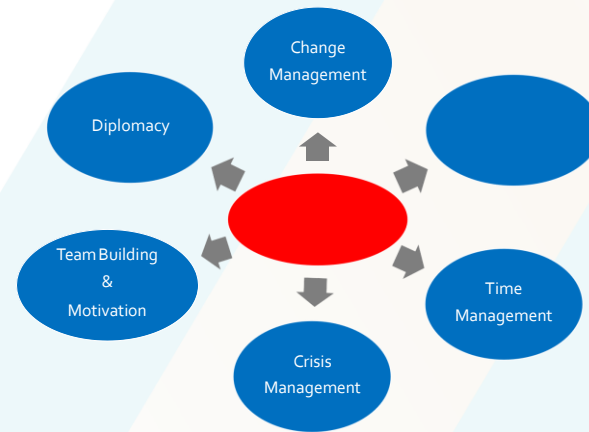
Great experience/Grew as a team
 Systemized work
 Total staff involvement: Prep & Survey
 Pride/Audited by 3rd party
 (+) Impact on Quality of: Testing & Service
 Created consultants: QSD staff

27

27



Lessons Learned-QSD



28

28



Role of Quality & Safety Department



Connect with staff

Teach

Support

No policing

29

29

Reaching Out



30

30

Staff Orientation

Why Is Quality Important ?

*Nael M. Soudi, MS, CT(ASCP)(MIAC), CPHQ, LSSGB
Chief Quality Officer
MedLabs Consultancy Group
Amman-Jordan*



31

31



Quality Care Circles



32

32



Educational Audits



33

33



Thank God For Audits



34

34



Alignment

A



B



C



D =

35

35



Communication



36

36



Motivating Quotes On PCs



Instill ❤️ of Quality

37

37



Motivating Quotes On PCs



Instill Pride

38

38

Retreat @ The Dead Sea



39

39



General Staff Meeting



40

40



Best Performing Labs



41

41



Staff Pledge For 2019



42

42

Quality Coordinators Workshop

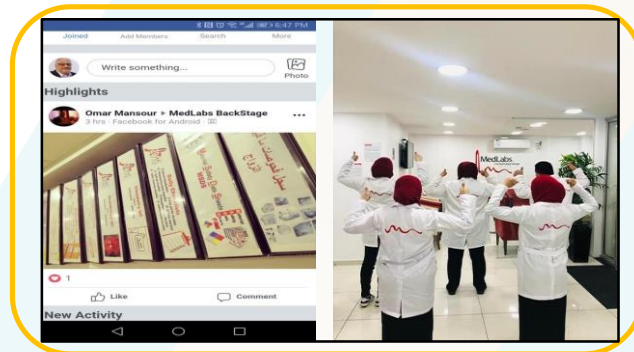


43

43



Facebook Back Stage



44

44



Leadership Commitment & Involvement



Everything we do is about relationships

45

45



Leadership Commitment & Involvement



46

46



47

47



Personalizing Quality & Safety

Inspire staff to implement
Quality & Safety
Everyone & Everyday



A way of life

48

48



The Dream Team



49

49



Accreditation



Change from the status quo into the QI culture.

50

50



Accreditation

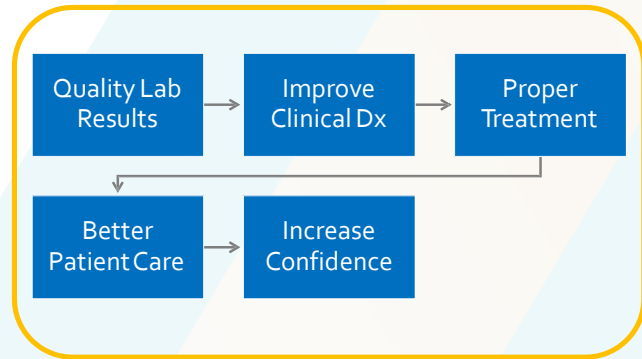
**WORK HARD
STAY HUMBLE**

51

51



Accreditation



52

52



Further Improve Our Quality Culture



What Is Behind This Brand ?
 What Does This Logo Mean To You ?
 Are You Living It ?

53

53



True Partnership



54

54



Painting The Perfect Picture



"Strive for progress not perfection"

55

55



Quality Is A Journey



Ajloun, Jordan

56

56



MedLabs: An Integral Organization



Community Building
Awakening Conscious
Research Science
Enterprise

57

57



58

58



nsoudi@medlabsgroup.com