



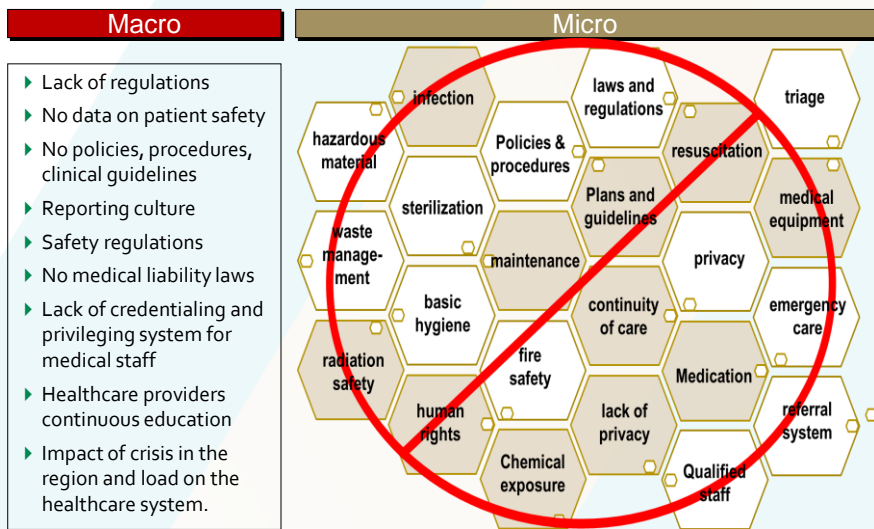
Policy and Practice: A Partnership for Better Outcomes
"Accreditation and Patient Safety Right From the Beginning!"

The Jordanian Experience of Accreditation

Rabab Diab, RN, MSN, CPHQ, CMQ/OE
 Deputy Chief Executive Officer,
 Health Care Accreditation Council,
 Jordan

1

When the strive for improved quality and patient safety started, the challenges were many



2

Human error?

The image displays four examples of medication prescription errors, each on a separate slide:

- Wrong Dose:** A prescription for Unsedarycholine 600mg bid. The handwritten dose is circled in red and labeled "Intended dose is 40 mg".
- Spelling Error:** A prescription for Suprax. The handwritten word is circled in red with a callout asking "What is this drug? Suprax or?". Another callout asks for "Clarification with Physician" regarding the handwritten "Ciprofloxacin 500mg".
- Missing Dose:** A prescription for PANGOLAM T. The handwritten dose is circled in red with a callout asking "What strength? Singular tablets are available as 5 mg, 10 mg, etc".
- Unclear Dose:** A prescription for Pudinopon. The handwritten dose is circled in red with a callout asking "MD meant 4 mg in am and 3 mg in evening".

3

Infrastructure?



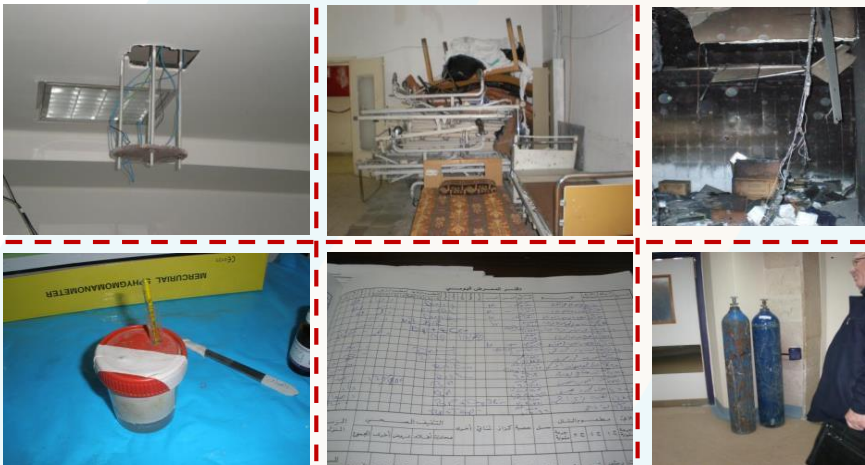
4

Infection?



5

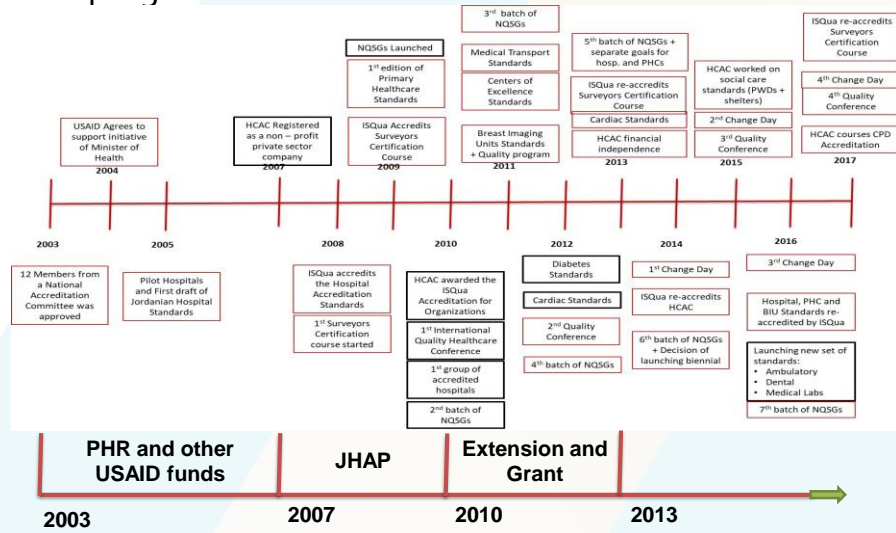
Safety?



6

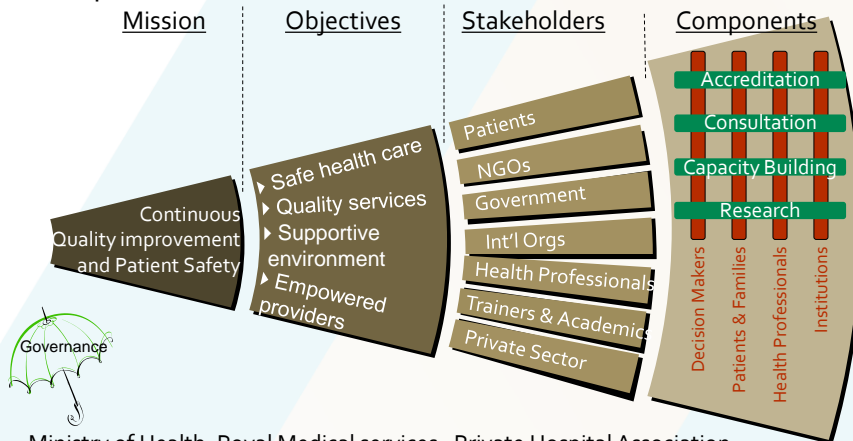


Accordingly, deliberations on how to move the wheel forward started even before an accreditation program was envisioned



7

Jordan used the accreditation program as a seed for a well concerted and institutionalized approach to quality improvement



Ministry of Health, Royal Medical services, Private Hospital Association, Insurance Association, Teaching Hospitals, Nursing Council/Nursing Syndicate, Doctors Syndicate/Medical Council, Individuals with Pharma/Lab, Finance/Economics, Business/Marketing, Legal, and Academic Background

8

HCAC has been working diligently from many angles to advocate, drive and improve care services



9

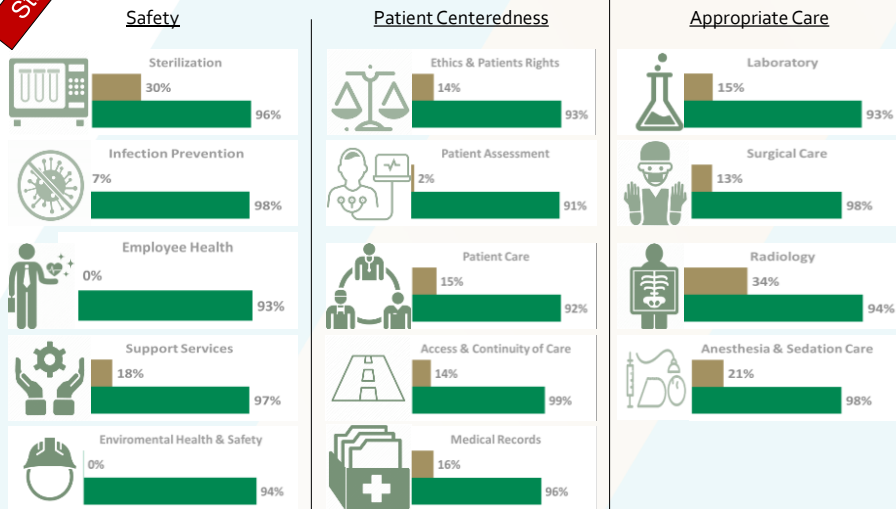


So how did accreditation in Jordan improve quality and patient safety?

10

The outcomes of the HCAC process with 15 hospitals were investigated with focus on outcomes for safety, appropriate care, and patient centeredness

Study 1



11

A Brandeis University study showed a cost impact improvement in accredited versus non accredited hospitals

Study 2

Value and impact of international hospital accreditation:
a case study from Jordan

- ▶ Reduction in return to intensive care unit (ICU) within 24 hours of ICU discharge;
- ▶ reduction in staff turnover; and completeness of medical records.
- ▶ Pooling both hospitals over 3 years, these improvements translated into total savings of US\$ 593 000 in Jordan's health-care system.

Source: Halasa, Y.A.; Zeng, W.; Chappy, E.; Eastern Mediterranean Health Journal; Feb2015.

12

...and still when the finances are studied, it shows that accredited organizations are much more well structured and managed

Study 3

Towards Universal Health Coverage: A comprehensive Review of the Health Financing System in Jordan

- ▶ **preparation for accreditation** results in substantive quality improvements such as **better medical records keeping**, more **effective human resource management** practices, and **improved oversight of equipment** and consumables, among other outcomes.
- ▶ Accreditation catalyzes **increased community input and engagement** with local health facilities, which in part derives from the requirement for health care facilities to establish **community health committees** to engage with community members and groups more extensively as part of the process.

Source: Rabie T, Ekman B, Özçelik E. Towards Universal Health Coverage: A comprehensive Review of the Health Financing System in Jordan. World Bank, 2014.

13

Studies in Primary Health Care have showed improved satisfaction at both the employee and beneficiary level

Study 4

The Effect of Primary Health Accreditation Standards on the PHC Quality and Employees Satisfaction in the Jordanian Health Care Centers

- ▶ (74%) of the study sample considered that the Total standards affecting the quality of services with (3.8) mean.
- ▶ (37%) of the study sample also considered that there's an affecting of HCAC standards on employees satisfaction which mean that there's no real affecting on employees satisfaction.

Source: International Journal of Academic Research in Business and Social Sciences, April 2015, Vol. 5, No. 4

14

Similarly was the case for hospitals

Study 5

Patient Satisfaction Evaluation On Hospitals; Comparison Study Between Accredited And Non Accredited Hospitals In Jordan

- ▶ The results show considerable evidence that accreditation significantly improves patients' satisfaction. Accordingly, accreditation programs should be reinforced as a tool to improve health service quality.



Source: European Scientific Journal November 2015 edition

15

Studies that were not necessarily investigating accreditation, also showed that the accreditation program had positive impacts (1)

Study 6

Learning from Local Success \ Stories in Service Delivery in the Middle East and North Africa, The World Bank

- ▶ accreditation process generate multidimensional approaches, requires clear administrative and clinical guidelines, and helps establish a "culture of quality" and encourage staff to do their best.
- ▶ Practices instigated by accreditation created and formalized opportunities for patients' and staff members' voices to be heard.
- ▶ Accreditation standards support voice/participation of staff through staff meetings and committees on issues of infection control, quality improvement, patient safety, and security.
- ▶ Such transparency, creates and reinforces a culture of respectful patient-centered care.

Source: Brixi H, Lust E, Woolcock M. Trust, Voice, and Incentives: Learning from Local Success Stories in Service Delivery in the Middle East and North Africa. WB 2015:.

16

Studies that were not necessarily investigating accreditation, also showed that the accreditation program had positive impacts (2)

Study 7

Accountability: The Last Mile On The Route To Quality Service Delivery

- ▶ accreditation positively pushes the clinical effort of provider as well as the rights-based practice.
- ▶ accreditation highly and positively pushes the time spent with a provider: In accredited facilities, providers spent more time on average with patients than in centers that were not accredited
- ▶ The accreditation process involves a range of quality enhancing changes, including the establishment of a Community Health Committee, the presence of which, as shown in this study, is associated with higher provider effort

Source: Accountability: The Last Mile on the Route to Quality Service Delivery, Evidence from Jordanian Schools & Primary Health Centers. World Bank Group

17

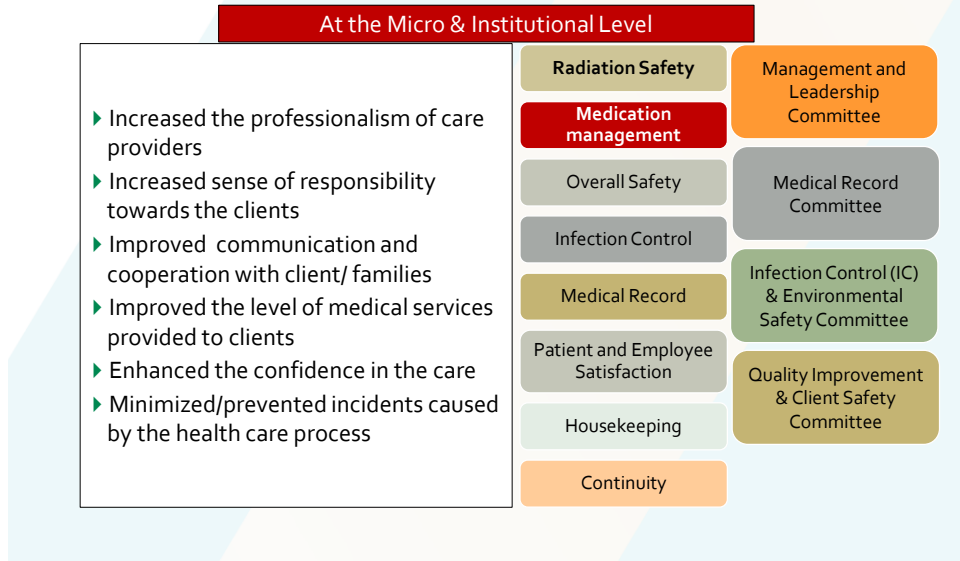
How else was it Successful? (1)

At the Macro Level

- | | |
|--|--|
| <ul style="list-style-type: none"> ▶ Develop the expertise of quality and patient safety <ul style="list-style-type: none"> - Certified Consultants - Certified Quality professionals - Certified Infection Control professionals - Certified Risk Management - Leadership & Management ▶ Instill at the institutional level progress, change and improvement <ul style="list-style-type: none"> - hospitals accredited - PHC accredited - Breast Imaging units ▶ Have a body to advocate, focus and push the agenda (become a line item in the MOH Budget) | <ul style="list-style-type: none"> ▶ Raise level of awareness of the importance of the subject matter & develop services to ensure buy ▶ Address needs of the country & region and respond to emerging issues ▶ Improve health care quality through standards ▶ Stimulate the management of health services to focus on quality and patient safety ▶ Improve professional's understanding and skills on quality improvement strategy/best practices |
|--|--|

18

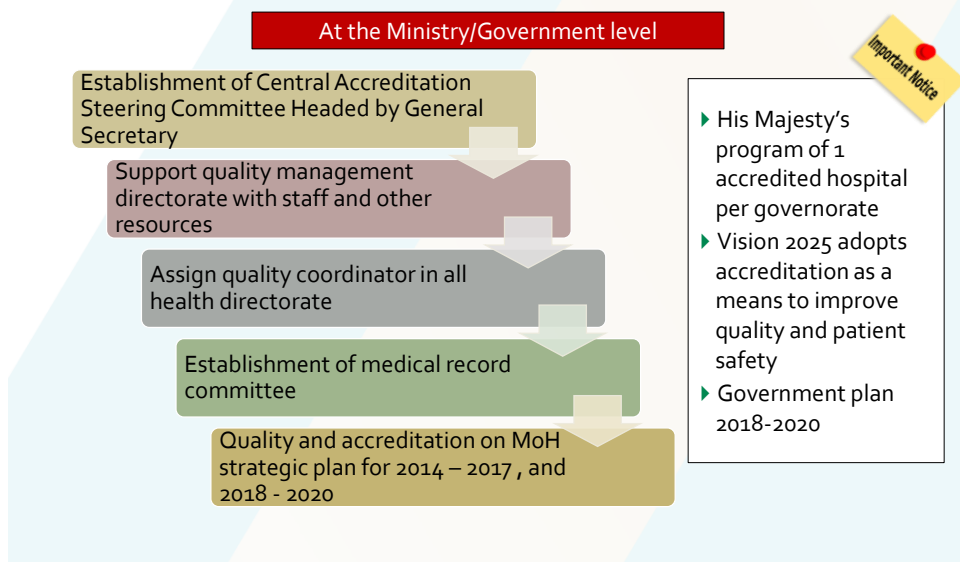
How else was it Successful? (2)



19



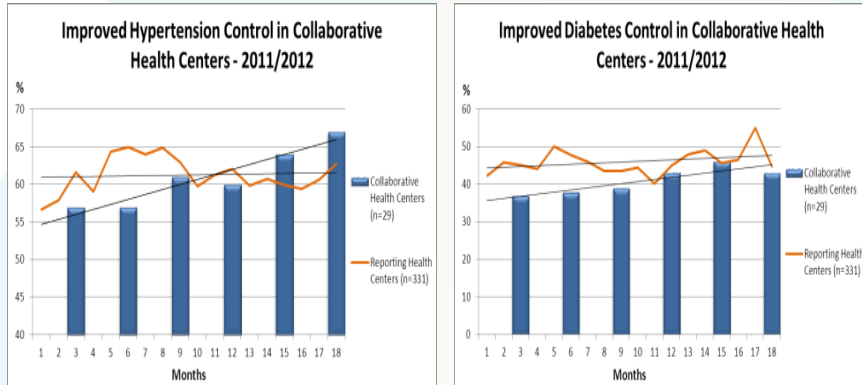
How else was it Successful? (3)



20

How else was it Successful? (4)

Impact on Public Health

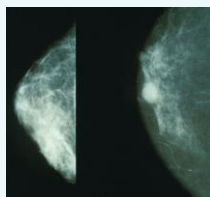


Courtesy of Health Systems Strengthening Project II implemented by Abt Associates and funded by USAID

21

How else was it Successful? (5)

Support National Programs



- ▶ The Breast Imaging Certification Standards are designed to ensure that breast imaging units offer high quality services to women undergoing Screening and Assessment
- ▶ The HCAC BIUs Certification Program today has improved the quality of the breast imaging results by improving the quality of the machines and the qualifications and competencies of the radiologist and radiographer



22

There is no one size fits all – but accreditation in the case of Jordan has been the driver for all improvement



23

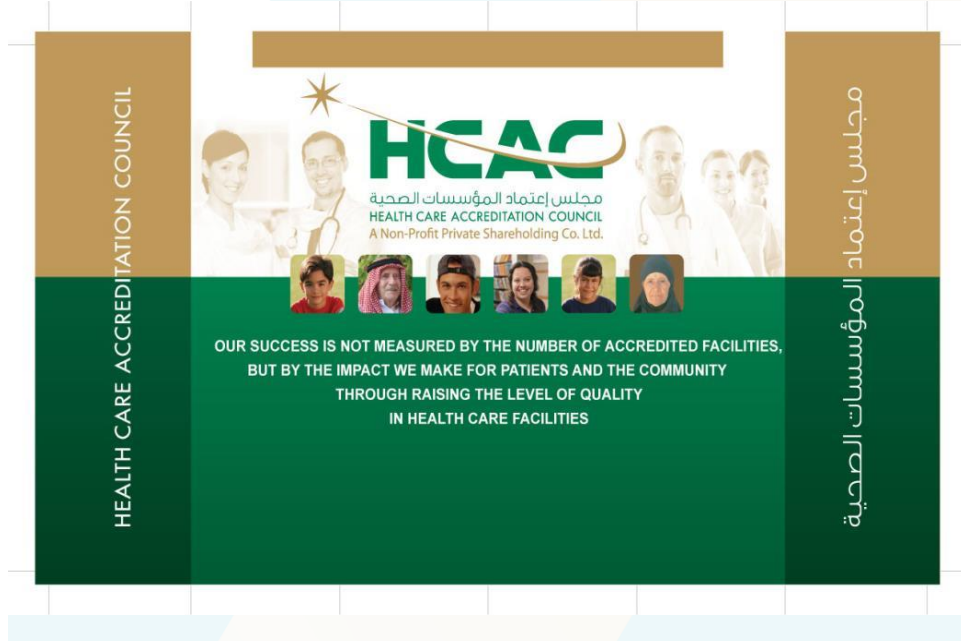
Conclusion

“Our focus is safety, to fundamentally be a safe healthcare organization. If we start there, patient experience will take care of itself, quality metrics will take care of itself as will employee morale”



24

Thank You



The graphic features the HCAC logo in green and gold, with a starburst above it. Below the logo is a row of seven small portraits of diverse individuals. The text is centered in a green box with white text. The background is split into gold and green vertical sections with the organization's name in Arabic and English.

HEALTH CARE ACCREDITATION COUNCIL

مجلس اعتماد الصحية

HCAC

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

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