

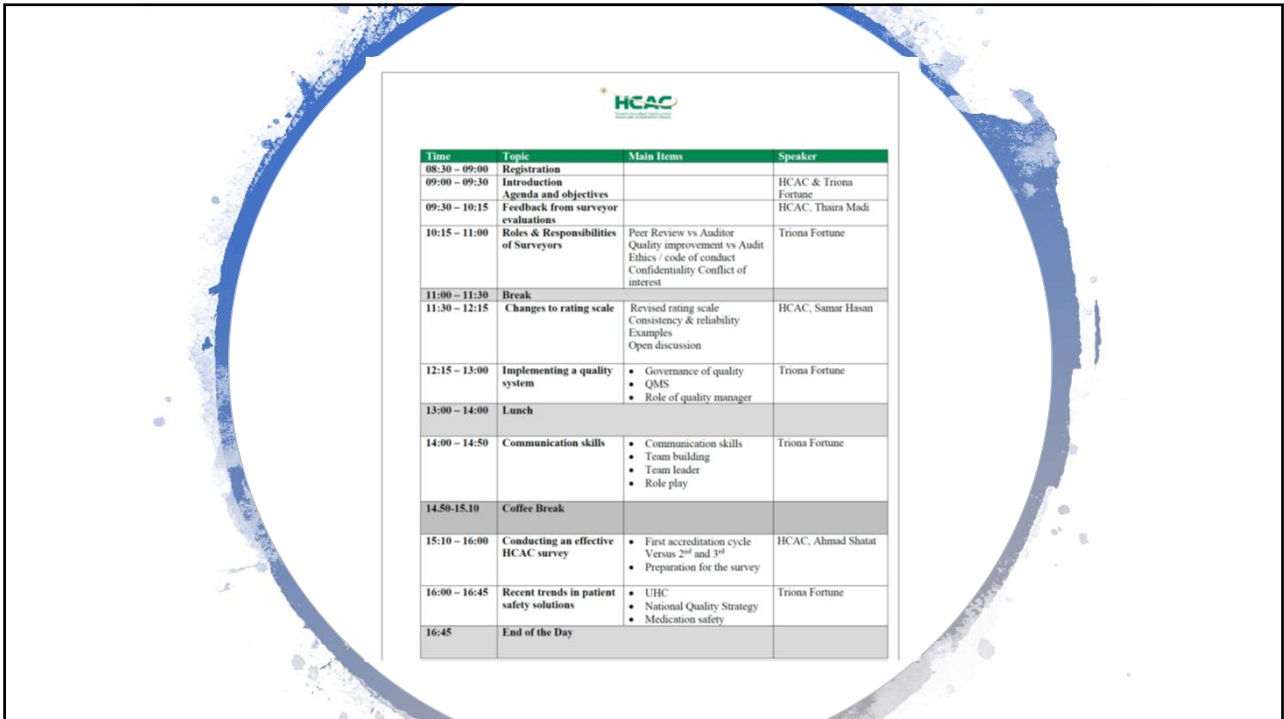
1

## Objectives of the day

To

- Raise the surveyor's awareness of the role of the HCAC surveyor including code of conduct
- Improve consistency of surveyors
- Discuss recent trends in patient safety solutions
- Understand the key principles of quality systems and
- Strengthen communication skills.

2



Time	Topic	Main Items	Speaker
08:30 – 09:00	Registration		
09:00 – 09:30	Introduction		HCAC & Triona Fortune
09:30 – 10:15	Agenda and objectives		HCAC, Thaira Madi
10:15 – 11:00	Feedback from surveyor evaluations		
10:15 – 11:00	Roles & Responsibilities of Surveyors	Peer Review vs Auditor Quality improvement vs Audit Ethics' code of conduct Confidentiality Conflict of interest	Triona Fortune
11:00 – 11:30	Break		
11:30 – 12:15	Changes to rating scale	Revised rating scale Consistency & reliability Examples Open discussion	HCAC, Samar Hasan
12:15 – 13:00	Implementing a quality system	<ul style="list-style-type: none"> <li>• Governance of quality</li> <li>• QMS</li> <li>• Role of quality manager</li> </ul>	Triona Fortune
13:00 – 14:00	Lunch		
14:00 – 14:50	Communication skills	<ul style="list-style-type: none"> <li>• Communication skills</li> <li>• Team building</li> <li>• Team leader</li> <li>• Role play</li> </ul>	Triona Fortune
14:50-15:10	Coffee Break		
15:10 – 16:00	Conducting an effective HCAC survey	<ul style="list-style-type: none"> <li>• First accreditation cycle Versus 2<sup>nd</sup> and 3<sup>rd</sup></li> <li>• Preparation for the survey</li> </ul>	HCAC, Ahmad Shatat
16:00 – 16:45	Recent trends in patient safety solutions	<ul style="list-style-type: none"> <li>• UHC</li> <li>• National Quality Strategy</li> <li>• Medication safety</li> </ul>	Triona Fortune
16:45	End of the Day		

3



# Roles & Responsibilities

Triona Fortune

4

# Agenda



Surveyor vs. Auditor



Role



Responsibilities



Ethical responsibilities

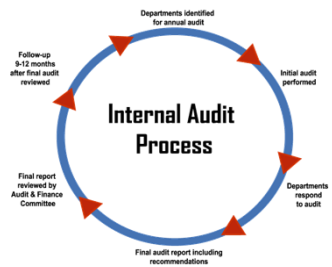
5

# Audits, all sorts.

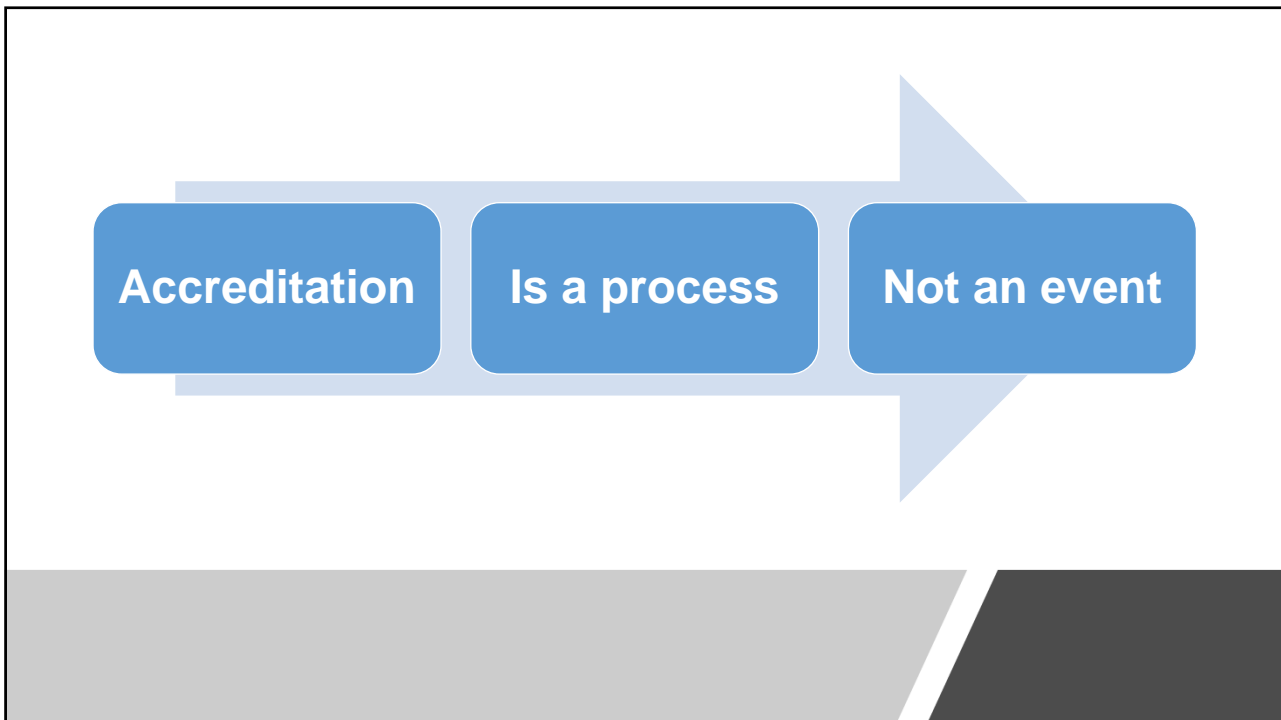


## EXTERNAL AUDIT

- Periodic or specific purpose audit conducted by external independent qualified accountant.



6



7

The slide features a large, dark blue watercolor splash on the left side. The word 'Accreditation' is written in white text within this splash. To the right of the splash, there is a definition of accreditation in black text. At the bottom right, the text 'ISQua 1998' is displayed.

Accreditation

is a self-assessment and external peer review process used by health care organizations to accurately assess their level of performance in relation to established standards and to implement ways to continuously improve the health care system.

ISQua 1998

8

Comparison

Regulation (Mandatory)	Accreditation (Voluntary)
Minimum standards	Optimum standards
Audit by inspectors	Review by peers
Compliance checking as a direct response to complaints and adverse events	Focus on education, self-development and CQI

9

Accreditation  
or  
Regulation?



Motivation

What are you going to use, a carrot or a stick?

10

What we  
need is  
Carrot Sticks!



11



*International Journal for Quality in Health Care*, 2017, 1-3  
doi: 10.1093/intqhc/mxz010  
Perspectives on Quality

OXFORD

Perspectives on Quality

## Leveraging the full value and impact of accreditation

WENDY NICKLIN, TRIONA FORTUNE, PAUL VAN OSTENBERG,  
ELAINE O'CONNOR, and NICOLA MCCAULEY


International Society for Quality in Health Care, 7-8 Upper Mount Street, Dublin 2, D02 FT59, Ireland

Address reprint requests to: Triona Fortune, International Society for Quality in Health Care, 7-8 Upper Mount Street,  
Dublin 2, D02 FT59, Ireland. Tel: +35316706750; E-mail: [tfortune@isqua.org](mailto:tfortune@isqua.org)

Editorial Decision 16 January 2017; Accepted 23 January 2017

Abstract

12



What do you think  
your role is?

13



## Role

The principle activities of a Peer Review Surveyor are to,

- Fairly assess an organisations evidence against a set of standards
- Act as an ambassador for HCAC
- Be an educator and champion of quality improvement & patient safety and
- Share this acquired knowledge within your own organization.

14

## Responsibilities

- Understand the HCAC standards, how they are interpreted and applied
- Be familiar with the policies of HCAC
- Be self aware and manage bias
- Manage time responsibly while on survey
- Take part in training as directed by the HCAC and
- Participate in team activities.

15

# 10 Things FAB TEAMS DO! They...

- 1. Create a shared VISION of the future, and move towards it together.**  

- 2. Challenge the status quo together, so noone has to face scary change alone.**  

- 3. Sign up to...**  
  
 (change is built on a commitment to a different future, not performance management).
- 4. Value and embrace difference and healthy conflict.**  

- 5. Help everyone in the team to feel safe and innovate.**  
  
 (and we don't punish people if they fail).
- 6. Communicate → TALK! (Don't rely on email)**  

- 7. Are KIND to each other. Get to know each other as people - care about the little things (like tea + cake!)**  

- 8. Think the best of each other - so when something goes wrong you don't blame other people's incompetence.**
- 9. Achieve Win-Win for all team members**  
  
 No 'winners and losers'!
- 10. Are highly productive - the sum is greater than its parts.**  


@HorizonsNHS  
#Quality2017

16






## Responsibilities

- Triangulate the evidence
- Produce a report / action plan
  - Recommendations
  - Opportunities for improvement

17



## Triangulating the evidence

- IS ACHIEVED, INDIVIDUALLY AND AS A SURVEY TEAM, VIA:
  - Document analysis
  - Interviews
  - Tracers
  - Observation
  - Reflection/ discussion
  - CONCENCUS.

18

# HEALTH CARE ACCREDITATION COUNCIL

## Code of Ethics and Business Conduct



19



- |                         |                          |
|-------------------------|--------------------------|
| 1. Compliance with laws | 7. Protection of assets  |
| 2. Adherence to ethics  | 8. Avoid conflicts       |
| 3. Client focus         | 9. Business relationship |
| 4. Non- Discrimination  | 10. Occupational safety  |
| 5. Confidentiality      | 11. Complaints Process   |
| 6. Record accuracy      | 12. Suggestions          |

20

# Ethical communications



21

**Health Care Accreditation Council**

**GENERAL CONFIDENTIALITY AGREEMENT**

As a condition of my employment, continued employment and/or relationship with HCAC, I agree to abide by the requirements of the HCAC Confidentiality and Proprietary Information Policy and Procedure, and I agree to the terms of this Confidentiality Agreement.

I understand and agree that if I access, use or disclose Confidential Information in any form – verbal, written, or electronic – in a manner that is inconsistent with or in violation of the Confidentiality Policy, HCAC may impose disciplinary action, including but not limited to, immediate termination of employment and/or service contract, loss of privileges, or termination of relationship with HCAC.

I understand that when I receive a sign-on code to access the HCAC Network and Systems, I have agreed to the following terms and conditions:

- The sign-on and password codes assigned to me are equivalent to my signature, and I will not share the passwords with anyone.
- I will be responsible for any use or misuse of my network or application system sign-on codes.
- I will not attempt to access information on the HCAC Network and Systems except to meet needs specific to my job or position at HCAC.

I acknowledge that I have read the terms of this Confidentiality Agreement, and that I have received a copy.

**Name (Print):** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

HEALTH CARE ACCREDITATION COUNCIL  
NO CONFLICT OF INTEREST DECLARATION

This form is required by HCAC Policies and Procedures and applies to all HCAC members (Board Members, Staff, Surveyors and Consultants) to ensure the transparency and integrity of HCAC business and services.

**Conflict of interest** means a situation associated with an individual's participation in HCAC activities or business where it reasonably appears, on an actual or potential basis, that the individual's personal, professional or financial interest could directly and significantly affect the conduct of HCAC activities and/or business raising questions of objectivity and improper gain; or the individual's situation could compromise the individual's professional commitments or allegiance to HCAC.

In your consideration of disclosure, your professional responsibility must be your guide. If you are confident that none of your professional or business involvements are in any way related to your association/affiliation and relationship with HCAC, then use the default **NO CONFLICT OF INTEREST TO DECLARE** box, sign the form, and return to HCAC.

<small>Name:</small>	_____
<small>Affiliation to HCAC:</small>	_____

I have no conflict of interest to report

I certify that the declaration is accurate and truthful to the best of my knowledge.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

22

## Conclusion

Your role as a HCAC ambassador is to

- Promote quality improvement
- Act fairly and ethically
- Be familiar with HCAC standards and policies
- Acknowledge your bias and
- Produce a report in a timely manner.