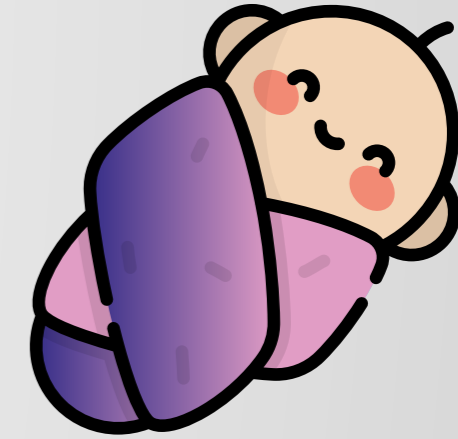




HCAC programmatic Interventions

HCAC programmatic Interventions

Baby Friendly Hospital Program







About Program:

Want to improve child and Maternal health? Impact future population growth and non-communicable diseases?




The Health Care Accreditation Council turned around the BFHI initiative which was introduced by WHO and UNICEF in 1991 to encourage maternity and newborn service facilities around the globe to adopt the "10 Steps to Successful Breastfeeding".

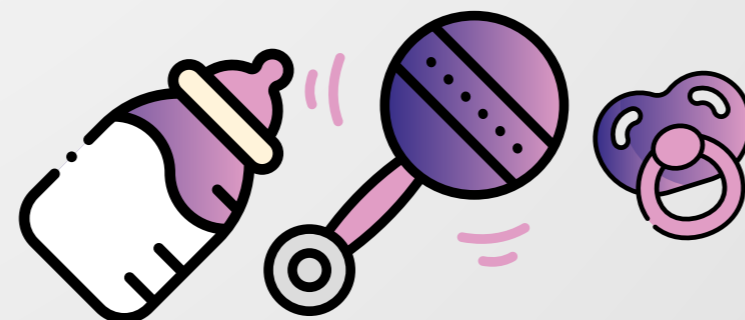
BFHI focuses on the importance of exclusive breastfeeding for the 1 st 6 months and to continue breastfeeding for up to 2 years: by setting comprehensive policies and procedures designed to support breastfeeding and ensure that concerned care facilities are optimally equipped to promote and support this essential practice. Main challenges come from the inadequate practice of initiating breastfeeding within the 1st hour after birth. Moreover, aggressive marketing of infant formula continues to undermine breastfeeding efforts.

Methodology:

-  **Healthcare Accreditation Council (HCAC) conducts initial assessments to identify gaps against BFHI standards.**
-  **HCAC assists in meeting BFHI national standards by providing tailored preparation plans.**
-  **HCAC develops customized training programs on relevant technical topics.**
-  **HCAC facilitates the recognition of the facility as a BFHI accredited hospital.**

Facts:

-  HCAC is successfully leading the BFHI in Jordan and the region, meeting all national standards.
-  HCAC managed to support 13 hospitals (in the public and private sectors in Jordan) to be BFHI accredited.
-  4 of those hospitals have been accredited 3 times and 9 of them supposed to be reaccredited this year.



Impact

The success of BFHI will impact the health standards of Jordan regarding breastfeeding, by benefiting both the health bodies to raise their quality of services and the mothers and babies to get the maximum care needed.

The BFHI being led by Healthcare Accreditation Council (HCAC) in Jordan and the region, helped healthcare facilities to adopt a comprehensive approach of baby-friendly concepts: fully trained and competent staff to provide evidence-based, patient-centered care that promotes optimal infant nutrition and mother-baby bonding; ensuring facility's infant feeding policy is comprehensive and that other facility policies do not countermand it; providing and documenting consistent, evidence-based patient education; and, measuring performance and infant feeding outcomes to evaluate the implementation of the guidelines and evaluation criteria.

The health facility then invites HCAC team to conduct an on-site survey, looking at the gained knowledge and practices of staff and the experience of mothers and babies. This ensures proper implementation of the goals and objectives of BFHI and maintains long-term relationship between both parties.

HCAC has the needed capacity & expertise to lead the BFHI in the region:



Strategically positioned to champion the BFHI



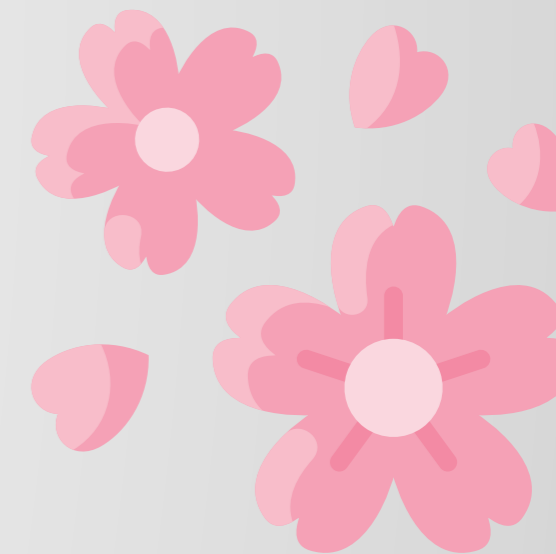
Has comprehensive strategy to handle holistic approach



Enhances stakeholder engagement & patient satisfaction

HCAC programmatic Interventions

Women Friendly Health Program



About Program:

Specific focus improves quality at the population level – advancing women’s health is critical!

In 2021, the Health Care Accreditation Council (HCAC) collaborated with the National Women Health Care Center (NWHCC), who has developed Standards and Standard Operating Procedures (SOPs) for women-friendly healthcare services, to improve the quality of health care for women at all stages of life, as well as improving the technical capacities of health staff in health centers. Women-Friendly Health Centers (WFHCs) Program (funded by United Nations Population Fund (UNFPA)) aims to advance reproductive and sexual health services provided to women in the primary health care centers by incorporating best evidence-based practices to scale up women's health care in Jordan.

Methodology:



Conducting external evaluations for gap analysis



Utilizing the relevant SOPs and evaluation tools



Managing consultation visits and training sessions



Handling the final assessment and awarding certificates

Facts:

- ◆ In Phase 1, 9 health centers throughout Jordan were enrolled.
 - ◆ In phase 3, 20 new health centers were prepared for assessment
 - ◆ In phase 4, 40 new health centers were prepared.
- ◆ After the assessment of the 9 health centers, 3 levels of recognition were given: gold, silver and bronze.



Impact

WFHCs Program has covered several areas throughout Jordan and was implemented in 4 different phases:

Phase 1 (2018-2021): Program initiation from NWHCC by choosing different health centers throughout Jordan.

Phase 2 (2022): Revising WFHCs standards, SOPs and development of recognition system for awarding organizations.

Phase 3 (2023): Final assessment for the chosen health centers (funded by UNFPA) and preparing new health centers (with the support of HSQA*).

Phase 4 (2024): Working with the new health centers on achieving the standards, and preparing a new group of health centers in Mafraq & Zarqa.

Implementing WFHCs Program enhances women health from a life-cycle approach, targeting women at all stages of life and through an evidence-based care of worldwide best practices, making a meaningful impact on the health and well-being of all women.



What began with a seed funding from UNFPA has blossomed into a significant partnership, establishing NWHCC and HCAC as leaders in Women Friendly Health Program implementation across Jordan and the region.

HCAC programmatic Interventions

Breast-Imaging Units Program



About Program:

Want to ensure that your screening programs are high quality? Supporting your awareness campaign and early detection of breast cancer?

The Health Care Accreditation Council (HCAC) has pioneered the establishment of Breast Imaging Units (BIU) across Jordan and the MENA region with a comprehensive plan that includes the development of rigorous standards based on international guidelines and best practices, the implementation of general preparedness plans along with customized plans for each enrolled facility, and the framing of the accreditation surveying process. In joined efforts between HCAC and Jordan Breast Cancer Program (JBCP), The HCAC standards developed by national team of professionals in consultative process of 6 steps: review literature to develop 1st draft, review 1 st draft by local experts, review 2nd draft by external committee, field test the 3rd draft, review 4th draft by the HCAC Board Technical Committee, and finally translate into Arabic and send for accreditation.

Successful breast imaging quality system depends on: trained technicians, mammography services, SOPs for quality assurance and public awareness campaigns.

Methodology:

The certification (accreditation) preparedness plan of action is divided into 6 phases:

1. Implementation team identification.
2. Review the units' vision, mission, values and structure.
3. Identification of required documents.
4. Building capacity and training.
5. Building/implementing quality management systems.
6. Monitoring and tracking system.

The certification journey requires 7 crucial ingredients for its success:



Impact

In collaboration with JBCP, HCAC has prepared and certified 16 breast imaging units, 6 are in the pipeline, and 9 recently joined the program. Units were selected from all healthcare sectors: public – Ministry of Health (MOH), military – Royal Medical Services, university hospitals and private hospitals.

Initial assessments conducted to identify gaps in the compliance with and implementation of standards. Customized certification preparation plans are developed with each BIU and span over a period of one year. At the end of the preparation phase, each BIU undergoes a final survey, and those deemed successful are awarded their 2-year certification.

The progress in compliance with HCAC breast imaging standards has reached up to 97%.

The HCAC Breast Imaging Standards Manual (2nd version) is divided into 3 clusters, encompassing 71 standards and 241 measurable elements



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. It is now better able to showcase clear impact and change, besides database of documentation and historical data established; and reports are shared with the cancer registry at MOH.

HCAC programmatic Interventions

Optimal MIYCN* Model



About Program:

Improving nutrition for Infants, Mothers, and Young Children equals providing quality health services and safeguarding the population.

The Health Care Accreditation Council joins forces under USAID funded Community Health & Nutrition (CHN) project to improve the nutritional status of pregnant and lactating women and children under 2 years old by achieving measurable improvements in 6 Maternal, Infant, and Young Child Nutrition (MIYCN) behaviors**. Additionally, CHN in collaboration with HCAC developed a customized 1st of kind Certified Lactation Counselor training program for Jordan, which aims to prepare interested candidates to become skilled lactation counselors.

Facts:

9 certified facilities.
41 trained and certified lactation counselors.
403 attendees at the 6 collaborative learning sessions.
500 field visits

Methodology:

The Optimal MIYCN Model standards identify certain aspects of the service structure, operations and specify the essential requirements to ensure high-quality and accessible maternal and child nutrition services, including:



Impact

In close collaboration with HCAC, CHN is establishing a model service along with certification process of Optimal MIYCN and postpartum family planning services in 21 health facilities across the continuum of care, with the goal of enhancing access to quality MIYCN services along different areas in Jordan. Where HCAC & CHN serve as "Convenors" for the whole project.

Additionally, creating a cadre of lactation support specialists across Jordan and the region with the Certified Lactation Counselor training program increases the knowledge and skills about:

- "How to deliver high quality lactation counseling".
- "How to support women in breastfeeding and overcome related difficulties".
- "How to link communities and health facilities to ensure continuous care of breastfeeding support".
- "How to support infants that are not breastfeeding and rely on infant formulas".



With the great efforts and milestones achieved, the project was added to HCAC success records

HCAC programmatic Interventions RMNCH+ & ISDIC Model & POCQI*



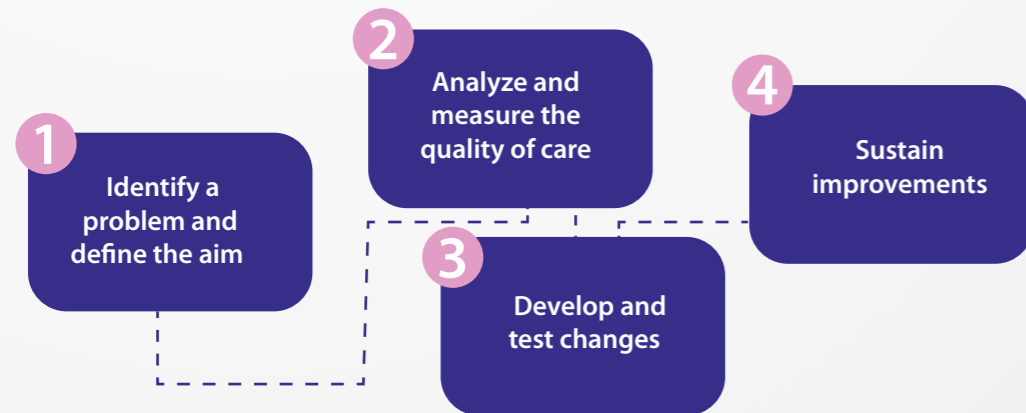
About Program:

Health Centers quality improvement for a targeted population advances all aspects of health care

RMNCH+ services include nutrition and identification, counseling and referral for noncommunicable diseases and gender-based violence. USAID Health Service Delivery (HSD) tackles those programs in Jordan in partnership with the Ministry of Health (MOH). Health Care Accreditation Council (HCAC) worked hand-in-hand with HSD team on an ISD recognition program award to recognize health centers that adopt RMNCH+ integrated services based on certain Service Delivery Points (SDPs). 4 ISD recognition assessment criteria for primary healthcare centers and private NGO-affiliated health centers: maternal and child health service provisions, healthcare management, client integrated services and community. 3 ISD recognition assessment criteria for hospitals: maternal health services, neonatal health services and health care management.

Methodology:

POCQI Model is evidence-based practices that achieve incremental improvements over a short period of time by utilizing available resources, systematically bridging the gap between current practices and desired standards.



Facts:

- HCAC & HSD teams developed "assessor's guide" 25 certified assessors were trained to assess.
- 77 training workshops and >300 POCQI initiatives achieved, covering:

- The general assessment results showed that 14 hospitals were awarded a plaque for 3 areas and certificate for accomplishment. Besides 3 hospitals were awarded a plaque for 2 areas.



Impact

The RMNCH+ & ISDIC Model & POCQI comprehensive approach project demonstrated improved quality of maternal and child health service provision, from the perspective of health care providers, decision makers, and health care recipients including community.

Increased skills in applying data for decision making as well as meeting the expectations of the communities in receiving quality care all contributed to the structure of quality health services.

Successful implementation of POCQI initiatives reinforced participants to commit to scaling the impact across the health system. And the success of POCQI in the public sector inspired a number of private sector hospitals to request POCQI trainings.

Another initiative took place "QAPS Talk": a national learning event for implementers to showcase their successful journeys.



Most healthcare initiatives have achieved their targets across all categories. "Child health" initiatives have the highest success rate, with almost 70% meeting their targets, followed by "neonatal", "reproductive", and "maternal health" initiatives.