



HCAC Service Pillars



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Accreditation as a Tool for Quality Improvement



About Program:

Want to improve and maintain quality practices in your organization? In a well structured, evidence based approach?

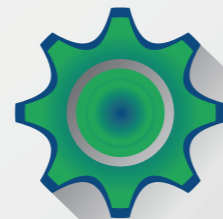
The Health Care Accreditation Council (HCAC) Accreditation is the objective external evaluation process that can help health care organizations measure, assess, and improve performance in order to provide safe, high quality care for their clients, demonstrated through an independent external peer assessment of the organization's level of performance in relation to the set of predetermined standards.

Our accreditation model sees the accreditation process as an ongoing drive for continuous improvement, in which healthcare institutions and professionals become the managers of their own development and improvement.

Methodology:

In HCAC we follow a holistic approach in supporting healthcare bodies to get the maximum benefits of HCAC services and in the highest quality standards:

- designing evidence-based standards and quality improvement programs
- designing and awarding accreditation and certification to health institutions
- building the capacity of health and social care professionals
- providing consultation services to support change
- providing policy reform advice and quality system building services
- enhancing Community engagement and awareness.



Facts:

HCAC is the 5th worldwide and 1st in the Arab region as independent free-standing entity achieving all 3 IEAA awards, with:16 accredited programs.
168 certified surveyors.
Total of 326 accredited organizations.

Impact

HCAC accredited services and programs have impacted several public and private healthcare institutions over the years from hospitals, primary care centers, breast imaging units, medical laboratories, ambulatory centers and baby friendly hospitals.

HCAC always focuses on improving the quality of services to meet the global standards and leave a positive fingerprint that would last for long benefiting both the healthcare providers and the end-users.

For HCAC being an accredited body, gives several advantages to the healthcare organizations:

- Protection for patient rights in following best practices.
- Raise the confidence in the quality of provided services.
- Uplift the professional level of healthcare staff members.
- Enable access to reliable data for regulatory authorities.

Accreditation programs improve the quality of services provided in healthcare organization:



Hospital Accreditation Program. Primary Health Care and Family Planning Centers Accreditation Program. Breast Imaging Units Certification Program. Medical Laboratories Accreditation Program. Ambulatory Care Program. Dental Care Accreditation Program. Community Pharmacies Accreditation Program. Medical Transport Certification Program. Diabetes Mellitus Certification Program. Cardiac Care Certification Program. Family Planning and Reproductive Health Centers of Excellence Certification Program. Blood Bank Accreditation Program.



Mock Survey

Implementing the Standards

Accreditation Survey


Accreditation Decision

Self-Assessment

Follow-up & Midpoint Assessment

Continuous Monitoring and Improvement

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HCAC Service Pillars

Capacity Building, Upskilling & Training + Ejawda



About Program:

Change without skilled workforce is a no-no? Investing in your teams is the only way forward and sustainably!

The Health Care Accreditation Council (HCAC), capacity building, upskilling & training services are crafted with highest standards & customer-made according to healthcare providers' and administrators' need. The training programs target healthcare providers: managers, doctors, nurses, pharmacists, administrators and quality team. HCAC training programs are all:

- Evidence-based training courses according to best practices.
- Interactive & specialized programs & workshops.
- Utilizing experienced & accredited professional trainers.

Methodology:

1. Need assessment through annual surveys.
2. Comprehensive program material development.
3. Communicating & promoting training programs.
4. Various delivery options (in-person, virtual, & Ejawda).
5. Post-training evaluation & feedback analysis.

HCAC programs are "nationally CPD accredited & locally CPD accredited" for certificate courses.

HCAC programs are ISQua* accredited for quality & safety.

Facts:

- >9,000 graduates from HCAC workshops.
- >1,400 participants in HCAC courses.
- Ejawda is 1st accredited online training platform in Jordan that was launched since 2019.
- Ejawda has 96 quality improvement projects.
- Ejawda has >22,000 users.
- Ejawda has 86% satisfaction rate.
- Ejawda has 16 free online courses.

Impact

HCAC training services impact healthcare providers in the public and private sector throughout Jordan by focusing on:

- Equipping healthcare professionals with the knowledge and skills they need to deliver premium patient care.
- Enhancing the culture of continuous quality improvement.
- Maximizing patient outcomes (satisfaction rates and safety measures).
- Through Ejawda platform, HCAC keeps moving alongside the future of virtual training models and meets HCAC vision.

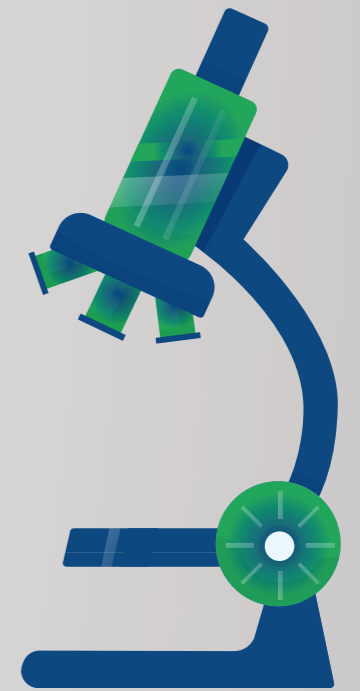
HCAC training programs always exceed customer's expectation:

Impact of training surveys that run after 6 months of course completion indicate that participants learning curve has clearly improved , Highest levels of participants satisfaction.



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Research on the Impact of Accreditation & Organizational Readiness & Reform



About Program:

Research and Impact analysis paves the way forward

Healthcare Accreditation Council (HCAC) has done several research to study the impact of the main activities implemented in different healthcare organizations. The impact of many crucial aspects was covered in the research done: quality and safety trainings, implementation of accreditation, 2nd time accreditation and enhancing compliance with standards, assessment of hospitals readiness to respond to COVID-19, applying HCAC standards in public sector, HCAC surveys site visits and documentation and incidence reporting, just to mention a few. For accreditation, the most impacted and influenced areas are: patient safety, client focus, infection prevention, environmental safety and human resources.

Methodology:

Al-Bashir Hospital (ABH) is the largest public hospital in Jordan, and here it is taken as an example to summarize the study done for the journey of the hospital in getting HCAC accreditation:

- The analysis used data generated from initial assessment, interim assessment and mock survey the comparison between them will demonstrate the progress achieved in 5 hospitals related to ABH.
- The aim was to describe the journey alongside with the challenges and lessons learned.
- The recommendations outcome from this study will provide guidance to the policymakers on how to prepare the public and private sectors for accreditation and how to become more efficient.

Facts:

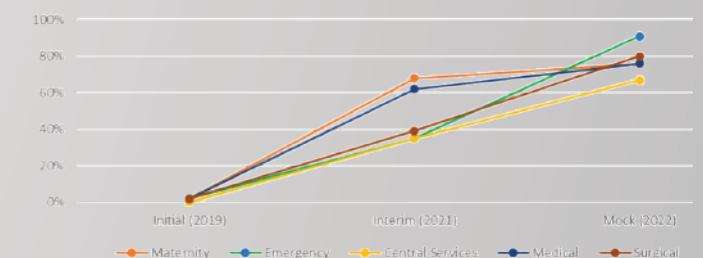
- 4.4/5 participants satisfaction rate with quality and safety trainings.
- From 16% to 96% improvement in medical records after accreditation.
- Infection prevention and sterilization have jumped up to 96% & 98% after compliance to standards.
- Diagnostic standards reached an average of 95%.
- Environmental safety reached 93%.
- Human resources and leadership reached 93%.



Impact

-It was clear from the study analysis related to ABH that the overall compliance score has greatly improved over the project period. Also, the compliance rate per standards category has significantly increased in all the hospitals throughout the activity period. -Nonetheless, several lessons were learned during this project that contributed to raising the commitment of ABHs employees towards quality and patient safety and achieving remarkable progress towards fulfilling the accreditation requirements.

| | Medical | Surgical | Maternity | Emergency | Central services |
|----------------|---------|----------|-----------|-----------|------------------|
| Initial survey | 2% | 2% | 2% | 2% | 0% |
| Interim survey | 62% | 39% | 68% | 35% | 35% |
| Mock survey | 76% | 80% | | | |



Accreditation has plenty of benefits on organizations, some of the main ones are:

- Frame work for operational effectiveness & patient outcomes.
- Improves internal & external communication & collaboration
- Strengthens interdisciplinary team effectiveness
- Credibility & commitment to quality & accountability
- Mitigates risk & decreases liability costs
- Codifies policies & procedures & promotes ethical frameworks
- Ensures an accepted level of quality which reflects on reputation
- Drives compliance with medication reconciliation