

IFC HEALTHCARE Quality advisory

- Global Market Study: Quality Assurance and Patient Safety



- November 2019
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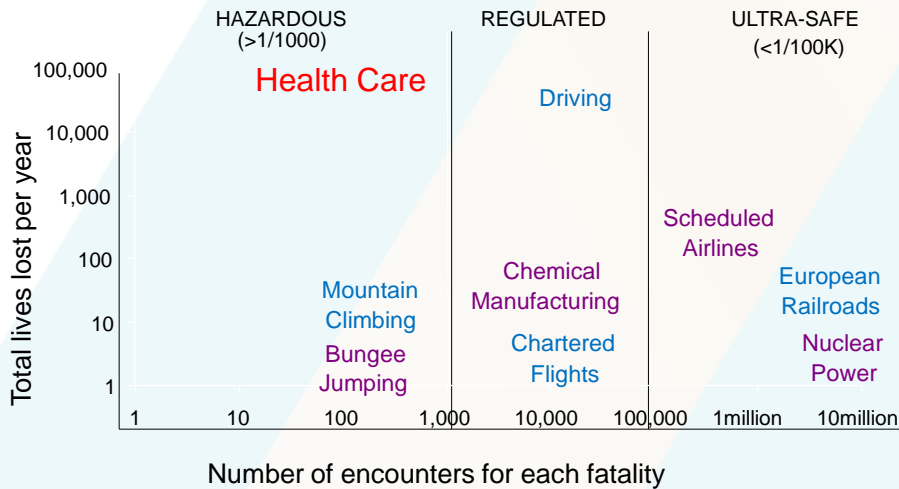
1



How safe is going into hospital....?

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HEALTH CARE IS MORE DANGEROUS THAN YOU MIGHT THINK..!



Source: UK Patient Safety Agency

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WHAT IS IFC QUALITY ASSESSMENT?



Independent view on quality practices with objective scores, identified gaps and recommendations HOW to address them

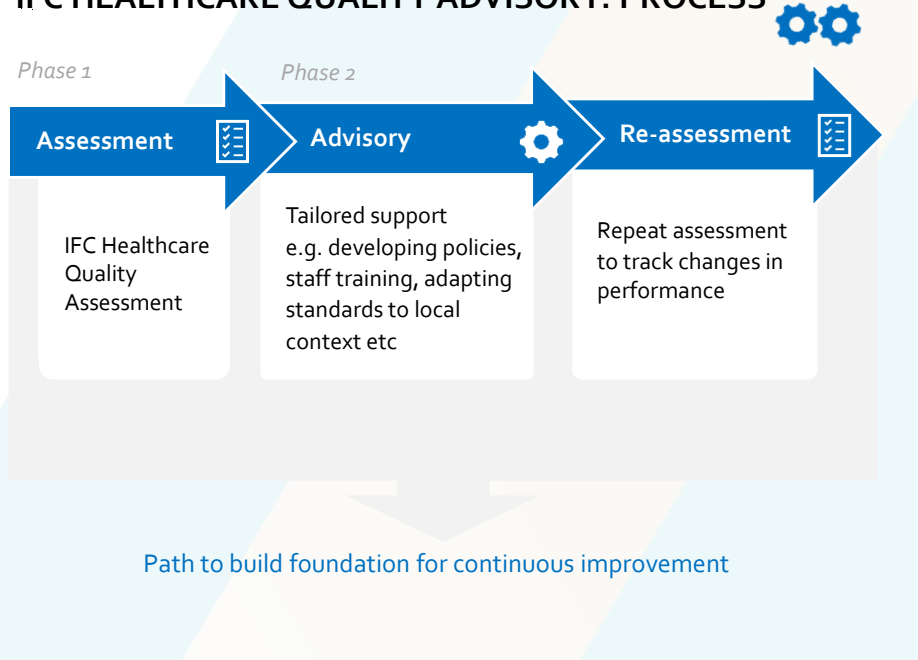
Covers 34 Standards in 8 key areas, 158 measurable elements

- 1 International Patient Safety Goals**
 - Identify patients correctly
 - Improve effective communication
 - Improve the safety of high-alert medications
 - Ensure safe surgery
 - Reduce the risk of healthcare associated infections
 - Reduce the risk of patient harm resulting from falls
- 2 Ethics, Patient and Family Rights**
 - Rights of patients and families
 - Informed consent
 - Organ donation
 - Fertility treatment
 - Termination of pregnancy services
 - Clinical research
- 3 Medication Management and Use**
 - Organization and Management
 - Selection and procurement
 - Storage
 - Prescribing and transcribing
 - Preparing and dispensing
- 4 Quality Improvement and Patient Safety**
 - Oversight of Quality and Patient Safety Activities
 - Use of data to improve quality
- 5 Prevention & Control of Infections**
 - Prevention & Control of Infections
- 6 Governance, Leadership and Direction**
 - Governance
 - Senior manager responsible for operations
 - Leadership for quality and patient safety
 - Evidence-based clinical guidelines
 - Departmental service specification
- 7 Facility Management and Safety**
 - Facility compliance
 - Facility management oversight & program
 - Safety and security
 - Hazardous materials plan
 - Disaster preparedness
 - Fire safety
 - Medical technology
 - Utility system
- 8 Human Resources**
 - Appropriate staff numbers and qualifications

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IFC HEALTHCARE QUALITY ADVISORY: PROCESS



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QA AND PS: SCOPE OF WORK

- The scope of work for the QA and PS study included an assessment of a country/s:



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COUNTRIES

- The following countries were reviewed★



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LIST OF COUNTRIES FOR ADVISORY SUPPORT – IFC TOOL

- | | |
|----------------|-------------------------------|
| ✓Egypt | ✓Democratic Republic of Congo |
| ✓Uganda | ✓Ethiopia |
| ✓Nigeria | ✓Nepal |
| ✓Cote d'Ivoire | ✓Pakistan |
| ✓Colombia | ✓Georgia |
| ✓Mexico | |

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ACCREDITATION OR CERTIFICATION (LOCAL/INTERNATIONAL) (1/2)

Latin America	Sub-Saharan Africa	North Africa	Middle East
<p>Mexico Voluntary local accreditation – 332 JCI - 5 Accreditation Canada – 2</p>	<p>Kenya SafeCare is the only active program in Kenya 900 facilities in Kenya: The majority of facilities are at level 3; 40 facilities are at level 4; 13 facilities are at level 5 International accreditation players include the Joint Commission International (JCI) ²³, the Council for Health Service Accreditation of Southern Africa (COHSASA) ²⁴, and the International Organisation for Standardisation (ISO) ²⁵ for laboratories</p>	<p>Egypt Numerous regulatory bodies involved in setting the regulations for health. Egyptian Healthcare Accreditation Program - Pilot JCI - 11 Accreditation Canada - 1</p>	<p>Jordan Healthcare Accreditation Council (HCAC) - 26 JCI - 9</p>
<p>Columbia Local (Colombian Institute of Technical Standards and Certification) - 38 JCI - 5</p>	<p>South Africa All facilities are required to be accredited by the OHSC in the future in order to contract with the NHIF.</p>	<p>Morocco No local accreditation International - 0</p>	<p>Lebanon Local – 17 centres JCI - 4 Accreditation Canada - 1</p>
<p>Brazil Organização Nacional de Acreditação (ONA) – 487 JCI – 64 Canadian Council on Health Services Accreditations - 25</p>			<p>Palestine/West Bank Local – 0 JCI - 3</p>

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ACCREDITATION OR CERTIFICATION (LOCAL/INTERNATIONAL) (2/2)

Eastern Europe	India, Pakistan and China	South East Asia
<p>Bulgaria Since 2015, voluntary accreditation is in the process of implementation</p>	<p>Pakistan No local accreditation; JCI - 3</p>	<p>Indonesia Local accreditation – 64 JCI 17 Private hospitals JCI (Hospital Program); 10 Private hospitals JCI (Academic Medical Center Hospital Program) 1 private hospital (ophthalmologic) accredited by JCI (Ambulatory Care Program)</p>
<p>Georgia No local accreditation JCI - 1</p>	<p>India There is no single government authority National Accreditation Board for Hospitals and Healthcare (NABH) – 569 JCI – 38</p>	<p>Philippines In 2011, 1622 of 1781 hospitals were provisionally or fully accredited, 1,601 rural health units, 185 authorized hospitals and 69 ambulatory surgical clinics. JCI - Asian Hospital and Medical Center, Makati Medical Center, St. Luke's Medical Centers, Global City and Quezon City, and The Medical City</p>
<p>Kazakhstan Accreditation was introduced in 2009 and Kazakhstan became a member of the ISQUA.</p>	<p>China There is no formal data on the adoption of the National Patient Safety Goals by hospitals in China. The CHA developed a group of standards in 12 areas for its member hospitals in 2018, they have not been disseminated or published</p>	<p>Myanmar No specific regulation for healthcare facilities construction and planning. No local accreditation.</p>
<p>Turkey National voluntary accreditation is in the process of implementation</p>		<p>Vietnam No local accreditation. JCI – 4</p>

Leading Markets, Leading Opportunities

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QUALITY IMPROVEMENT WORK - COMMON CHALLENGES OBSERVED

- Lack of oversight and analysis
- Segmented and fragmented systems
- Lack of national clinical guidelines in many countries
- Poor implementation of Quality and Patient Safety related Policies and Procedures.
- Standards difficult to comply with and lack of support in preparation process
- Perceived as “red tape and administrative burden”
- Lack of consistency and continuity
- Staff turnover
- Culture