

RCHD

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Best accreditation practices in international healthcare

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Determine the goals of the accreditation program

- Continuous quality improvement
- Standardizing process and improve outcomes
- Baseline for reimbursement

Determine the goals of the accreditation program

- General accreditation versus disease specific and/or program accreditation
 - General accreditation: hospital, ambulatory
 - Disease specific: heart failure, diabetes
 - Program accreditation: bariatric, joint replacement

Establish the expectations of the accreditation program

- Creation of standards and the survey process
- Make those standards and other survey tools available to surveyed organizations

Establish the expectations of the accreditation program

- Determine the frequency of review and update of standards
- Clarity during this phase is essential to a successful program

Develop the infrastructure to support the accreditation program

- Hire Qualified individuals to run the operations
- Library the standards, hire and train the necessary staff to coordinate the surveys, respond to the organizations post survey, resolve disputes, nurture the program

Creation of clear, comprehensive, understandable and measurable standards

- Communication of expectations and intents of standards
- Holding frequent forums and education events for end user organizations
- Establish a method for gathering data on feedback and survey results to be used for future updates

Provide on sight education and training of standards at organization request

- Usually by two separate groups to remain bias
- This is an investment of time and resources for successful outcomes
- Helping organizations understand the benefits of accreditation

Selection and training of surveyors

- This is an ongoing investment!
- The surveyors should be carefully selected based on knowledge, respect, and ability to perform a fair survey
- Job descriptions should be very specific to the required skills and experience
- Determining the right number of required surveyors

Selection and training of surveyors

- Determine the necessary skills and surveyor mix
 - Multidisciplinary
 - Experience
 - Knowledge
 - Competencies
 - Integrity and respectability

Selection and training of surveyors

- Determine the necessary skills and competencies
 - Basic knowledge of the standards
 - Current knowledge of healthcare trends
 - Use of survey tools

Selection and training of surveyors

- **Soft skills**
 - Ability to communicate with others
 - Good listening skills
 - Ability to function on a team
 - Ability to educate at the individual and organization level
 - Flexibility
 - Non-judgmental and open minded

Selection and training of surveyors

- Determine new employee training methods
 - Face to face training
 - Web based training
 - Train the trainers
 - Coaches, mentors and support systems

Selection and training of surveyors

- Providing ongoing training to existing staff
 - What is considered mandatory, optional
 - Timeframes for completing assignments
- Use of internal and external resources
 - IHI, AHRQ, CDC, etc.

Selection and training of surveyors

- Who will create and deliver these training programs?
 - Internal training department
 - Human resource development program
 - Internal versus external trainers versus a mix
 - Benefits and drawbacks of both

Selection and training of surveyors

- How to select topics for ongoing education
 - Most frequently scored standards
 - Least frequently scored standards
 - Surveyor suggested topics
 - Trends in healthcare
 - Topics based on surveyed organization feedback
- Datamining from previous survey results

Establish roles and responsibilities of survey team members: team leader, others

- Determine the communications and decision making process
- Refer to agenda for assignments and responsibilities
- Clearly communicate team expectations frequently

Performing fair and objective surveys

- Understanding the survey objectives
- Knowing current information about the organization
- Fair review of survey readiness

Performing fair and objective surveys

- Determining scope of the survey and team skills needed
- Developing a comprehensive agenda

Performing fair and objective surveys

- Frequent communications before, during and after the survey process
- Ensuring the team is standardized in their knowledge and understanding of the survey process and the standards

Outcome Measures

- Ongoing and continuous improvement
- Providing organization feedback
 - Post survey steps
- Organization and survey team member feedback

Outcome Measures

- Using data post survey:
 - Future training of surveyors
 - Updates to the next version of the manual
 - National campaigns to standardize healthcare programs

The work is never finished!

- Plan
- Do
- Check
- Act





Comments, Questions

Thank you!