

HOSPITAL ACCREDITATION: AIM OR MEANS

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PAUL VAN OSTENBERG, DDS, MS

DISCLOSURE

No Conflict of interest to declare

QUESTIONS

1. It is likely that there will be one or two European accreditation systems to facilitate comparisons and information sharing.
2. Hospital pharmacies realize minimal benefits from the accreditation process.

CONTENT OF PRESENTATION

- ❖ Introduction to accreditation
- ❖ Research into the impact of accreditation
- ❖ Presence of accreditation in Europe
- ❖ Importance of the accreditation process to hospital pharmacy services in Europe

DEFINITION OF ACCREDITATION

Usually a **voluntary** process by which a government or non-government agency grants **recognition** to health care institutions which meet certain **standards**



NOT TO BE CONFUSED WITH:

Licensure—governmental activity that sets minimum standards to protect the public

Certification— evaluates special capability or unique skills/ability

THE AMERICAN COLLEGE OF SURGEONS 1917 THE MINIMUM STANDARD

1. That physicians and surgeons privileged to practice in the hospital be organized as a definite group or staff.
2. That membership upon the staff be restricted to physicians and surgeons who are (a) full graduates of medicine in good standing and legally licensed to practice in their respective states or provinces, (b) competent in their respective fields, and (c) worthy in character and in matters of professional ethics; that in this latter connection the practice of the division of fees, under any guise whatever, be prohibited.
3. That the staff initiate and, with the approval of the governing board of the hospital, adopt rules, regulations, and policies governing the professional work of the hospital; that these rules, regulations, and policies specifically provide:
4. That accurate and complete records be written for all patients and filed in an accessible manner in the hospital
5. That diagnostic and therapeutic facilities under competent supervision be available for the study, diagnosis, and treatment of patients, these to include, at least (a) a clinical laboratory providing chemical, bacteriological, serological, and pathological services; (b) an X-ray department providing radiographic and fluoroscopic services.

FOCUS OF ACCREDITATION STANDARDS (1)

Patient-Centered Standards

- Access to Care and Continuity of Care
- Patient and Family Rights
- Assessment of Patients
- Care of Patients
- Anesthesia and Surgical Care
- Medication Management and Use
- Patient and Family Education

FOCUS OF ACCREDITATION STANDARDS (2)

Health Care Organization Management Standards

- Quality Improvement and Patient Safety
- Prevention and Control of Infections
- Governance, Leadership, and Direction
- Facility Management and Safety
- Staff Qualifications and Education
- Management of Information

OPTIONS FOR THE ORGANIZATION OF STANDARDS

- Departments or organizational units
- Primary functions
- Systems such as Leadership, Communications, Infection Control, Medication Management

OTHER PROGRAMS THAT EVALUATE SOME ASPECT OF QUALITY PERFORMANCE

- ISO 9001 AND 9004
- EFQM Excellence Model
- Malcolm Baldrige National Quality Award
- Certifications from medical specialty societies
- Medical tourist program accreditation

RESEARCH SUPPORTING THE ACCREDITATION METHODOLOGY

- Very little research evidence supporting the accreditation methodology
- A significant level of confidence by health practitioners that accreditation is valuable

WHAT IS THE IMPACT OF HOSPITAL ACCREDITATION?

INTERNATIONAL LITERATURE REVIEW

Summary of results

- ❖ A majority of studies on the impact of certification of hospitals in France and abroad suggest that **certification procedures in hospitals have a positive impact on improving organisation, management and professional practice** in hospitals.
- ❖ **Few studies try to demonstrate a relationship between accreditation/certification and improvement in health outcomes (including patient satisfaction).** This type of relationship seems to be more difficult to identify.
- ❖ In the main studies show that **health professionals have a positive perception** of accreditation and its impact.
- ❖ However professionals also highlight **some negative effects** (e.g. increased workload).
- ❖ The literature review identifies a **wide variety of methodologies** used to assess the impact of accreditation.

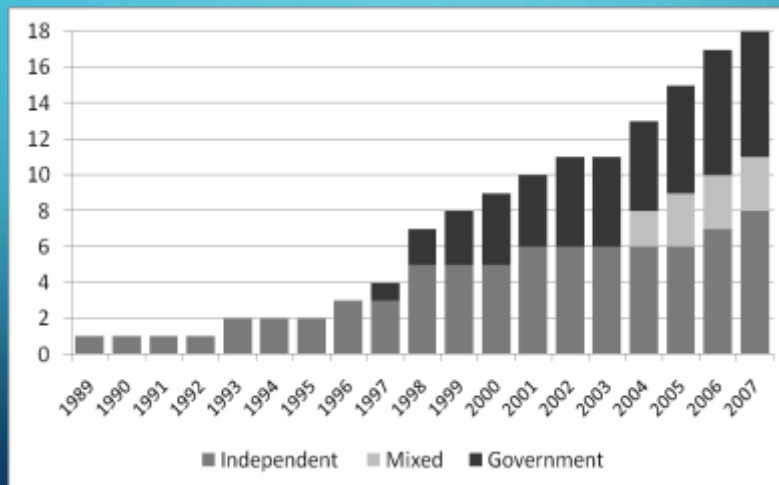
HAS – www.has-sante.fr 2011

COMPARATIVE STUDY OF HOSPITAL ACCREDITATION PROGRAMS IN EUROPE

KCE REPORTS 70C 2008 BELGIUM

- “Accreditation has become the common denominator in several countries and regions, yet there is no common European vision”.
- “On the level of standards there is a wide variety in terms of spread and depth. Standards are rarely focused on clinical outcome, but rather on organisational issues”.

STILL ACCREDITATION PROGRAMS IN EUROPE HAVE HISTORICALLY INCREASED 1989–2007



ISSUES FOR EUROPE

- “Certification, accreditation and licensing programmes are too variable to provide a common basis for consistent assessment”.

Towards hospital standardization in Europe

[Charles Shaw](#) [Charles Bruneau](#) [Basia Kutryba](#) [Guido de Jongh](#) [Rosa Suñol](#)

Int J Qual Health Care (2010) 22 (4): 244–249.

RELATIONSHIP OF “HOST” HOSPITAL ACCREDITATION TO THE PHARMACY PROGRAM

- SYSTEMS AND FUNCTIONS VIEW OF BENEFITS IS NECESSARY
- KEY SUPPORT SYSTEMS AND FUNCTIONS FOR PHARMACIES
 - DATA COLLECTION AND MANAGEMENT
 - COMMUNICATION
 - FACILITY MANAGEMENT
 - SUPPLY MANAGEMENT
 - PATIENT SAFETY – EVENT REPORTING AND ANALYSIS

A KEY MAY BE TO LOOK AT
WHAT MAKES HOSPITALS “HIGH
PERFORMERS”

HIGH PERFORMING HOSPITALS: A QUALITATIVE SYSTEMATIC REVIEW OF ASSOCIATED FACTORS AND PRACTICAL STRATEGIES FOR IMPROVEMENT

- Review of 19 studies from possible 11,428
- Process, output, outcome, other indicators used to identify high performing hospitals
- Identified factors: “positive organisational culture, senior management support, effective performance monitoring, building and maintaining a proficient workforce, effective leaders across the organisation, expertise-driven practice, and interdisciplinary teamwork”

• Natalie Taylor^{1*}, Robyn Clay-Williams¹, Emily Hogden¹, Jeffrey Braithwaite¹ and Oliver Groene²
Taylor et al. BMC Health Services Research (2015) 15:244 DOI 10.1186/s12913-015-0879-z

ANY POSITION ON ACCREDITATION FROM EAHP?

- 16 May 2014 Report of the International Summit in Brussels referenced the acceptance of a “robust set of hospital pharmacy practice standards for Europe”
- One of the resulting 44 statements referenced the “review by an external quality accreditation programme” was desirable
- The presumption is that this external evaluation was for pharmacy services – not the entire host hospital

QUESTIONS

1. It is likely that there will be one or two European accreditation systems in the near future to facilitate comparisons and Information sharing.

FALSE – highly unlikely

QUESTIONS

2. Hospital pharmacies realize minimal benefits from the accreditation process.

FALSE – significant benefits are possible

TAKE HOME MESSAGES

- You should not be a skeptic of accreditation just because the research is not conclusive as to its benefits – it does make a difference.
- Hospital pharmacies are but one of many complex systems in hospitals that need to work together for best results.
- Professional standards and accreditation system standards are equally important.

Gracias
 Obrigado
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 Thank You.
 Grazie.
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 Xie Xie
 Merci
 Do jeh Tak
 tesekkür ederim
 Komawoyo