



Kurdistan Accreditation System for Health Care Facilities

Lessons Learned from Similar Experiences...



etting to what's beyond....

About GATES...



Vision

Pioneer Lebanese Entity

for business development of health care

in MEANA region



Mission & Values

- ▶ Think Globally, act locally
- ▶ Contribute to business & health care development
- ▶ Provide Added-value services, with impact perceived by customers
- ▶ Increase Quality fans
- ▶ GATES family is a place for love, human values, innovation, & dreams.

Scope

1. Health Care System Reform & Policy
2. Hospital Management
3. Financial Management
(for any business)
4. Quality Management
(for any business)



GATES Best Solutions



1. Cost Analysis (National Study)
2. Profitability Analysis
3. Feasibility studies & Business Plans
4. Establishing Quality Management Systems (Accreditation, ISO,...)
5. Organizational Restructuring
6. Auditing (The first Company in Lebanon)
7. Diagnosis & Gap Analysis (UNDP– Tikrit..)
8. Training



Services

- Out-sourced Management
(full responsibility/ best effort)
- Consultancy
(study/ project)
- Training
(standard/ customized)
- Auditing
(ISO/ Accreditation)



GATES Domain

*High education **Experts** from well known universities & cumulative successful experience in health management domains:*

- Quality Management
- Financial Management
- Human Resources
- Hospital Information System
- Hospital Design & Engineering (MEBEX)
- Material & Asset Management
- Medical Practice
- Nursing Practice
- Project Management
- Communication & Leadership

Iraq Activities









Kurdistan Health Care System

May the dream come true...



Vision for the National Accreditation program

- ▶ The MOH is demonstrating a commitment towards continuing the accreditation program by supporting a Health Care System Reform plan and this conference with its preparations
- ▶ Discussions are underway to best decide how to further improve the national accreditation system



Support & Recognition from Lebanon

- ▶ Lebanon was the first country in Middle East to develop its own unique accreditation system
- ▶ Lebanon has now become a model for this endeavor within the region
- ▶ Gates, being the company Accrediting the Lebanese governmental hospitals, and more that 50% of the hospitals, have started its cooperation with MOH & Parliament in Kurdistan, in an attempt to share experience towards development of an equitable, effective , and efficient HCS.



HCS FUNCTIONS- Stake Holders

1. Delivering services (provision)
2. Regulation, influence on all aspects of the system
3. Creating resources : Investment and training
4. Financing (taxation, out of pocket, etc...)

WHO 2000

HCS FUNCTIONS-Stake Holders (cont)

Regulators Functions

- Certificate of needs
- Accreditation standards
- Health budget
- Decision making structures
- Alliance with international organizations
- Tariff settings
- Cost control mechanisms



Definition of Accreditation

The International Society for Quality in HealthCare defines Accreditation as:

“a self–assessment and external peer assessment process used by health care organizations to accurately assess their level of performance in relation to established standards and to implement ways to continuously improve the health care system.”



Accreditation Project for Kurdistan– Gates vision

1. Development of obligatory basic national standards:
 - Combined structure, process, & outcome standards
 - Specific guiding standards with law margins of interpretations in early stages
 - Pilot project and ideal hospital as a model
 - Combined patient focused (clinical) and management system standards
2. Developing Accreditation standards for primary and secondary care delivery centers (HCO)
3. development of advanced standards to be optional for advanced and university hospitals at a later stages



International Trends

- ▶ International standards are usually a composite of process and outcome based standards
- ▶ Hospitals tend to complete a gap analysis relative to the standards before preparing for a formal audit
- ▶ A desk audit is completed and submitted to the accreditation body prior to an onsite visit



International Trends

- ▶ Accreditation body is usually independent of government agencies eg Australian Council on Healthcare Standards (ACHS), Joint Commission International (JCI)
- ▶ The accreditation body is responsible for national education and training
- ▶ It has been recommended to the MOH that a neutral accreditation body be established similar to those in other countries.



International Trends

- ▶ There is an onus on HCOs to research information required to comply with the standards
- ▶ Work practices should be evidence based
- ▶ Should be current and updated regularly
- ▶ Work practices should at all levels of employment should be in line with current to research



Policy Issues & Organization

- ▶ Accreditation body: Independent / Governmental
- ▶ Organization Structure: Ministry of Health, Hospital & Medical schools, & Guarantors
- ▶ Training Responsibility



Policy Issues & Organization

- ▶ Legal and contractual implications of Accreditation Results
- ▶ Obligatory or Voluntary
- ▶ Sponsoring accreditation organization, surveys , report processing, training activities
- ▶ Frequency of Auditing or Surveying

Standards Specifications

- ▶ Customizing Iraq National Accreditation Standards to Kurdistan
- ▶ Basic / advanced
- ▶ Input / process/ outcome standards
- ▶ Specific or general allowing creativity
- ▶ Level of details:
 - Guidelines (explain rationale& do not affect score)
 - Standards
 - Measurable elements



Standards Specifications

- ▶ Infancies on system documentation or implementation and staff skills
- ▶ Vertical or departmental / Transversal
- ▶ Patient centered / System centered
- ▶ Rating and weighting of standards:
 - Unitary system
 - A,B,C,D, E(fail) system
 - Accreditation, or Acc with recommendation or reservation
 - Additional weights could be applied to more risky or important standards
- ▶ Standard testing in pilot hospitals



Training and Capacity Building

- ▶ Compliance with Audit Standards
- ▶ Certified Training Programs with Academic Involvement
- ▶ Focus on *What to do & how to do it*. Practical tools
- ▶ Skills building not Knowledge dissemination
- ▶ Mock auditing



Auditing Process

- ▶ Auditing bodies and Audit teams:
 - Domain Experts
 - Competency in Auditing
 - Independency & no Conflict of interest
- ▶ Self- Assessment conducted by HCO
- ▶ Planning for Audit visit
- ▶ Site preparation:
 - Contracted services documentation
 - Contracts
 - Policies/ Procedures
 - Equipment information
 - Employee information
- ▶ Audit Etiquette



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