UniversitätsKlinikum Heidelberg

Healthcare Accreditation as an enabler to Health Systems Strengthening

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Health System Strengthening

How does the introduction of an accreditation system, such as that being undertaken in many African countries for Laboratory Medicine, enable strengthening of a health system?

- Three components of Health Care Accreditation

- Building blocks of health system strengthening

- Examples of how the three Healthcare Accreditation components accreditation have had a positive impact on health systems

Country examples

- India
- Kazakhstan
- Kyrgyzstan
- Yemen
- Pakistan
- Jordan
- Strengthening Laboratory Management Toward Accreditation (SLMTA) initiatives

"IF YOU IMPROVE ON YOUR SYSTEMS YOU FEEL DIFFERENT"

Buea Hospital, Cameroon

November 29, 2014

International Healthcare Accreditation Systems

Three components:

International Society for Quality in Health Care (ISQua)

THE WHO HEALTH SYSTEM FRAMEWORK

SYSTEM BUILDING BLOCKS

OVERALL GOALS / OUTCOMES

| SERVICE DELIVERY |
| HEALTH WORKFORCE |
| INFORMATION |
| MEDICAL PRODUCTS, VACCINES & TECHNOLOGIES |
| FINANCING |
| LEADERSHIP / GOVERNANCE |

ACCESS

COVERAGE

QUALITY

SAFETY

| IMPROVED HEALTH (LEVEL AND EQUITY) |
| RESPONSIVENESS |
| SOCIAL AND FINANCIAL RISK PROTECTION |
| IMPROVED EFFICIENCY |

Source: WHO, 2007

Health system strengthening

Based on Shaw CD &, Kalo I. Self- assessment questionnaire, pp. 36-39 in
A Background for National Quality Policies and Management In Health Systems. **WHO, 2002**

Policy and Law

- **Kazakhstan** – policy to improve health services quality through accreditation led to major policy dialogue

- **Botswana** – Standardized National QMS as a result of success of implementing laboratory accreditation

- **Yemen** – goal of healthcare accreditation brought the 'system in the room' resulting in mechanisms for changes to policy and law

The system in the room
November 2014

Organisations, Institutions, Agencies

- **Kazakhstan** – establishment of a Quality Cell in the Ministry of Health resulting from goal of ISQua Accreditation

- **Yemen** – establishment of a Directorate for Quality in the Ministry of Public Health & Population

- **Jordan** – Health Care Accreditation Council provides accreditation services in 7 areas as well as QI consultation, education and sensitization

Methods, Techniques, Tools

- **Pakistan** – GIZ supported Provincial Healthcare Standards become National Standards

- **East African Lab Network** – harmonization of curricula, checklists and standards

- **Jordan** – Accreditation Standards divided into critical, core and stretch allowing emphasis on context specific achievable standards

Resources

- **Pakistan** – baseline survey of health facilities led to increased resources targeted at QI

- **Kyrgyzstan** – Accreditation Standards identified gaps and current debate on priortization of financial resources

- **Yemen** – success of QIP program led to increased Development Partner support

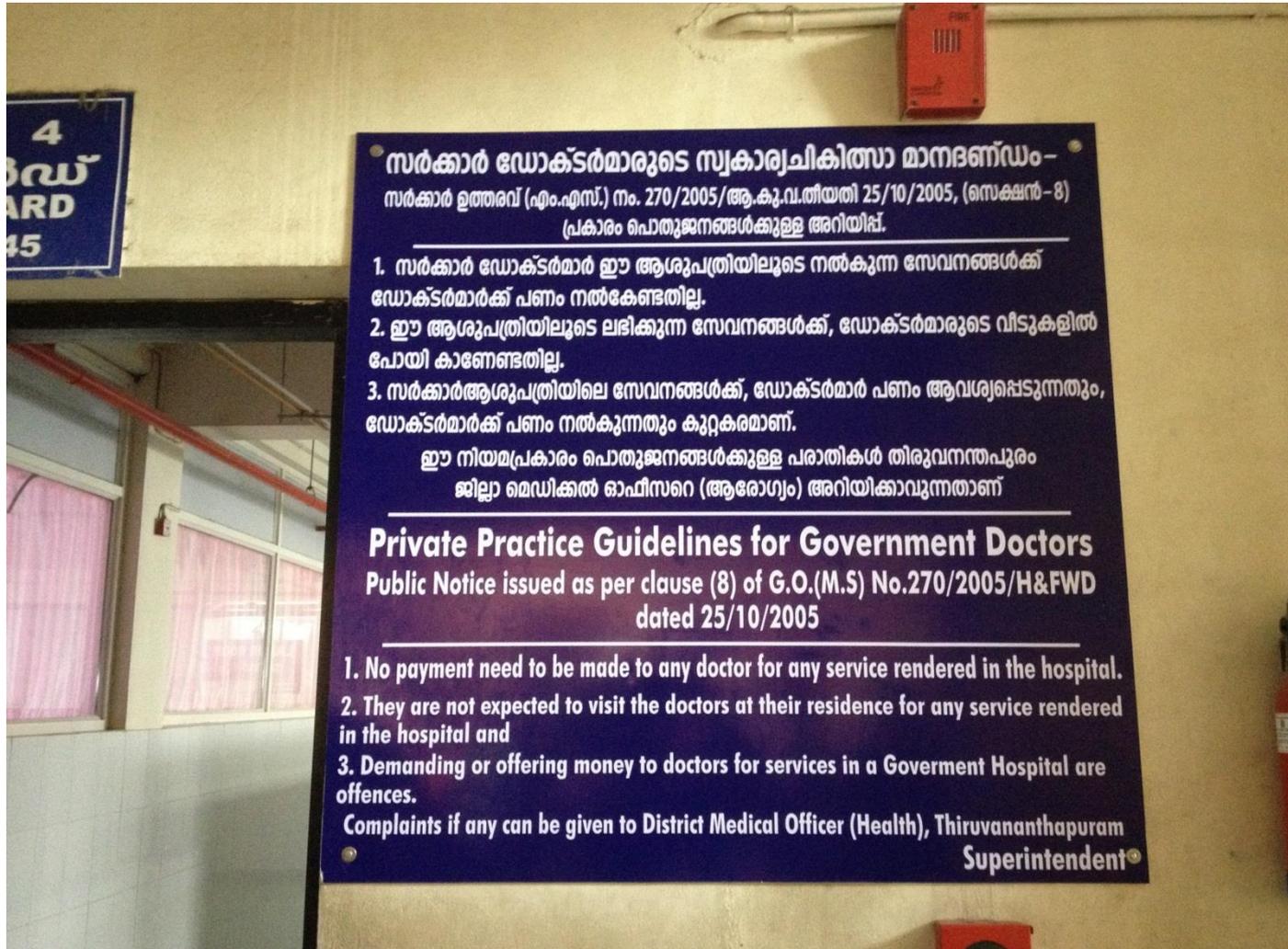Example : Reproductive Health , Yemen

Before

After

Culture

- **Cameroon** – Bamenda Hospital – "We became so infected by the Quality

    Virus that we moved forward

    led by our Director".

- **India** – implementation of Kerala Accreditation system led to

    changes in behaviour

Changing Culture

Joseph Juran

"No quality management system works unless people are empowered and committed to take responsibility for quality as an ongoing process. In the end, quality becomes part of people's behaviour and attitudes"

Quality is a journey not a destination!

- Change in behaviour and attitude is the most important and difficult aspect

- In health systems improving quality is not a question of sustainability – it is a question of life and death

THANK YOU

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