Be there without being there

An Innovative Approach to achieve JCI Recertification through Virtual Survey

Addressing the Challenge of Patient-Centered Care and Safety

2016 IHF DURBAN
40th World Hospital Congress
Pakistan – A quick primer

Highlights about Pakistan
161 Million : 6th largest Nation of the World
5 out of 14 highest peaks in the world
K2 the second highest mountain in the world
World’s Highest Paved International Road
World’s Largest Deep Sea Port: Gwader
Khewra Mines: Second Largest Salt Mine in the World
Thar Desert: amongst the largest deserts in the World
Aga Khan University Hospital – The largest and only JCIA hospital in Pakistan
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Mission

- Provide Exemplary Care
- Develop and test innovations in care, education and research
- Support the teaching and research missions of the Faculty of Health Sciences
- Contribute to the development of a health care system that creates access for needy patients
- Attain self-support
Provide compassionate, ethical, accessible and high Quality care that meets or exceeds the needs and expectations of our patients, their families and others whom we serve.

Provide an outstanding work environment that fosters motivation and commitment in our staff.

Enable leadership in education and research that improves the health of the people in the region.
Accreditation and Creativity

JCIA Accreditation
- Received – 2006 (First Hospital of Pakistan)
- Recertified – 2009

However in 2012:
- Reaccreditation was a challenge due to security reasons
- A stage of make or break

Idea of virtual survey was brought on horizon

Challenges
- Before this was seen as a failed concept
- AKUH and JCIA IT collaboration was the key to success
- Technology required internet coverage in overall hospital but wasn’t present everywhere
Methodology

• Meetings held with JCIA central office in Chicago
• AKUH worked day and night to ensure connectivity everywhere

• AKUH took lead in planning and execution
  • Ensured advanced technology to become eyes and ears of the surveyors
  • Specially designed mobile workstation with high definition
    • Camera
    • Laptop
    • Headphone
    • Microphone and speaker were introduced
  • Each and every surveyor should have the life experience of a real survey (Look and Feel)

• Centralized control center was made
  • To retain contact with Surveyors and JCIA IT
Accreditation and Creativity

Success Factors

• Enabled technology - Seamless connectivity for 3 simultaneous surveyors in Chicago
  • Real time documents sharing mechanism with storage on web portal for 24 x 7 accessibility
  • Proactive connectivity
  • Resource Management to cover 83 acres area

• Trust development

• Strong bonding between AKUH IT and JCIA IT
  • To overcome technological issues before they appear – backups and proper testing
Outcomes

• First time in history of JCIA;
  • A virtual audit was conducted in 2013

• Appreciated by the JCIA
  • Proper visibility **online and real time and on demand** of all documents, medications, patient care areas etc.
  • Successful interaction with patients and staff
  • This “revolutionary style” brought an innovation in survey methodology
Better and progressive technology usage – Hybrid approach

- Onsite surveyors and online surveyors

Successful accreditation from Hospital Standards to Academic Medical Center Hospital certification as per 5th edition of JCI in 2015
Success Results

• Successful innovative and unique approach of virtual survey

• Transition was made from virtual survey to hybrid survey
JCIA Survey
July 2006 and 2009
On-Site Survey
JCIA Survey
July 2013
Virtual Survey
5.1.9. AKUH/CMS in-charge Physician/ designee will also fill out Transfer out form (Annexure 'B'). this form includes following information:

Transfer Of Critical Patients Through Aman Health Care Services (EMS)
Revision Date: 7-May-15

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5.1.9.1. Reason for Transfer
5.1.9.2. Name of the accepting facility
5.1.9.3. Name of the accepting physician
5.1.9.4. Condition at the time of transfer (vital signs, O2 rate, Cardiac Rhythm, Intubation status)
5.1.9.5. Medications, if any given at the time of transfer.

5.1.10. These two documents i.e. Discharge/referral Summary and Transfer out form will be countersigned by medical staff of EMS to ensure proper handing over and taking over.

5.1.11. The in-charge physician/designee of AKUH will ensure effective coordination with the accepting health care facility by personal briefing patient medical summary to the accepting in-charge physician. Same level of documentation will be applicable for intra..

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Thank You!