ACCREDITATION: HOW IT SUPPORTED HEALTH CARE ORGANIZATIONS READINESS FOR COVID19

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Health Care Accreditation Council

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Content

- A snapshot of the Health Care Accreditation Council
- Are Accredited organizations more ready to deal with the COVID-19 requirements?
- How the Health Care Accreditation Council supported the readiness and needs of healthcare institutions during the COVID-19
Topics

1. Who are we?

2. A closer Look into the Impact of Accreditation

3. HCAC Active Role During COVID-19

6/14/2020
HCAC is Jordan and the Eastern Mediterranean region’s leading quality and patient safety organization.

We provide our services through consultation, capacity building and accreditation.

We have been accredited by the International Society for Quality in Health Care.

HCAC proudly became one of the International Society for Quality in Health Care (ISQua)’s board members.
The Health Care Accreditation Council works in a collaborative and evidence based manner.

**Mission**
- Continuous Quality improvement and Patient Safety

**Objectives**
- Safe health care
- Quality services
- Supportive environment
- Empowered providers

**Stakeholders**
- Decision Makers
- Patients & Families
- Health Professionals
- Institutions
- NGOs
- Government
- Int’l Orgs
- Health Professionals
- Trainers & Academics
- Private Sector

**Components**
- Accreditation
- Consultation
- Capacity Building
- Research
Content

- A snapshot of the Health Care Accreditation Council
- Are Accredited organizations more ready to deal with the COVID-19 requirements?
- How the Health Care Accreditation Council supported the readiness and needs of healthcare institutions during the COVID-19
HCAC took a close look on the impact of accreditation on healthcare institutions’ readiness to deal with an emergency

Analysis of Accreditation Results database

- HCAC looked at a number of public, private and military hospitals that had baseline data vis-a-vis the HCAC hospital accreditation standards as well as data post accreditation.

Structured Interviews with Hospitals during COVID-19

- HCAC interviewed accredited and non-accredited healthcare institutions from the private, public and military sector in Jordan to gauge the readiness of hospitals to deal with COVID19 precautions in light of the accreditation requirements.

Analysis of Accredited Organization’s Feedback

- HCAC took one additional step and looked at data from the satisfaction surveys filled by accredited organizations.

Quotes

6/14/2020
Six core areas of interest were selected to study and are of critical importance in crisis situations:

1. Emergency Management
2. Infection Prevention & Control
3. Case Management
4. Capacity Building
5. Communication
6. Laboratory Services
Analysis of pre- and post-accreditation compliance to standards data indicated improvements in critical areas of interest

Quality improvement was evident in the hospitals that participated in the accreditation journey. The initial assessment baseline data, encompassing more than 346 standards per hospital, showed that only 14% of the standards were met before accreditation, while it reached more than 95% after.
Structured interviews with Hospitals during COVID-19 also highlighted the positive impact of accreditation on their readiness.

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<tr>
<th>Having well-structured Infection Prevention and Control (IPC) Program which supported in upgrading the systems to deal with COVID-19 cases</th>
<th>The availability of systems for quality monitoring and collection of data for performance indicators helped in collection of required data for COVID-19</th>
<th>Trained staff especially on IPC, occupational safety and risk management as well as on protocols and protocol adoption</th>
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<td>The presence of different committees in the hospital that were able to convene, decide, implement and monitor new approaches</td>
<td>having complete policies and procedures to support work and change along with the HCAC standards being a good reference for decision making</td>
<td>The presence of an emergency preparedness plan that helps the hospital set out its next steps</td>
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Analysis of accredited organizations’ feedback supported the data findings and gave insights on strengthened institutions

HCAC took one additional step and looked at data from the satisfaction surveys filled by accredited organizations. The feedback supported the notion that accredited hospitals were more ready to address, adapt their systems and responses to the needs of the pandemic.

Accreditation enables us management and staff and increase our capabilities to develop plans (e.g. strategic, quality risk and safety plans).

Accreditation helps our employees to become aware about their rights and responsibilities, and raises interest about employee safety and occupational health.

With accreditation, we develop systems to manage the medical equipment, materials and inventory, which is very crucial for the disasters management.
- A snapshot of the Health Care Accreditation Council

- Are Accredited organizations more ready to deal with the COVID-19 requirements?

- How the Health Care Accreditation Council supported the readiness and needs of healthcare institutions during the COVID-19
The Health Care Accreditation Council played a three-tiered role in support of healthcare institutions during the COVID-19 pandemic:

1. Awareness Campaign - Be Ready, Be Safe
2. Online Training Sessions
3. COVID-19 Preparedness Tool Kit
“Be Ready...Be Safe” awareness campaign focused on critical behaviors during COVID-19

- Emergency Response & Preparedness
- Case Identification & Detection
- Essential Supplies Management
- Human Resources Management
- Infection Prevention & Control
- Clinical Case Management
- Patient Rights
- Information Management

Healthcare providers

Hospitals

Patients

6/14/2020
Online Educational Sessions were provided free of charge in an interactive form on e-Jawda platform

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<td>Neonatal care for Mothers suspected with COVID-19</td>
<td>Infection Prevention and Control practices</td>
<td>Mental Health - Healthcare providers</td>
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<td>Dental care for suspected cases</td>
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A COVID-19 Preparedness Tool Kit and Hospital Readiness Checklist were designed and made available for the health sector.