

2nd National Forum on Hospital Accreditation
Roadmap for a Learning Society in Healthcare Reform
February 23, 2000, 1330 – 1500
Panel Discussion
**“International Trends of Accreditation in the Health Care
Organization”**
By Anthony Wagemakers

From an international perspective, I think that too much emphasis is being placed on the cost of health care.

We constantly hear “value for money”.

Governments, Insurance Companies and the Consumer are constantly putting pressure on the health care systems and the provider of health care, to deliver more volume for less money spent.

Volume, seem to be the name of the game.

Deliver more and more services for less and less money.

It is unfortunate that through all this phenomenon the purpose of the service by the health care provider seem to be lost and the world has become **money focussed** rather than being customer or **patient focussed**.

Too much emphasis is being placed on saving cost at the expense of Health Care Quality.

The accreditation programs, in most foreign countries, are dangerously close in supporting this phenomenon to provide volume for money spent, at the expense of quality.

It is true that Management must be accountable to a governing entity and society as a whole, for the money they spent on health care services.

However, it must never be at the expense of compromising the patient focussed ideology in providing medical services to meet the need of the patient.

Let me briefly emphasize a few points related to the development of the Accreditation Program in Thailand:

1. Transferability.

When I speak of transferability in this context, I refer to the work that has been done in Thailand.

The core group, responsible for the development of the HA Thailand were successful in extracting the lesson and principles of hospital accreditation programs in foreign countries that are transferable.

They realized that to ignore what has been accomplished in quality health care in other countries would be unwise.

Each country should not have to reinvent the wheel, but we must be able to extract those principles which are conducive to the Thai culture in providing the means to measure our activities against our own (Thai) developed standards.

Because of this ability on the part of the core group, the hospitals in Thailand have benefited from the many other models they have studied, both contemporary and historical.

From the early stages of development, you have learned that you do not have to originate everything for it to work.

It is not the idea to be original at everything, but we must be effective in what we have learned and developed from other countries.

We must always be vigil, however, to reduce the risk of copying the wrong thing.

For instance, Thailand has avoided the copying of the context of any model by creating its own content.

HA Thailand is very successful in its development of the Accreditation Program in a unique cultural setting.

You understand that to artificially plant a foreign developed accreditation program in a Thai environment is a formula for failure, and you have successfully avoided this pitfall.

2. Ownership.

Thailand, and the HA Committee can be proud that you have your own unique hospital accreditation program, developed by and for the people in Thailand.

Perhaps, this would be a good time to review the meaning of Hospital Accreditation as you see it.

That is the Hospital Accreditation Program, Thailand.

The Thai Hospital Accreditation Program is all about the accountability of managers to provide quality medical care with limited resources in a patient focused environment.

It is a system of self-evaluation and self-assessment and continuous education and improvement of service on an ongoing basis.

It is not a check list, or an audit, or some one from the outside telling us what we are doing right or wrong, it is an internal matter, only to be verified by the external surveyors.

The self-evaluation and self-assessment, not only of the activities of the health care providers but also of the medical programs they provide. The self-assessment as to how well you comply to the 9 general guidelines or standards.

The Thai Hospital Accreditation Program fosters a culture of leadership and collaborative interdisciplinary teamwork.

It fosters the creation of new values, norms, language and behavior.

It fosters the development of new skills for the health care provider.

It promotes the integration of Community Health Care Services to provide continuity of care from the community health centers, health clinics, home care, outpatient department, hospital inpatient departments to after hospital stay rehabilitation services.

The Thai Accreditation Program establishes a relationship of all these service to one another to ensure the continuity of care for the patient.

Accreditation in Thailand has changed the very make up of the Health Care Delivery System, the DNA of the organizations as it where.

The thinking of individuals and the very behavior of the individual as well as the corporate behavior of the Medical Services Branch of the Ministry of Public Health, the Private Hospitals, the behaviour within the hospital and the awareness of the communities.

This has been well illustrated in the enthusiasm of the health care professionals as well as the first and second National Forum on Hospital Accreditation.

The HA (Thailand), promotes an environment which embraces learning with a focus on the self-assessment for the continual improvement in quality of medical care and services being provided by the individuals.

This Accreditation Program is owned and operated by Thai people. Truly the envy of many foreign countries.

3. Strategy.

First and foremost in the development of our future strategy is to hold on to the philosophy of constantly being customer focused.

Keeping in mind our purpose, mission goals and objectives.

We must initiate all of our activities as an interdisciplinary/cross functional team, with an interdependent approach. i.e. I depend on you to do the right thing in order for me to do the right thing.

Always keeping the other person in mind, respecting their opinion and valuing their contribution.

We must approach our activities scientifically, through investigation, evaluation and research to base our decisions on data and facts.

We must constantly focus on the standards and assess our compliance to these standards.

After all, these standards are unique to Thailand, developed by yourself to improve the quality of health care for the benefit of the people of Thailand.

In our strategic planning, we must always consider the accessibility of our health care services, not only the physical accessibility, that is the ability to access the health care facility free and easy, without having to worry of getting lost, but more important the economical accessibility of

the patient to receive health care services without the worry of how the services are going to be paid for.

In order to promote a healthy life style, in order to improve the health of the nation, we must make health care services available to all citizens without financial worry to the individual.

We must provide the ability to transfer or move from one service to the other to refer the individual to the best able institution to receive care needed.

The working together of the community health care services providers, as a team, will ensure the continuity of care from one facility to the other.

4. Commitment.

In closing, remember, that the longer you as an individual are committed to quality, the less you think of preserving your own interest.

This requires a lot of good leadership on the part of the individual, and determination on all parties involved in the delivery of health care services to work together in support of one another.