

“Hospital Accreditation in Thailand”

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Review the Journey

- 1981 Community hospital management
- 1983 Nursing service
- 1984 STAR the hospitals
- 1985 Rural healthcare system & network
- 1989 Nursing quality assurance

MOPH

Quality Improvement

R&D Program Under The HSRI

**TQM in
8 Public Hospitals**

What did we do?

- Find the right people
- Analyze the current trends
- Work with the people on what they have
- Learn with them

1993

1996

1998

2000

2002

2004

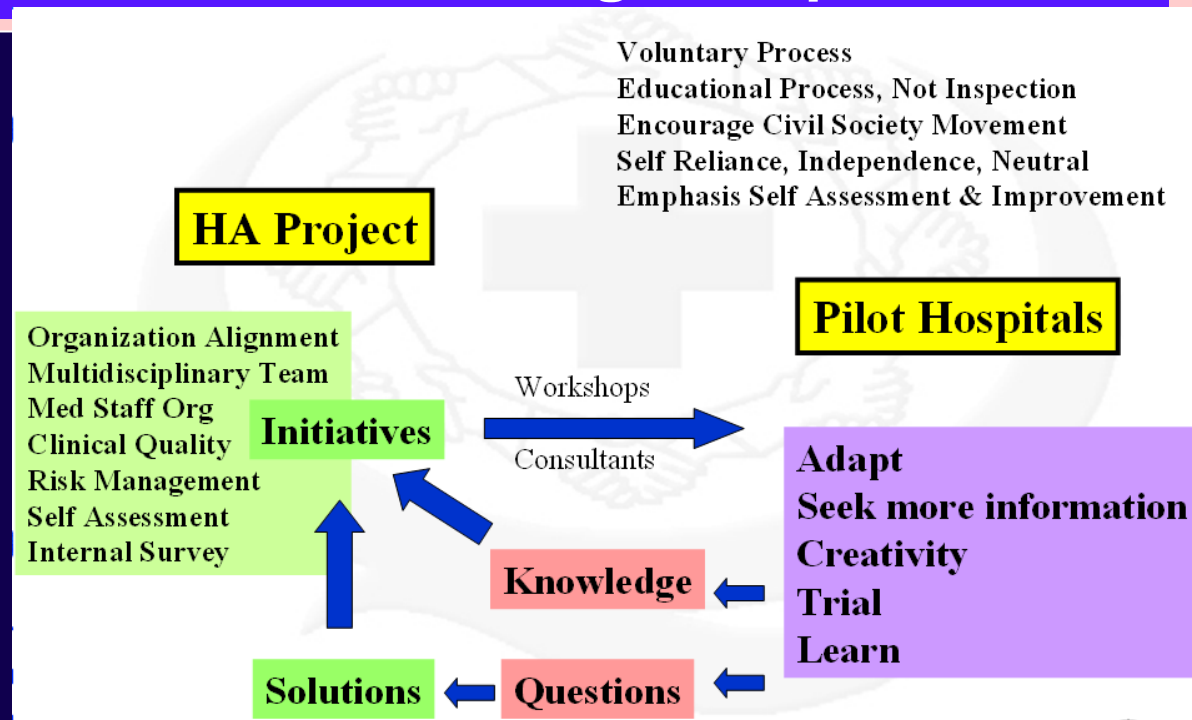
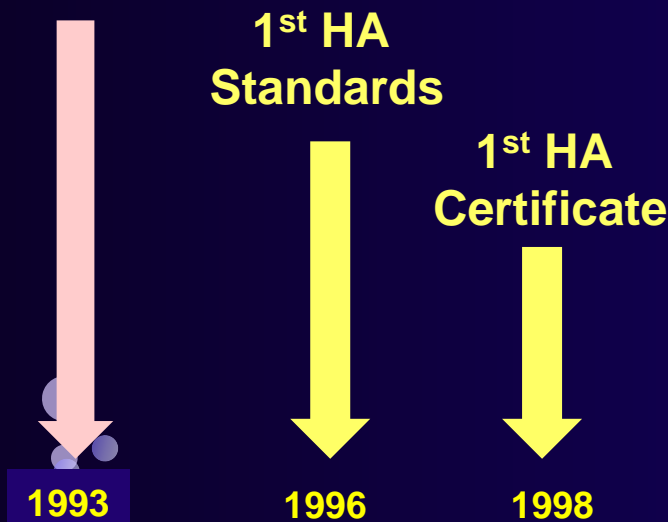
2006

2008

2009

- **Manage the opportunity**
 - SSO hospital standard focus on audit mode
- **Use comprehensive framework**
 - Cover the whole organization
- **Encourage Paradigm shift**
 - Accreditation as an educational process
- **Give freedom to test during R&D phase**

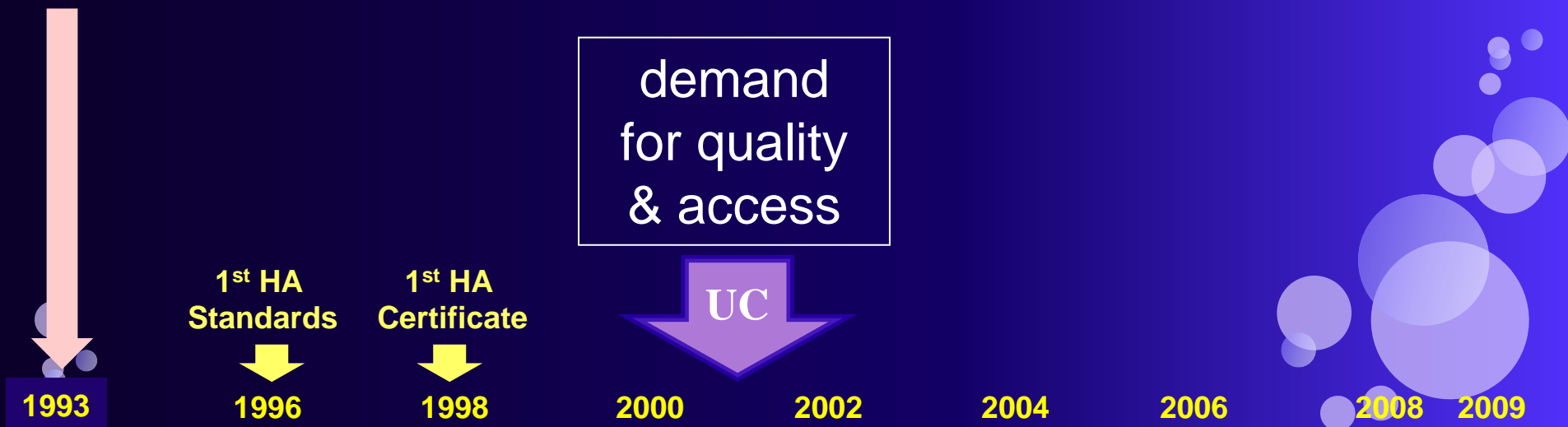
Quality Improve



What did we do?

- Response to the policy makers strategically
- Use threat to scale up

TQM in
8 Public Hospitals



Stepwise Recognition

Step 3: Quality Culture
Identify OFI from standards

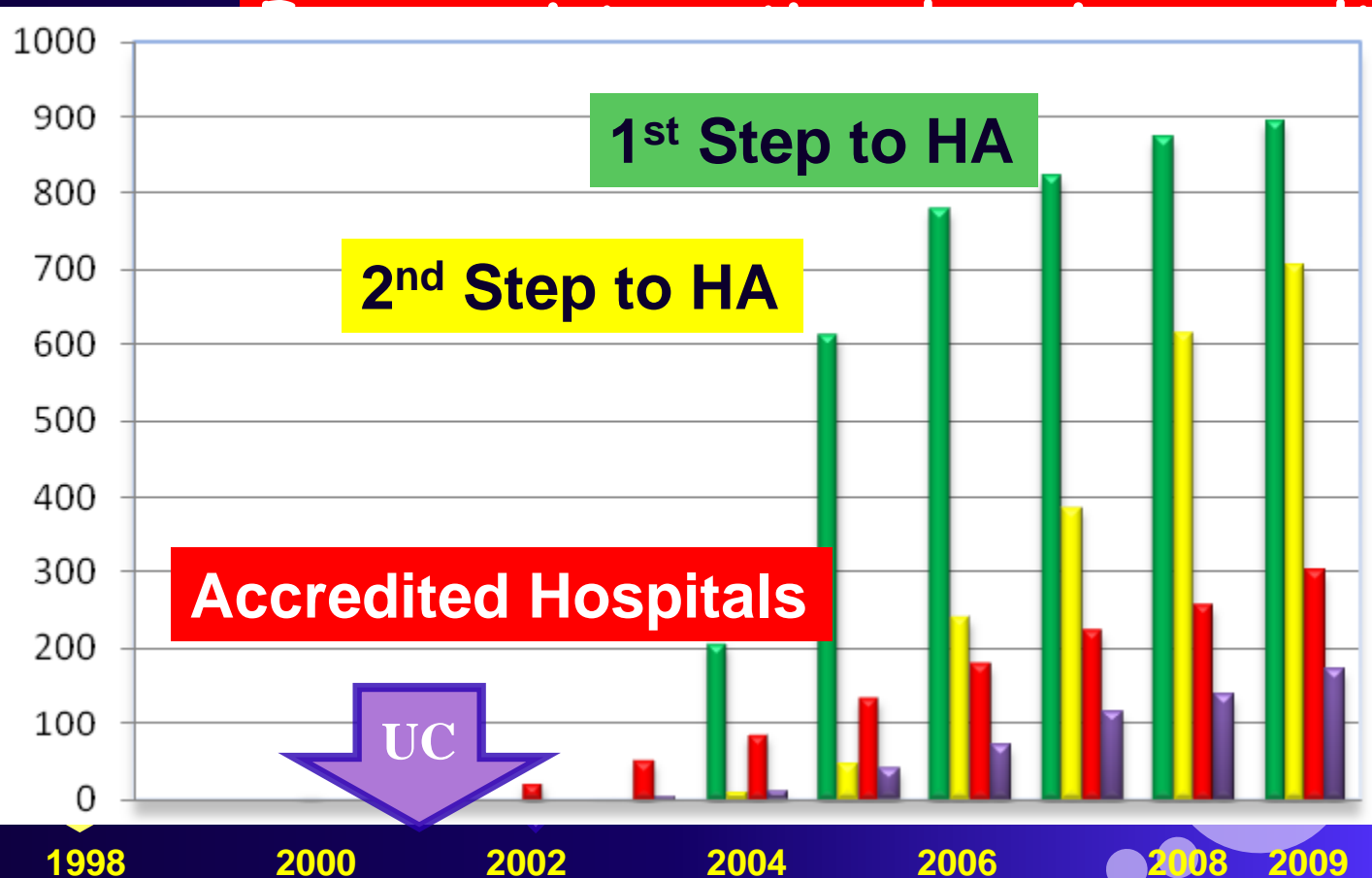
Step 1: R
Identify C
Focus on h

1st HA
Standards



1993

1996



Patient Safety

What did we do?

- Simplify & communicate
- Integrate into

Readmit, ER revisit
Death / CPR
Complication
ADE & ?ADE
NI & ?NI
Refer
Incident
Unplanned ICU
Anes complication
Surgical risk
Maternal & neonatal
Lab
Blood
Pt Complaint
Nurse supervision

Patient Safety Goals / Guides : SIMP

Safe Surgery

Infection Control

Medication & Blood Safety

Patient Care Process

Line, Tubing, Cathether

Mis-connection

Emergency Response

Hand Hygiene
Prevention of C

Safe
Safe
Medi

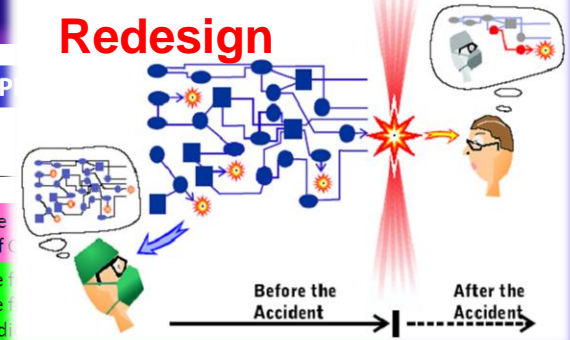
Tackling antimicrobial resistance
Blood Safety

Patient Identification
Communication (SBAR, handovers, critical test results, verbal order, abbreviation)
Proper Diagnosis
Preventing common complications (Pressure Ulcers, Falls)

Sepsis
Acute Coronary Syndrome
Maternal & Neonatal Morbidity
Response to the Deteriorating Patient / RRT

Review & Redesign

HINDSIGHT BIAS

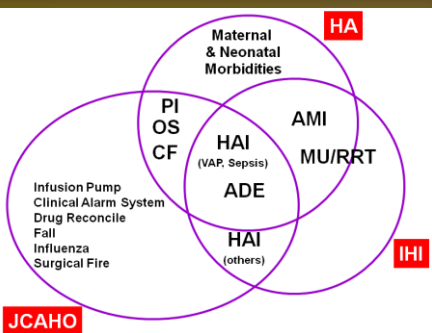


2nd Patient Safety Goals

Trigger Tools

1st Patient Safety Goals

Quality Review



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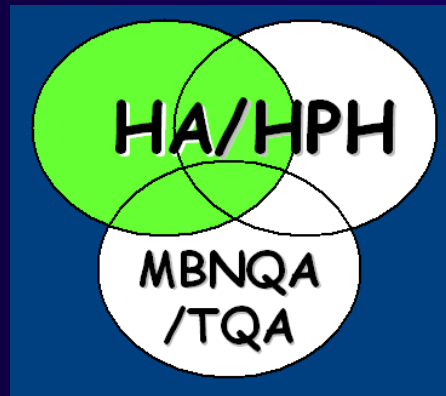
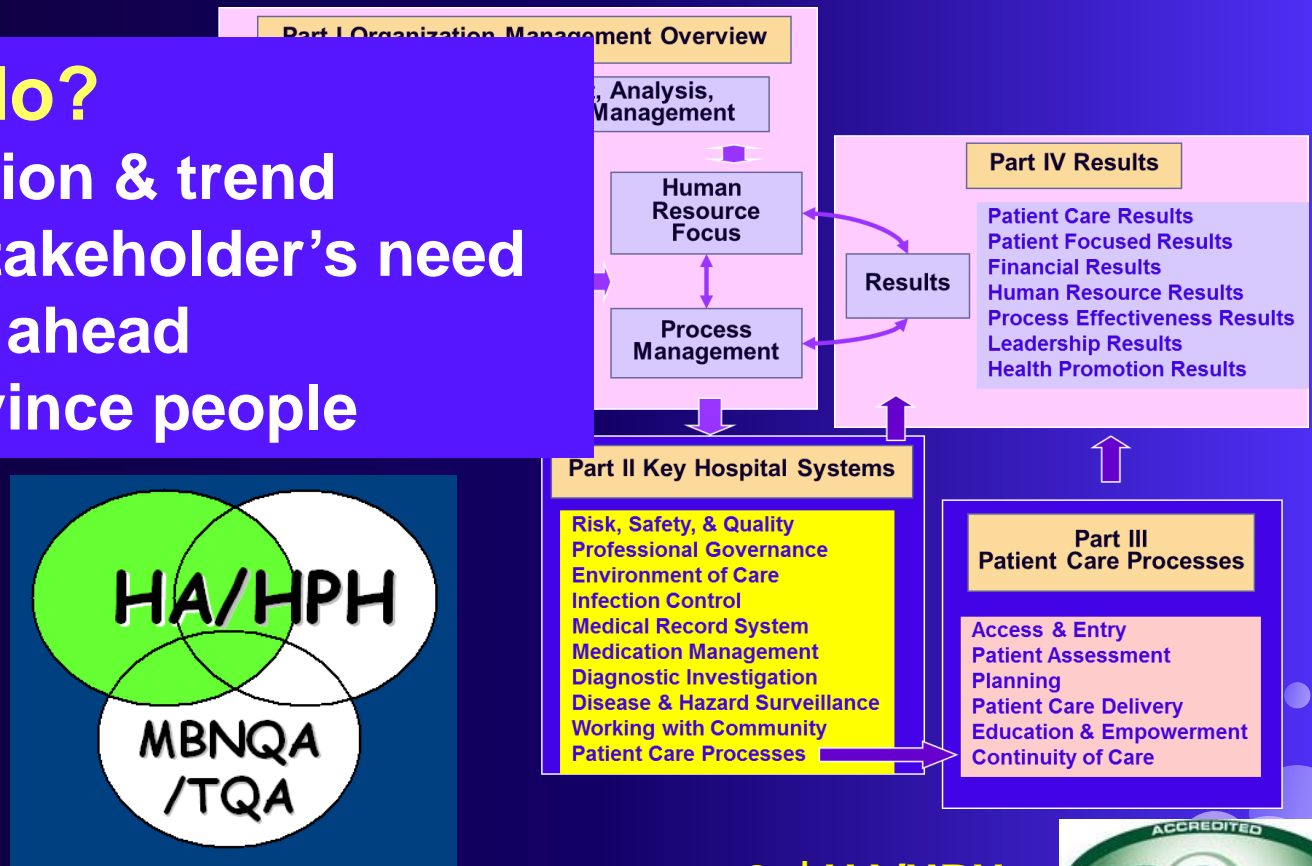
2008

2009

Thai HA Standards Version 2

What did we do?

- Scan the situation & trend
- Response to stakeholder's need
- Move one step ahead
- Gradually convince people



1st HA Standards



1996

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2002

HPH Accreditation



2004

2nd HA/HPH Standards



2006



2008



2009

Spiritual Dimension of Quality Improvement

Spirituality

HPH Accreditation

Hospital Accreditation

Quality Improvement

Self: Awareness

Patient: Humanized Healthcare, empowerment

Team: Living Organization

Env: Healing Environment

Survey: Appreciation

Tool: Narrative/storytelling

**Spiritual
HA**

Humanized
Healthcare

2nd HA/HPH
Standards

HPH
Accreditation

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HA National Forum

A Forum for Appreciation, Campaign & Sharing

- 1st (1999): Quality Improvement to Serve the Public
- 2nd (2000): Roadmap for a Learning Society in Healthcare
- 3rd (2002): **Simplicity** in a Complex System
- 4th (2003): Best Practices for **Patient Safety**
- 5th (2004): **Knowledge Management** for Balance of Quality
- 6th (2005): **Systems Approach**: A Holistic Way to Create Value
- 7th (2006): Innovate, Trace & Measure
- 8th (2007): **Humanized Healthcare**
- 9th (2008): **Living Organization**
- 10th (2009): **Lean & Seamless Healthcare**
- 11th (2010): Flexible & **Sustainable Development**
- 12th (2011): Beauty in **Diversity**
- 13th (2012): The Wholeness of Work & Life

1st HA National Forum

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