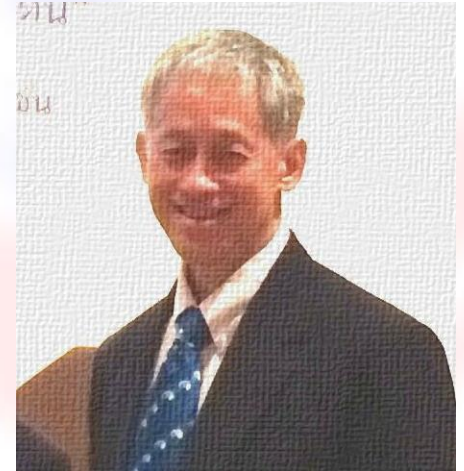




# Introduction to Thai HA Program

**Anuwat Supachutikul, M.D.**  
CEO, Healthcare Accreditation Institute, Thailand



# The Healthcare Accreditation Institute



Healthcare Accreditation Institute, Thailand

**VISION:** “Thailand has standard healthcare that is reliable to the society, of which the HAI has a role in encouraging quality culture movement (change catalyst)”

## **MISSION:**

“To **encourage**, **support**, and **drive** quality improvement of the healthcare system; using **self assessment**, **external survey**, **recognition** and **accreditation**, and **knowledge sharing** as leverage mechanism”

R&D Project

HA Thailand  
Under HSRI

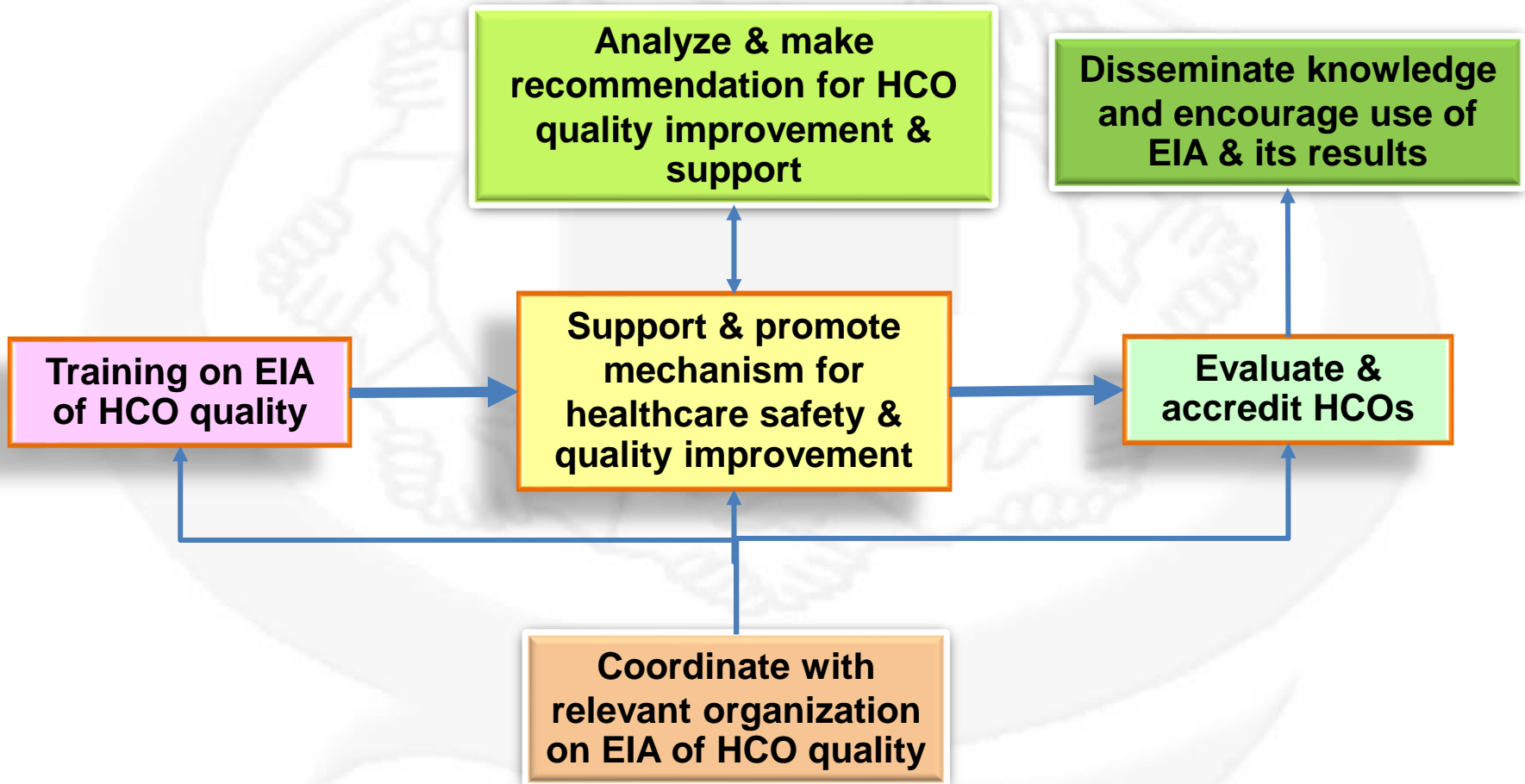
Reliable, Impartial,  
Government Support

The HAI (Public Organization)  
Independent Gov. Agency

3 94 95 96 97 98 99 00 01 02 03 04 05 06 07 08 09 10 11 12 13 14



# Functions of the HAI



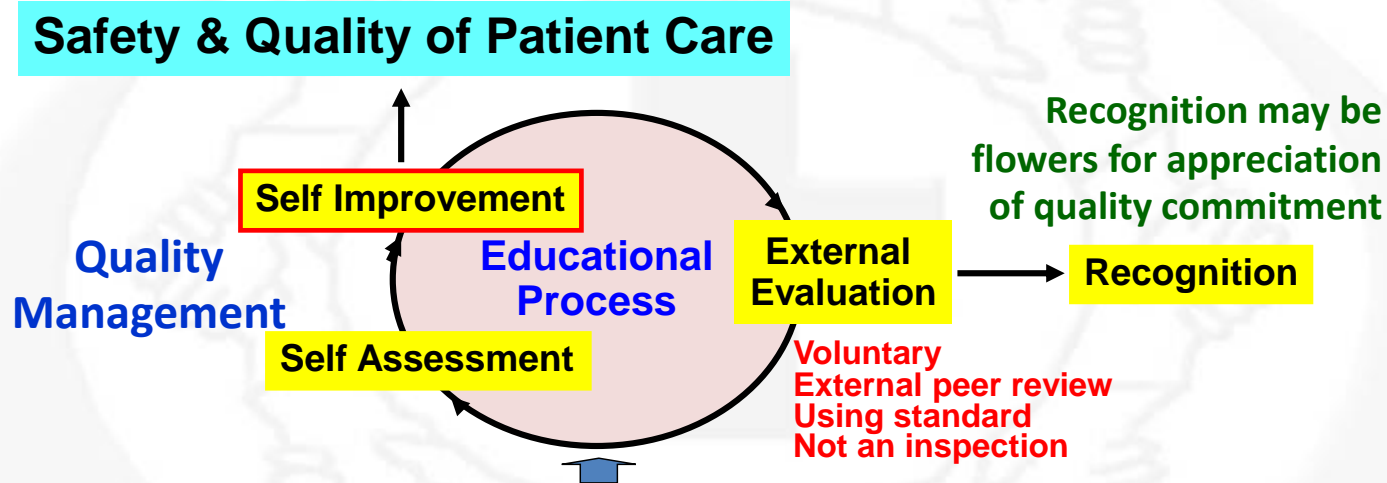


# Special Focus of the Thai Healthcare Accreditation System

- Emphasis accreditation as an educational process, not an inspection, aim for empowerment evaluation
- Balance of improvement based on quality system, spirituality, science & knowledge
- Integration of all relevant concepts, standards, and criteria
- Offer multiple models of recognition, including stepwise recognition
- Promote quality improvement through local quality learning networks
- Involvement of professional organization



# HA as an Educational Process Not an Inspection



**Core Concepts:**  
Flexible, context oriented  
System approach, integration  
Positive approach  
Evaluation to stimulate improvement  
Special character of healthcare (uncertainty, autonomy & accountability)

HA Standards  
Implementation  
(R&D Project)

Balance of learning mode & audit mode



# ISQua International Recognition

	Standard	Organization	Training
<b>ASEAN</b>			
Indonesia		2015	
Malaysia	2012	2012	2012
Thailand	2014	2013	2016
<b>Other Asian Countries</b>			
India	2012	2012	
Japan	2013	2013	
Korea	2012		2015
Taiwan	2016	2014	2013
<b>Other International Program</b>			
DNV	2014	2014	
JCI	2015	2015	2015



2<sup>nd</sup> HA/HPH  
Standards

Quality & safety

1<sup>st</sup> HA  
Standards

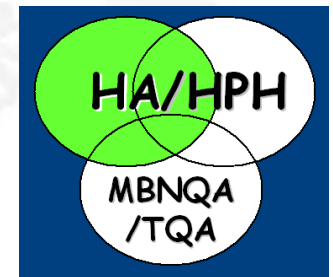
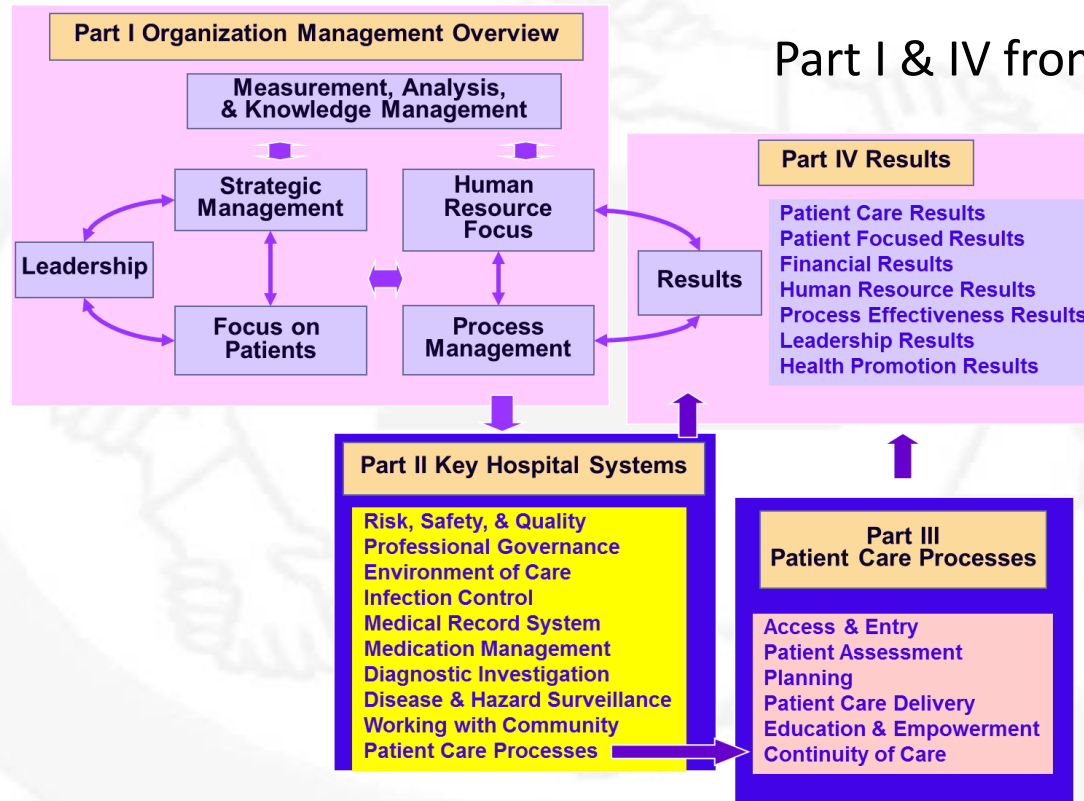
HPH  
Accreditation



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# Thai HA Standards Version 2



Part II & III from HA & its revision  
Integrate HPH into all chapters

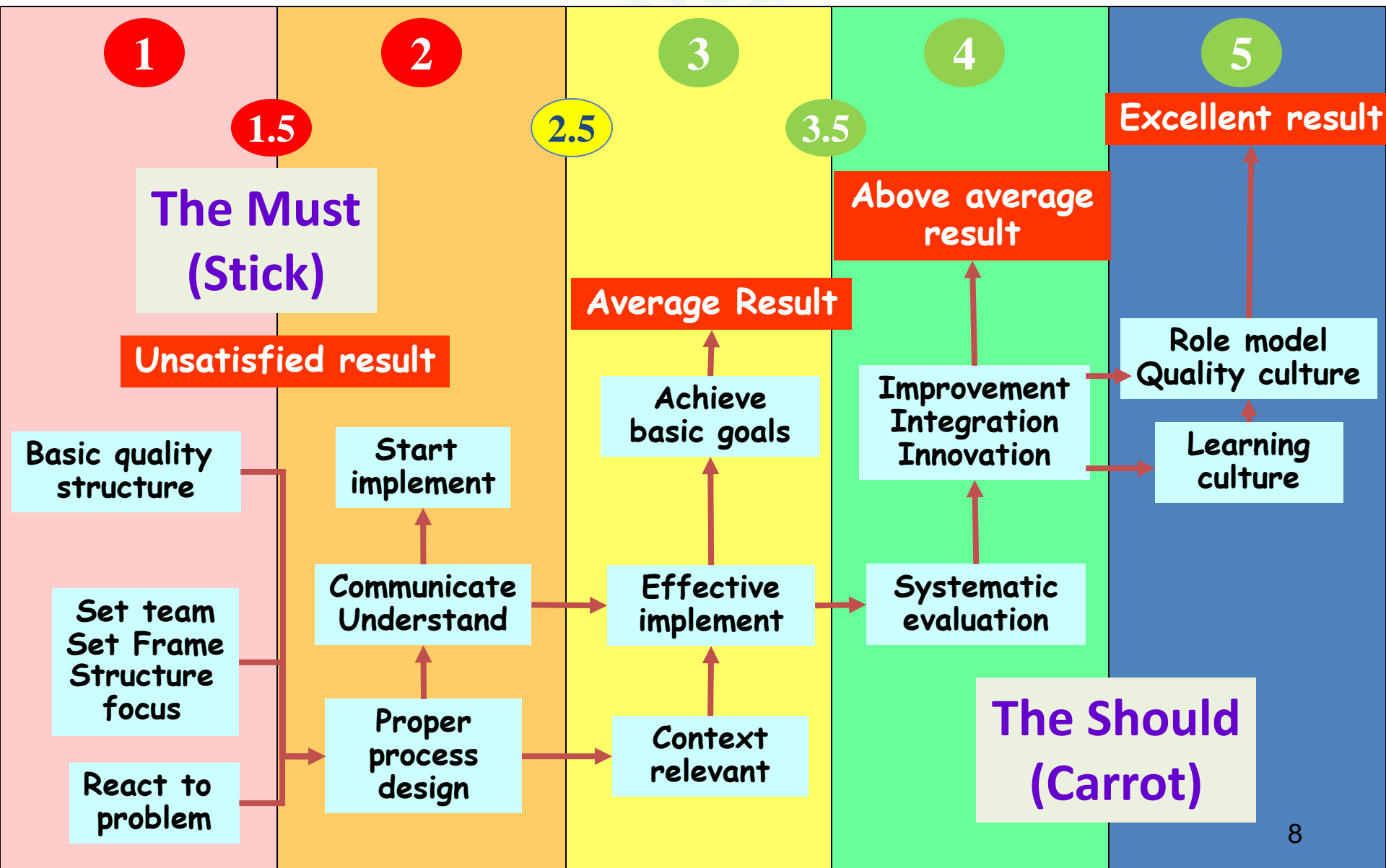
2<sup>nd</sup> HA/HPH  
Standards

HPH  
Accreditation



93	94	95	96	97	98	99	00	01	02	03	04	05	06	07	08	09	10	11	12	13
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# Scoring Guideline: For Continuous Improvement to Excellence

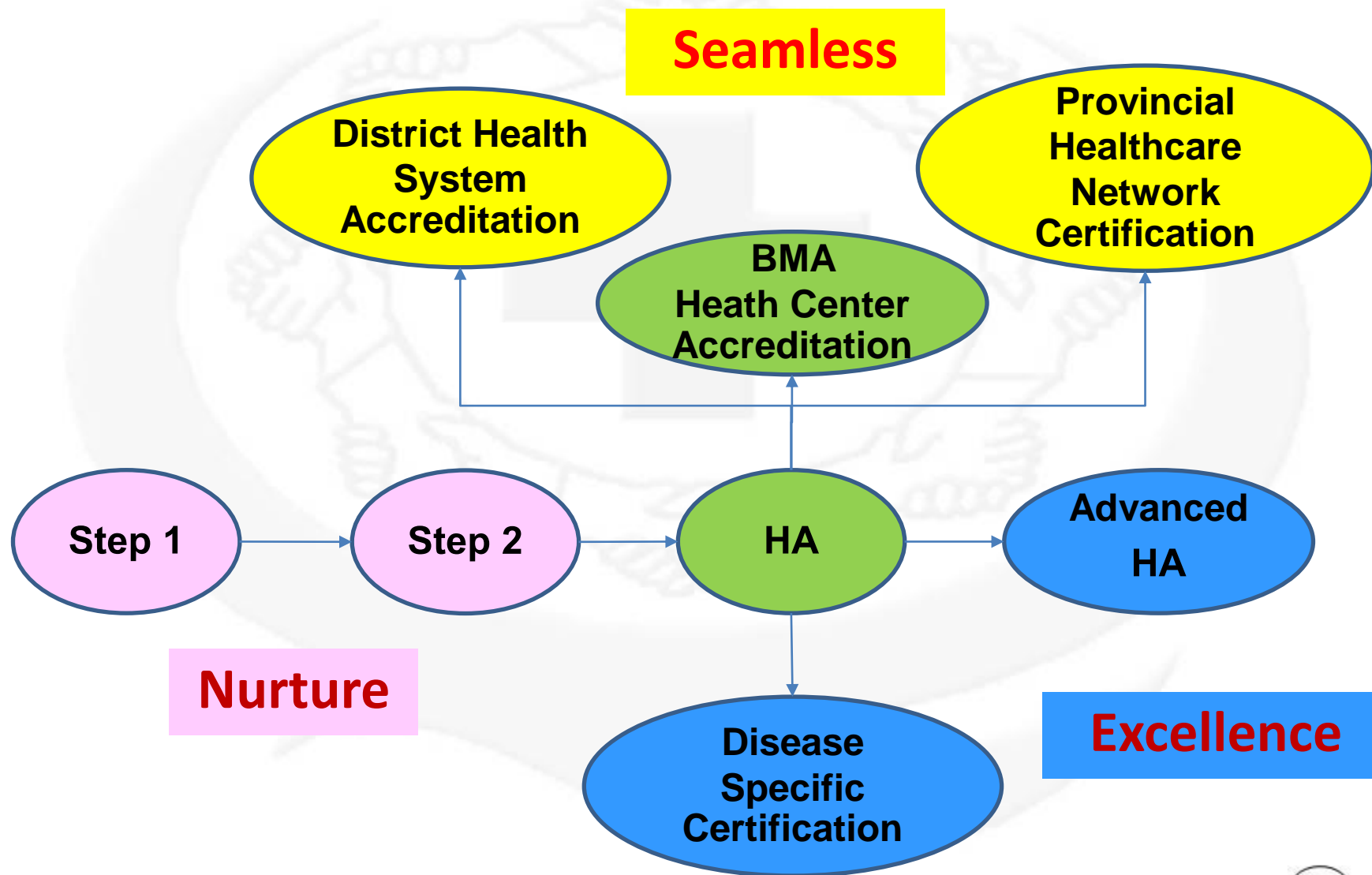




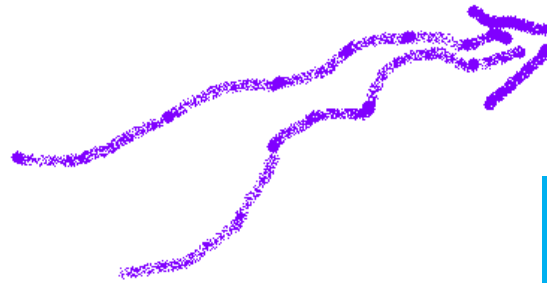
# Variety of Accreditation Program



Healthcare Accreditation Institute, Thailand



# 3 Steps to HA



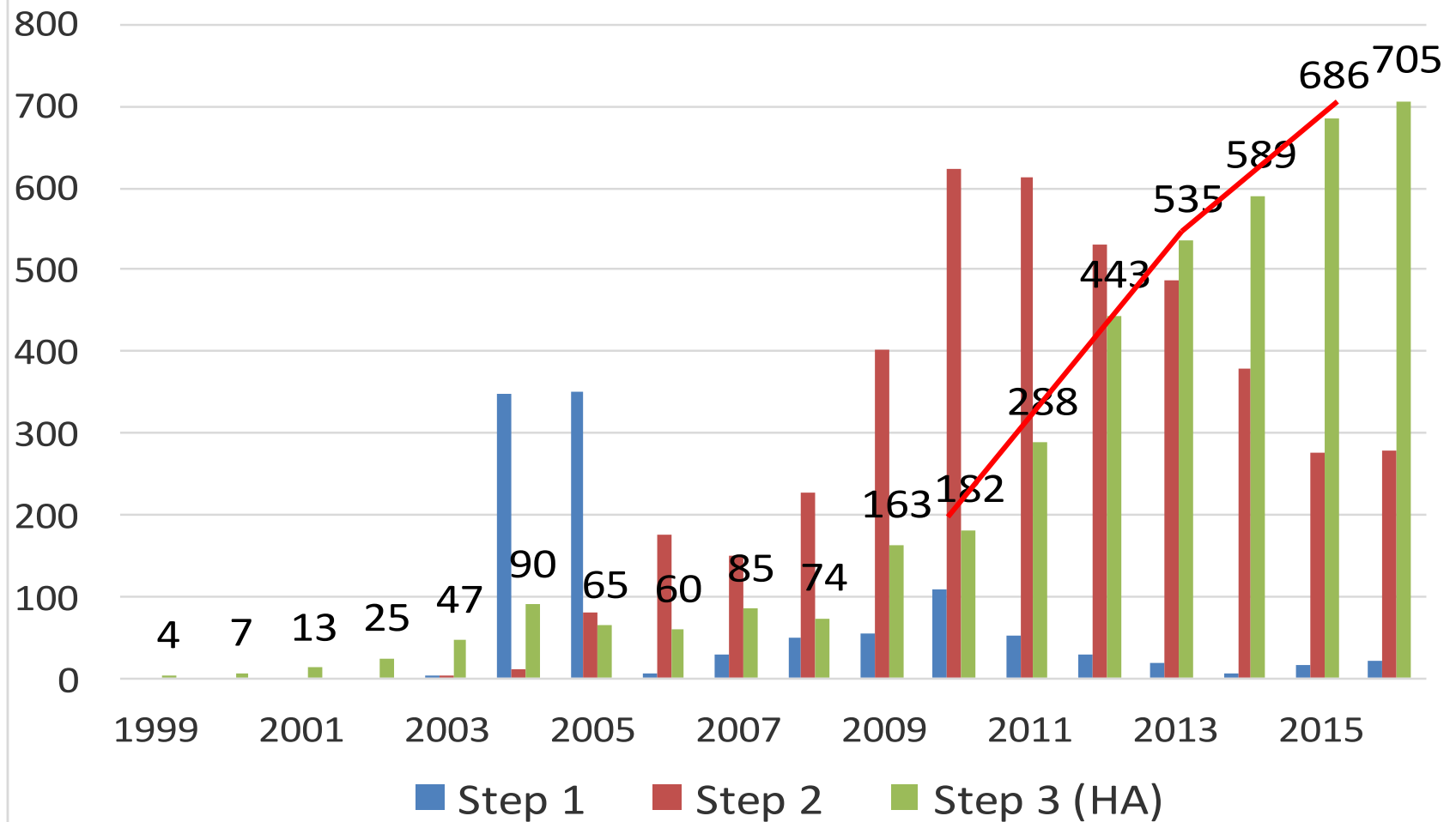
Vision: High  
Reliability Hospital

- Step 1 Repair defect (good daily work, dialogue, regular review)
- Step 2 Direction (aim, measure, creative, value)
- Step 3 Speed up (good outcome, quality culture, standard compliance)



# Coverage of Accreditation

Total number of hospitals: 1323

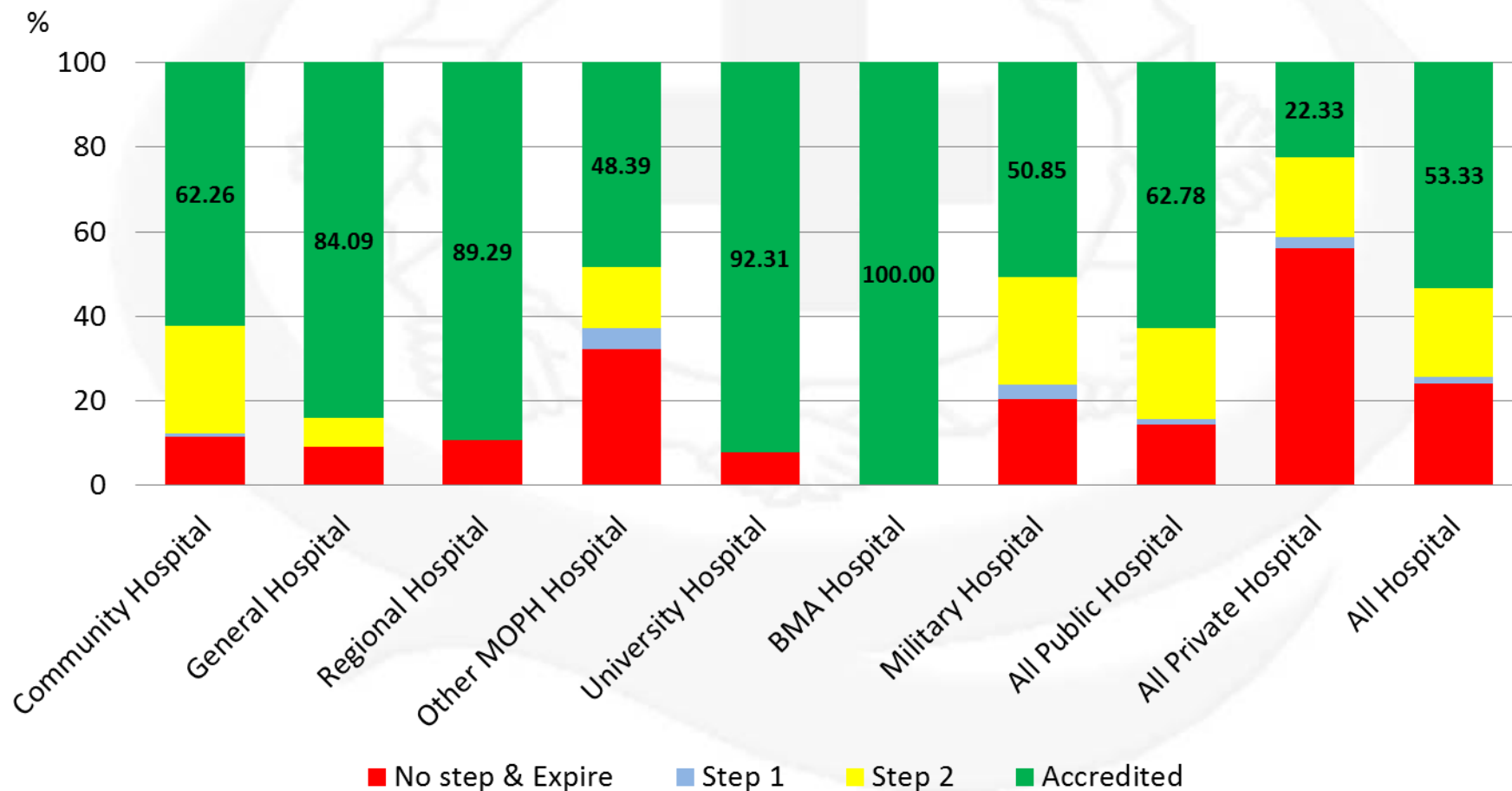


# % Coverage of Accreditation By Type of Hospitals



Healthcare Accreditation Institute, Thailand

24 November 2015

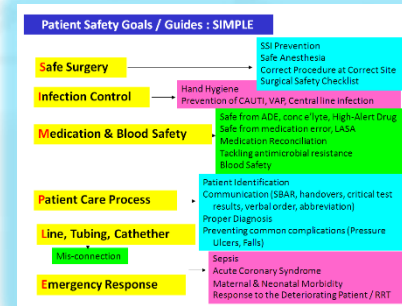




# Patient Safety Initiatives

Patient for  
Patient Safety

WHO Patient  
Safety Curriculum



## 2<sup>nd</sup> Patient Safety Goals

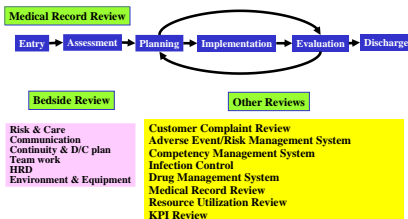
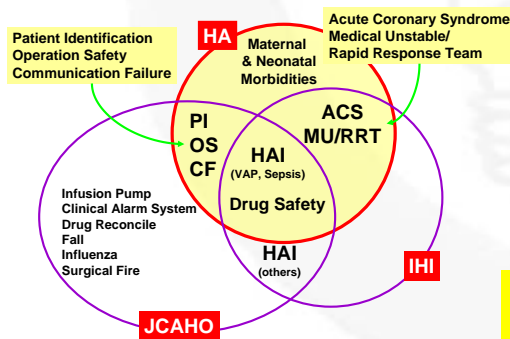
## Trigger Tools

Community of  
Practice for  
high risk area

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

## 1<sup>st</sup> Patient Safety Goals

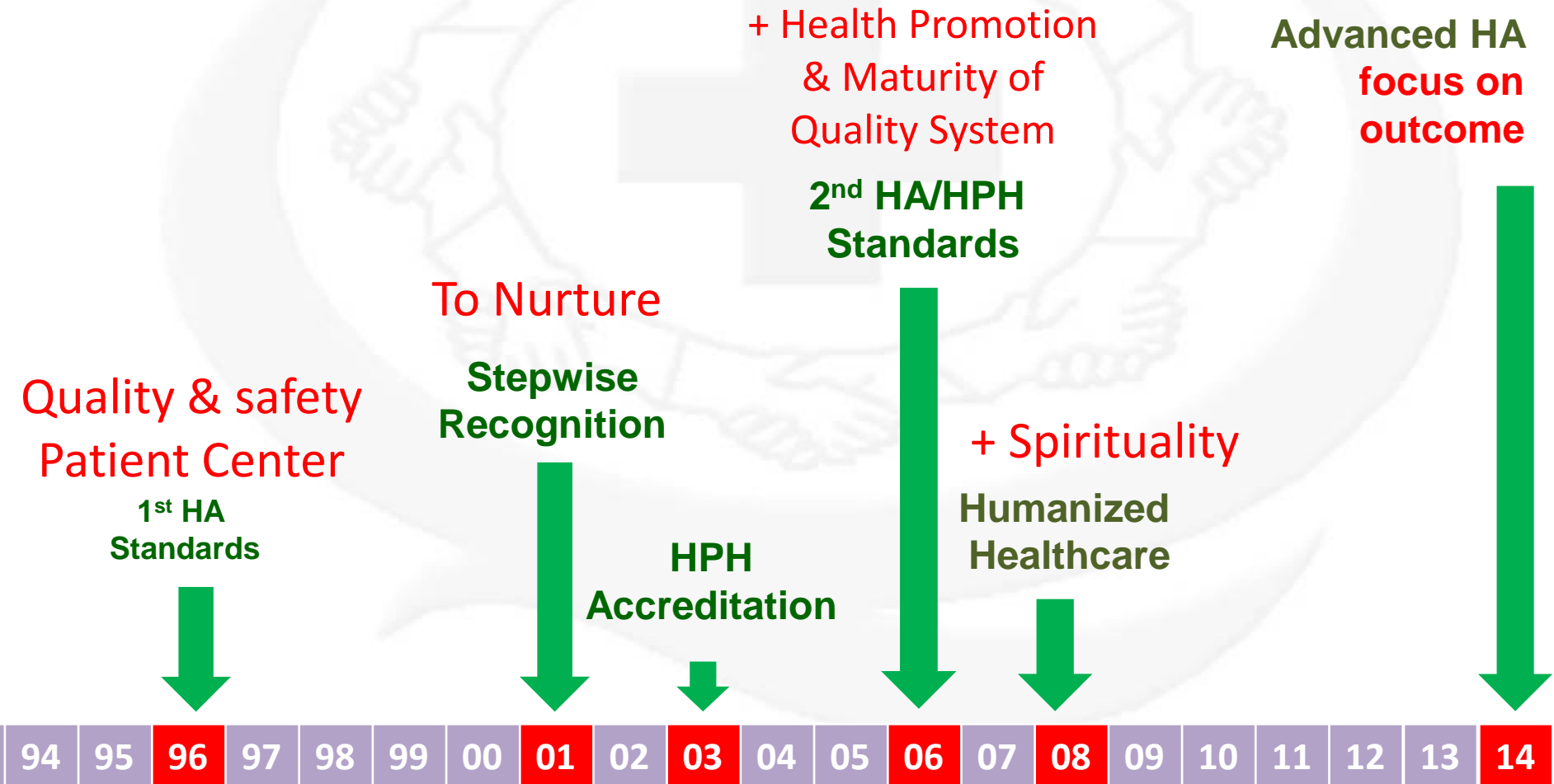
## Quality Review



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# The Moving Targets



# Spirituality in Healthcare

Self: Awareness

Team: Deep listening & productive discussion

Patient: Humanized Healthcare, empowerment

Org.: Living Organization

Env: Healing Environment

Survey: Appreciation

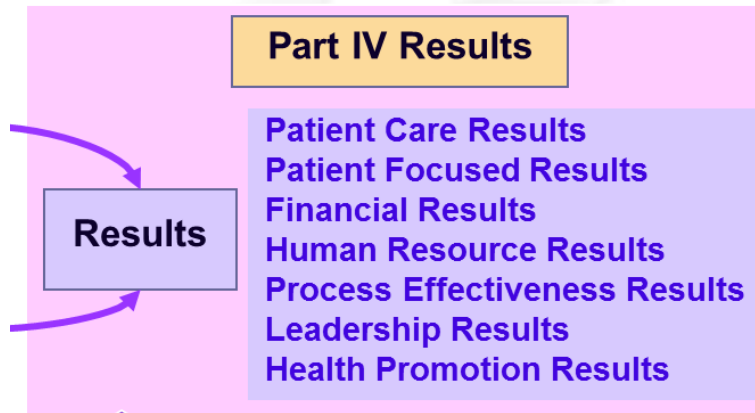
Tool: Narrative/storytelling





# Focus on Performance

Advanced HA  
focus on  
outcome



Comparative Hospital  
Indicator Project  
Phase I

Comparative Hospital  
Indicator Project  
Phase II

2<sup>nd</sup> HA/HPH  
Standards  
Specify area of  
performance to be  
monitored

Self-determined KPI

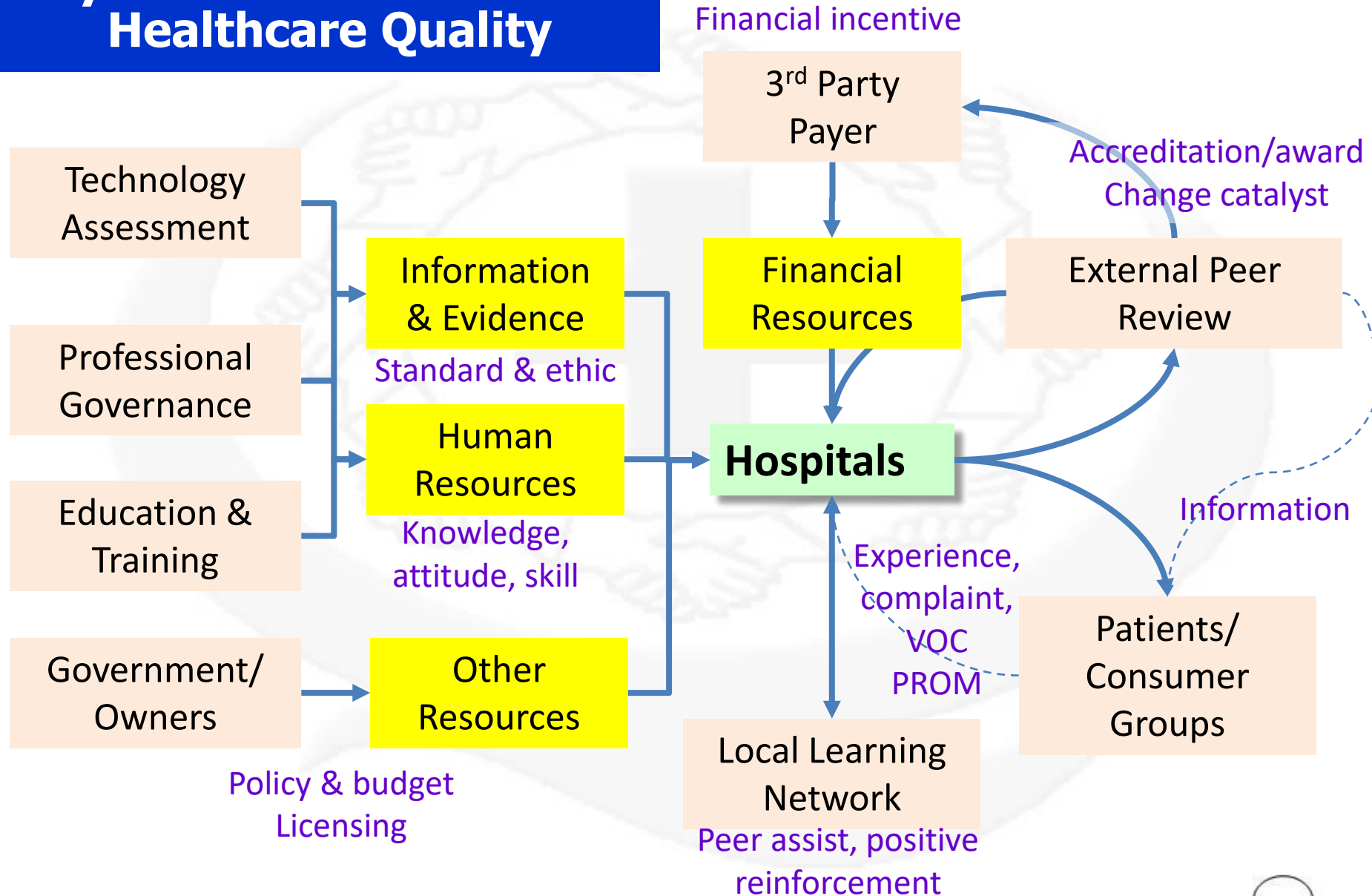
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# System Architecture for Healthcare Quality



Healthcare Accreditation Institute, Thailand





# Challenges for Hospitals

- Understand and commitment to quality & safety
- To use accreditation as an educational tool
- To improve quality under the higher workload and limited resources

## Challenges for HAI

- To create a momentum of a need to change
- To maintain the value of Thai accreditation in the changing environment
- To efficiently response to the needs (surveyors, IT)
- To reduce burden of hospitals in the accreditation process (new model that focus more on patient care results & safety)



Thank you for your attention