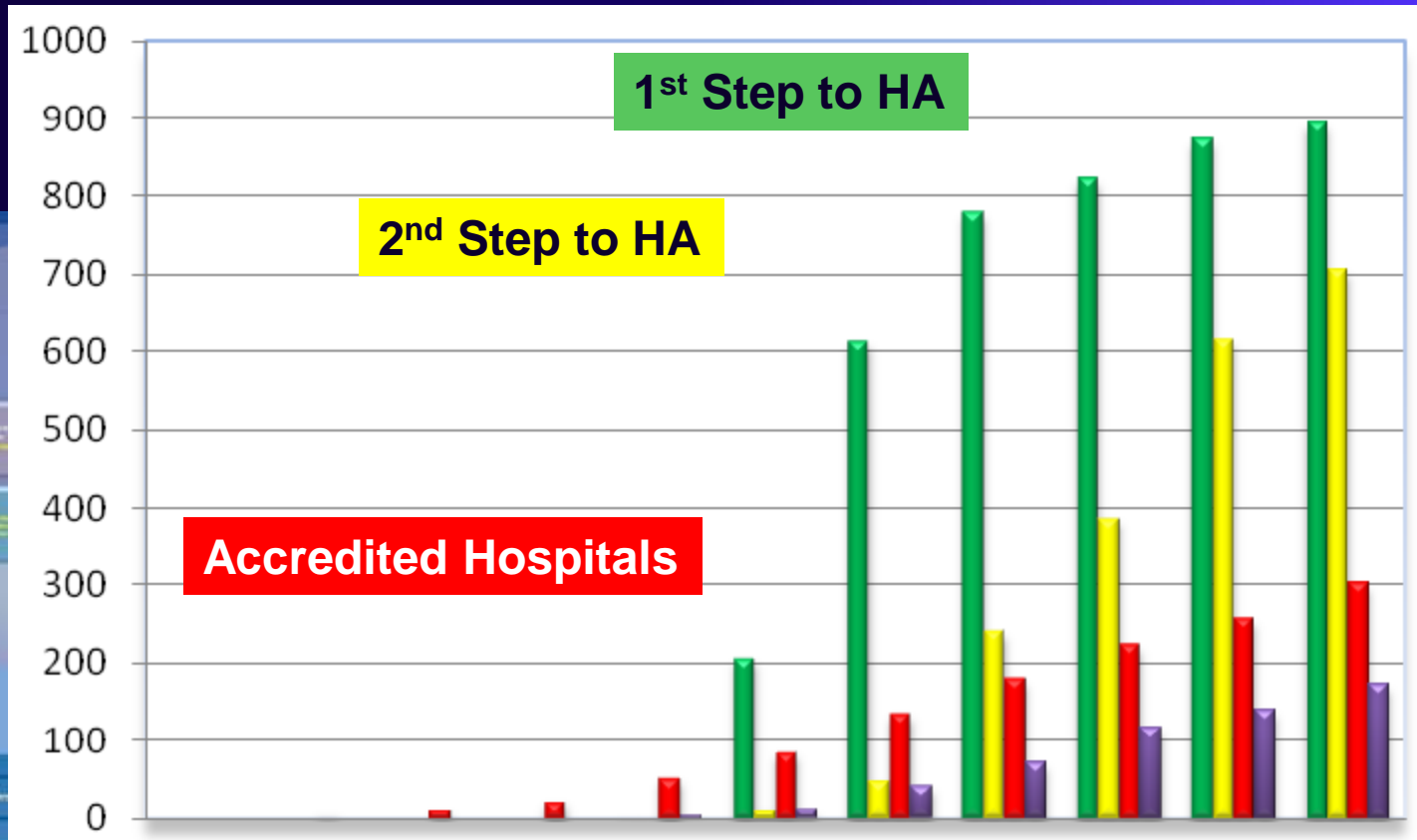


Quality Improvement Journey of Hospitals in Thailand

Anuwat Supachutikul, M.D.

CEO, The Healthcare
Accreditation Institute, Thailand

Achievement of Quality Foundation



Standard as a Framework for Trial & Development

Thai HA Standards
Golden Jubilee version



Voluntary Process
 Educational Process, Not Inspection
 Encourage Civil Society Movement
 Self Reliance, Independence, Neutral
 Emphasis Self Assessment & Improvement

HA Project

- Organization Alignment
- Multidisciplinary Team
- Med Staff Org
- Clinical Quality
- Risk Management
- Self Assessment
- Internal Survey

Initiatives



Pilot Hospitals

35 hospitals

- Adapt
- Seek more information
- Creativity
- Trial
- Learn

Knowledge



Solutions

Questions

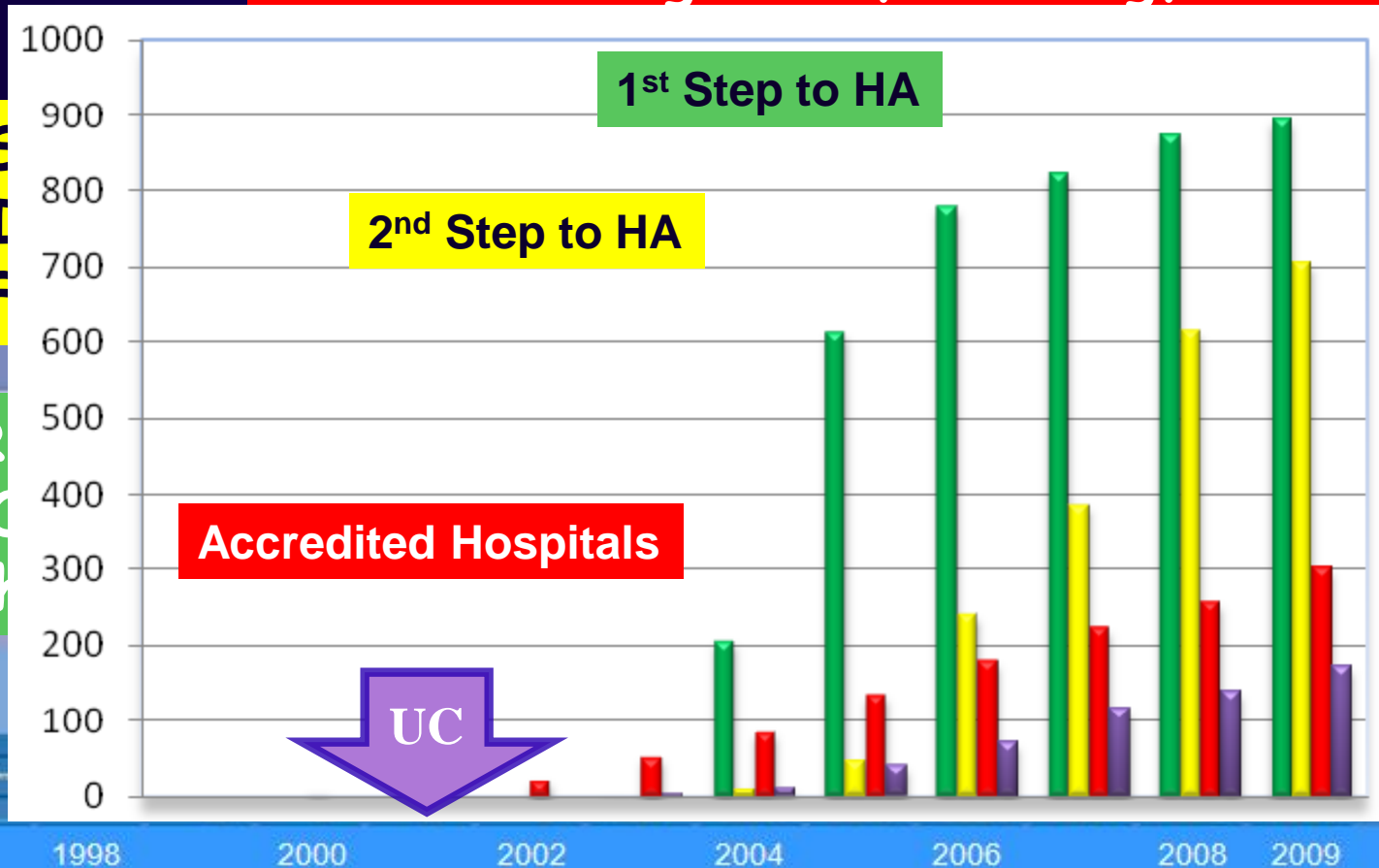


The First Accreditation
 (2 public 2 private hospitals)



Stepwise Recognition

Step 3: Quality Culture
 Identify OFI from standards
 Focus on integration, learning, result



Step 1: R
Identify C
Focus on h

S
I
F

1996

1998

2000

2002

2004

2006

2008

2009

HA National Forum

A Forum for 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

1st HA National Forum

1996

1998

2000

2002

2004

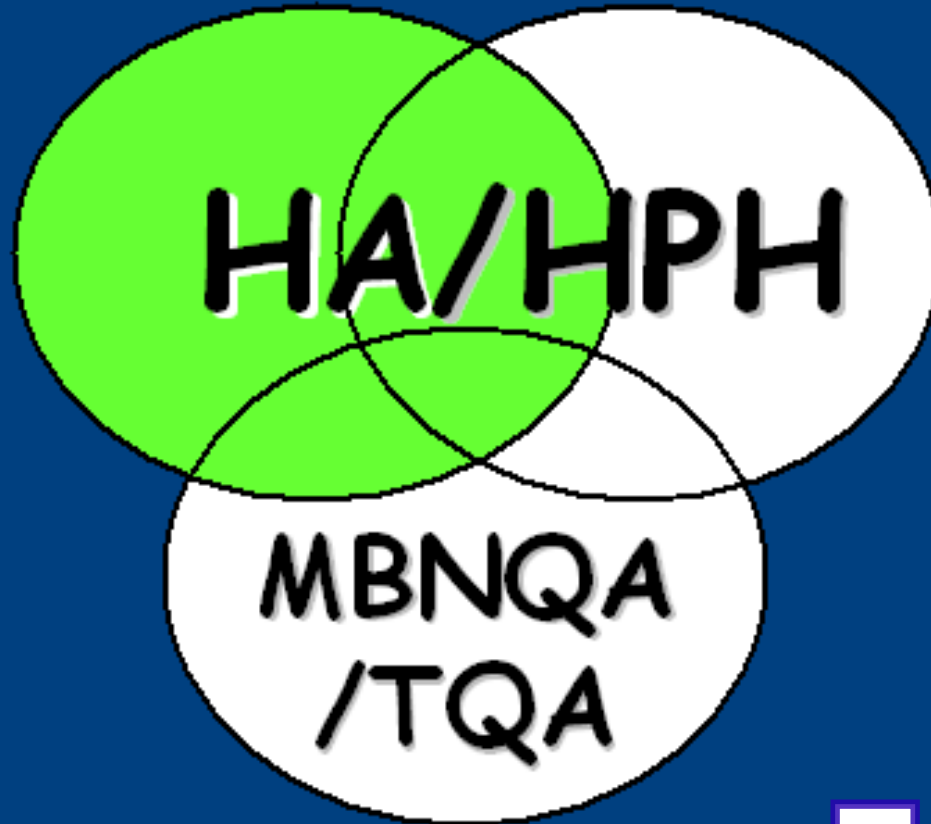
2006

2008

2009

New HA Standards

Thai HA Standards
Diamond Jubilee version



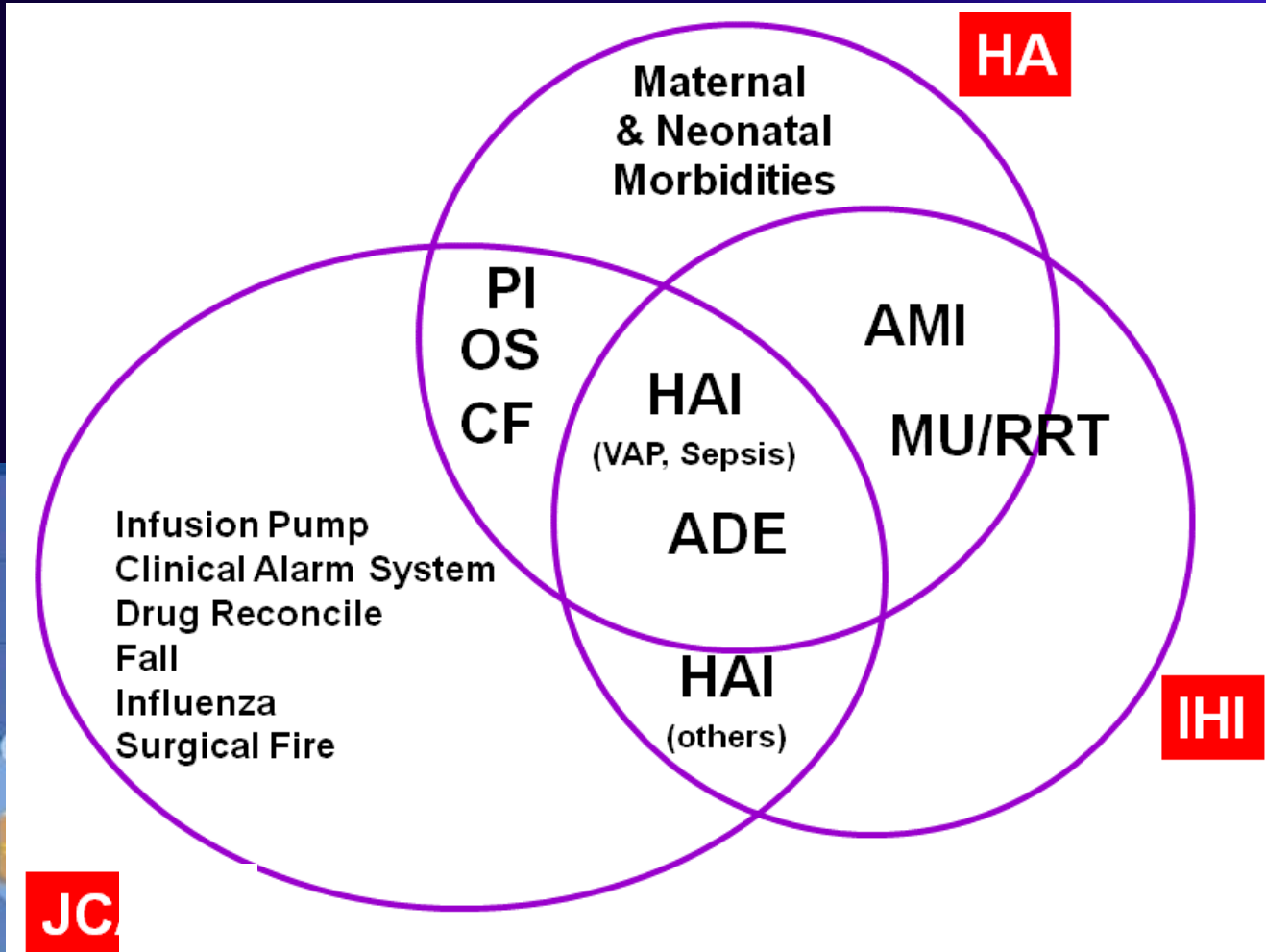
A vertical sidebar menu with several items in Thai text and icons. From top to bottom, the items are: "การพัฒนาระบบสุขภาพ", "การส่งเสริมสุขภาพ (Health Promotion)", "ความปลอดภัยของผู้ป่วย (Patient Safety)", "การประเมินคุณภาพการบริการ", "การประกันคุณภาพการบริการ", and "การประชุม HA National Forum".



A grid of small images showing various standards and accreditation logos, including ISQua and others.



Thai Patient Safety Goals



JC

HA

IHI

1996

1998

2000

2002

2004

2006

2008

2009



Patient Safety Goals / Guides : SIMPLE

Safe Surgery

SSI Prevention
Safe Anesthesia
Correct Procedure at Correct Site
Surgical Safety Checklist

Infection Control

Hand Hygiene
Prevention of CAUTI, VAP, Central line infection

Medication & Blood Safety

Safe from ADE, conc e'lyte, High-Alert Drug
Safe from medication error, LASA
Medication Reconciliation
Tackling antimicrobial resistance
Blood Safety

Patient Care Process

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

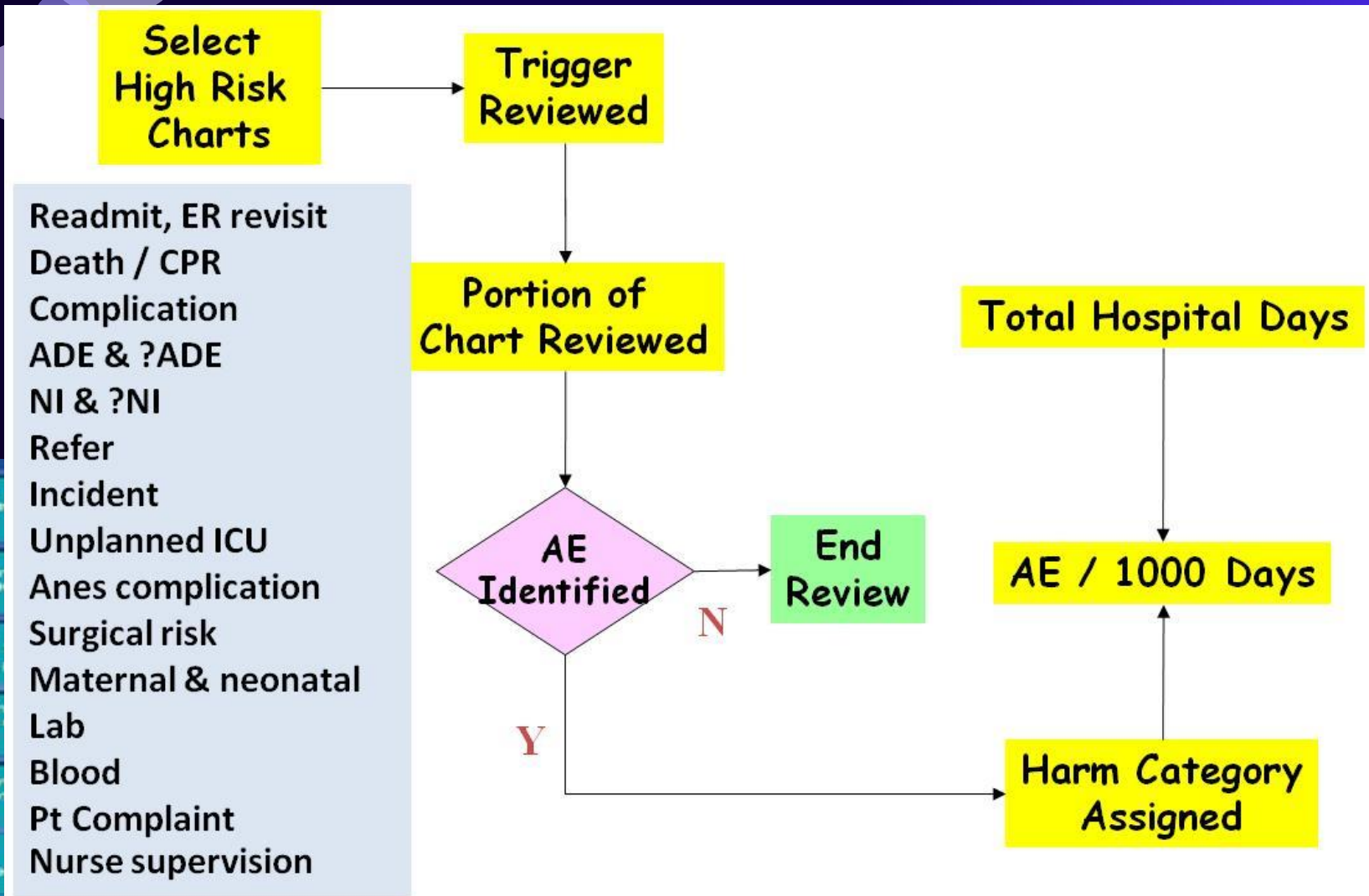
Line, Tubing, Catheter

Mis-connection

Emergency Response

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

Trigger Tools -> Identify AEs



1996

1998

2000

2002

2004

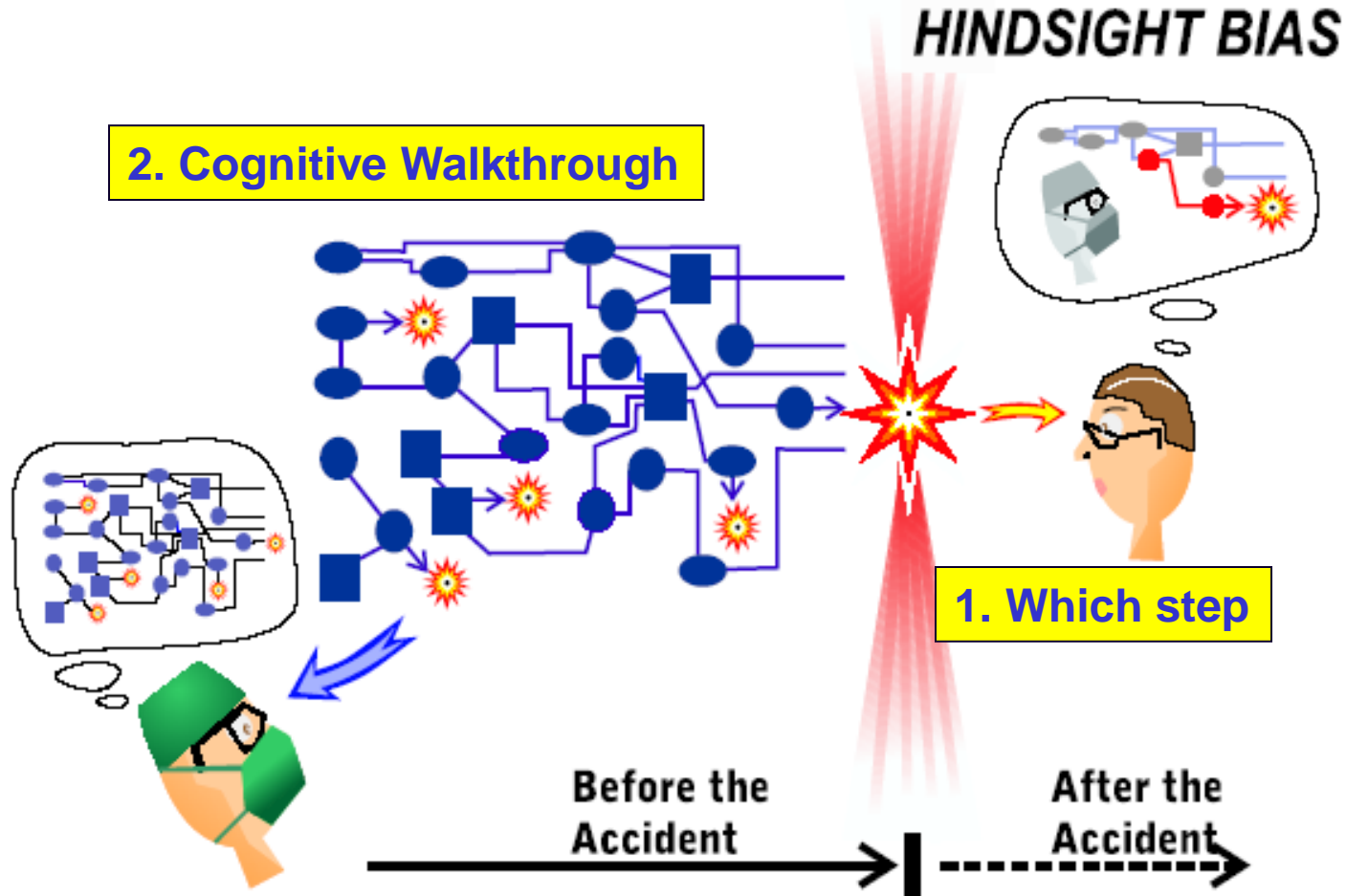
2006

2008

2009

Simple RCA

2. Cognitive Walkthrough



3. Human Factor Engineering

Comprehensive Clinical QI

Six Sigma / R2R

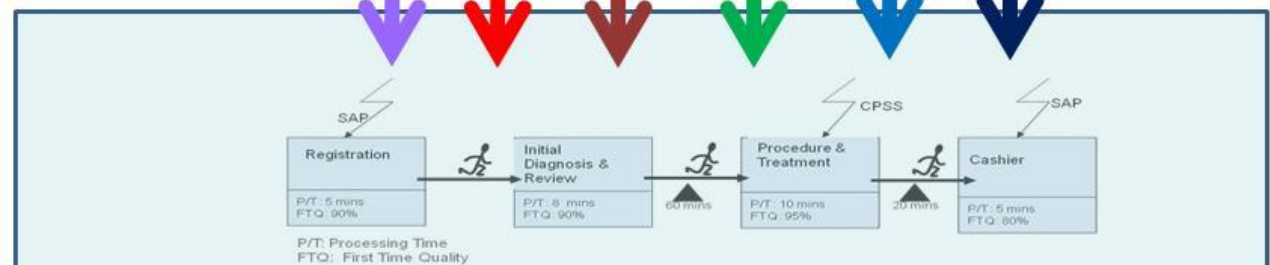
Health Promotion

Spiritual / Humanized Healthcare

Standards / Clinical Excellence

Safety & Risk Management

Delivery / Waste Reduction



Value Stream Mapping (VSM) for a Clinical Population

Sustainable Healthcare Organization

Quality/Safety, Efficiency, Morale

Spirituality

Health Promotion
Humanized HC
Living Organization
Narrative Medicine
Contemplation
Appreciative
Aesthetics

System

3C - PDSA

Review
Monitoring
Scoring
SPA
Gap Analysis
Tracing

Wisdom

Evidence-based
KM
Data analysis
R2R

Lean-R2R

1996

1998

2000

2002

2004

2006

2008

2009

**With limited resources
We will do our best.**

Thank you for
your attention