



Agencija za kvalitet i  
akreditaciju u zdravstvu  
FBiH

Agency for Healthcare Quality  
and Accreditation FB&H

# Accreditation standards for BFH

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# Presentation overview

- Baby friendly hospitals in Federation of Bosnia and Herzegovina – history;
- Development of Accreditation BFH standards;
- AKAZ - Accreditation standards for BFH;
- AKAZ – BFH accreditation programme;
- Current achievements;
- Further steps and activities.



# Baby friendly hospital programme

- Conducted by **Baby friendly committee** (Ministry of Health, 1995);
- **Implemented** in Federation of BiH in the period 1996-2007;
- **Four centres:** Counselling for pregnant women, maternal ward (delivery room and mother and child rooms) and postpartum care;
- Supported by **UNICEF BiH**, and two NGOs (ABI and Fenix).



## Results (1995-2007)

- Education of medical and paramedical staff in all **10 cantons**;
- Training **completed 3.544** people (61% physicians and nurses, 24,9% students, 6,2% pharmacists, 2,8% kindergarten staff, 3,4% others);
- Prepared **14/27** maternity wards for the assessment;
- In FBiH **50%** maternity wards are **baby friendly hospitals.**



# What is accreditation?

- Accreditation is public recognition by a health care accreditation body of the **achievement of accreditation standards** by a health care organization, demonstrated through an independent external peer assessment of that organization's level of performance in relation to the standards;
- Accreditation: institution or its organizational (maternity ward) or **functional part** (process or programme) – 10 steps to successful breastfeeding.



# Development of BFH Accreditation standards (1)

- Baby Friendly Committee (BFC);
- Nomination from Federal Minister of Health for BFC (new members);
- Long-term sustainability;
- Federal Ministry of Health, AKAZ and UNICEF BiH;
- AKAZ – accreditation programme.



# Development of BFH Accreditation standards (2)

- Innocenti Declaration on the Protection, Promotion and Support of Breastfeeding call for action (1990);
- The 2002 WHO/UNICEF Global Strategy for Infant and Young Child Feeding;
- The Sixty-third World Health Assembly (WHA 63.23 Infant and young child nutrition).



# Development of BFH Accreditation standards (3)

**BABY-FRIENDLY HOSPITAL INITIATIVE**  
Revised, Updated and Expanded  
for Integrated Care

**SECTION 1  
BACKGROUND AND IMPLEMENTATION**



2009

Original BFHI Guidelines developed 1992



- Baby Friendly Hospital Initiative - Revised, Updated and Expanded for Integrated Care;
- Section 1 – Background and implementation;
- Section 2 – Strengthening and sustaining the baby friendly initiative: A course for decision makers;
- Section 3 – Breastfeeding promotion and support in a baby-friendly hospital: A 20-hour course for maternity staff;
- Section 4 – Hospital self-appraisal and monitoring;
- Section 5 – External assessment and reassessment.





# Development of BFH Accreditation standards (4)

- AKAZ aligned UNICEF's recommendations with the FBiH legislation and policies:
  - Policy on Early Childhood Development in the Federation of Bosnia and Herzegovina (Government of FBiH, May 2012);
  - Policy for Improving Child Nutrition in Federation of Bosnia and Herzegovina (Government of FBiH, February 2013);
  - Framework Policy for Early Childhood Development in Bosnia and Herzegovina ("Official Gazette of Bosnia and Herzegovina" No. 36/12);
  - Strategic Plan for Improving Early Childhood Development in Federation of Bosnia and Herzegovina 2013–2017 (Government of FBiH, 2012);
  - Nutrition Guidelines for Children ages 0 to 3 in FBiH 2013-2017 (Government of FBiH, September 2013).



# Development of BFH Accreditation standards (5)

## TEN STEPS TO SUCCESSFUL BREASTFEEDING

*Every facility providing maternity services and care for newborn infants should:*

1. Have a written breastfeeding policy that is routinely communicated to all health care staff.
2. Train all health care staff in skills necessary to implement this policy.
3. Inform all pregnant women about the benefits and management of breastfeeding.
4. Help mothers initiate breastfeeding within a half-hour of birth.
5. Show mothers how to breastfeed, and how to maintain lactation even if they should be separated from their infants.
6. Give newborn infants no food or drink other than breastmilk unless *medically* indicated.
7. Practise rooming in - allow mothers and infants to remain together - 24 hours a day.
8. Encourage breastfeeding on demand.
9. Give no artificial teats or pacifiers (also called dummies or soothers) to breastfeeding infants.
10. Foster the establishment of breastfeeding support groups and refer mothers to them on discharge from the hospital or clinic.

- The standards for the accreditation of “baby-friendly hospitals” were developed based on the recommendations by **UNICEF** and **WHO** (2009) and ten steps for successful breastfeeding.
- Policies adopted by the **Government of FBiH** regarding nutrition and childhood growth and development stress the importance of breastfeeding;
- Development of accreditation standards for “baby-friendly hospitals” is **AKAZ’s** contribution to the optimal start of a life for every baby.



# Development of BFH Accreditation standards (6)

- Accreditation standards include a total of 14 standards and 66 criteria. These are based on UNICEF's "Ten steps to successful breastfeeding" and separated into ten chapters:
  1. Breastfeeding policy (1 standard, 6 criteria);
  2. Staff training (1 standard, 7 criteria);
  3. Information on breastfeeding (1 standard, 5 criteria);
  4. First contact and initiation of breastfeeding (2 standards, 6 criteria);
  5. Breastfeeding and maintaining lactation (4 standards, 19 criteria);
  6. Infant nutrition (1 standard, 9 criteria);
  7. Rooming-in/bedding-in of mother with baby (1 standard, 3 criteria);
  8. Breastfeeding "on demand" (1 standard, 4 criteria);
  9. Abstaining from using pacifiers (1 standard, 3 criteria);
  10. Support group for mothers (1 standard, 4 criteria).



# Development of BFH Accreditation standards (7)

- Standards and criteria follow a specific format:
  - Number of the standard (contains two numbers: number of the chapter and the number of the standard); number of the criterion (contains three numbers: number of the chapter, number of the standard, and number of the criterion);
  - Statement of the standard (which defines the standard itself), and the criterion (which explain the standard in more detail);
  - Guideline for the standard or criterion (further highlights or explains the statement);
  - Indicator which serves as proof of criterion fulfilment for the assessment (only for criteria, and they detail the requirements for fulfilment);
  - References for the standards/criteria (column references literature and/or legislation that directly or indirectly supports the statement of the standard/criterion).



# Development of BFH Accreditation standards (7)

Step 2 - Staff Training				
Standard	Statement	Guideline/instruction		Reference
2.1	All maternity ward staff attends internal Training provided by the maternity ward, and adheres to the Policy in their work.	The Internal staff Training represents not only a familiarization with the Policy, but also continual professional education and renewal of previously acquired knowledge as well as acquisition of new knowledge with the purpose of maintaining and advancing the quality of healthcare services. The type and percentage of trained staff is adequate and in line with the needs of the maternity ward.		<p>BFHI, UNICEF/WHO 2009, Sections 1 and 4</p> <p>Law on Nursing and Midwifery („Official Journal of FBiH,“ No. 43/13, article 27)</p> <p>Policy for Improving Child Nutrition in Federation of Bosnia and Herzegovina (Government of FBiH, February 2013)</p> <p>Nutrition Guidelines for Children ages 0 to 3 in FBiH 2013-2017 (Government of FBiH, September 2013).</p>
Criteria	Statement	Instruction	Evidence for assessment	Reference
2.1.1	All staff members who interact with pregnant women, new mothers and mothers and/or newborn babies were trained to apply the	<p>The Training is provided internally, by experienced staff and experts from the relevant areas.</p> <p>By signing a list</p>	<ul style="list-style-type: none"> <li>- Interview with the Chief of the maternity ward.</li> <li>- Review of the staff signatures.</li> </ul>	<p>BFHI, UNICEF/WHO 2009, Sections 1 and 4</p> <p>Law on Nursing and Obstetrics („Official Journal of FBiH,“ No. 43/13, article 27)</p>



# Development of BFH Accreditation standards (8)

## ● References / legal basis

- 1) Baby Friendly Hospital Initiative, UNICEF/WHO 2009; Section 1
- 2) Baby Friendly Hospital Initiative, UNICEF/WHO 2009; Section 4
- 3) International Code of Marketing of Breast-milk Substitutes (WHA 1981. godine)
- 4) Policy on Early Childhood Development in the Federation of Bosnia and Herzegovina (Government of FBiH, May 2012)
- 5) Policy for Improving Child Nutrition in Federation of Bosnia and Herzegovina (Government of FBiH, February 2013)
- 6) Framework Policy for Early Childhood Development in Bosnia and Herzegovina (“Official Gazette of Bosnia and Herzegovina” No. 36/12)
- 7) Strategic Plan for Improving Early Childhood Development in Federation of Bosnia and Herzegovina 2013–2017 (Government of FBiH, 2012)
- 8) Nutrition Guidelines for Children ages 0 to 3 in FBiH 2013-2017 (Government of FBiH, September 2013).
- 9) **Law on Nursing and Midwifery** („Official Journal of FBiH,” No. 43/13)
- 10) **Law on Healthcare** („Official Journal of FBiH,” No. 46/10)
- 11) **Law on Healthcare Records** („Official Journal of FBiH,” No. 37/12)
- 12) **Law on System of Improvement of Quality and Safety and Accreditation in Healthcare of FBiH** (“Official Journal of FBiH,” No. 59/05 and 52/11)



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# Development of BFH Accreditation standards (9)

## **Documented Policies and Procedures:**

1. Policy on Good Breastfeeding Practice (1.1.1)
2. Procedure for skin-to-skin contact between mother and infant and the initiation of lactation (4.1.1)
3. Procedure for initiating breastfeeding for the first time (4.2.1)
4. Procedure for correct and safe storage of expressed breast-milk (5.2.5)
5. Procedure for the preparation of breast-milk substitutes at the maternity ward (6.1.9)
6. Procedure for abstaining from using pacifiers and baby bottles (9.1.1; 9.1.2)

## **Procedures for Informing/Advising Mothers:**

7. Procedure for informing mothers in their last trimester about breastfeeding (3.1.3)
8. Procedure for informing mothers about the importance and ways of maintaining hand hygiene (5.1.6)
9. Procedure for informing mothers who do not wish/are unable to breastfeed about alternative methods of nutrition (5.4.1; 5.4.2)
10. Procedure for advising mothers on breastfeeding “on demand” (the infant is allowed to breastfeed as often and as long as he/she desires) (8.1.2; 8.1.3; 8.1.4)
11. Procedure for advising mothers on the use of pacifiers and artificial teats (9.1.3)
12. Procedure for advising/informing mothers on where to get breastfeeding help and support after discharge from the maternity ward (10.1.1)

## **Procedures for Instructing Mothers:**

13. Procedure for instructing and helping mothers breastfeed their infant (4.2.3; 5.1.1)
14. Procedure for stimulating and maintaining lactation and breastfeeding (5.1.2; 5.3.1; 5.3.2)
15. Procedure for instructing mothers how to correctly place their infant on their breast (5.1.3; 5.1.4)
16. Procedure for instructing mothers how to recognize signs that their infant is breastfeeding successfully (5.1.5)
17. Procedure for instructing mothers how to manually express breast-milk (by hand or with the use of a pump) (5.2.1)



# AKAZ – BFH accreditation programme (1)

- Training for maternity wards staff;
- Training for internal/external assessors;
- Training for facilitators;
- Accreditation – external assessment (peer review);
- 114 professionals trained (gynaecologists, paediatricians, nurses, etc.), 28 internal/external assessors;
- 18 maternity wards in FBiH.





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# AKAZ – BFH accreditation programme (2)





# AKAZ – BFH accreditation programme (3)

- Intro – training programme for external assessors;
- Pre-test,
- External assessment of healthcare institutions;
- Accreditation standards;
- External assessors (roles, tasks, skills, procedure for selection, principles of the assessment);
- Forms for the assessment;
- Process and technics of the external assessment;
- External assessment: interview, observation, examination;
- Verbal and written reporting and decision on accreditation;
- Post-test;
- Exercise 1: Evidences for meeting standards/criteria/indicators;
- Exercise 2: Self assessment evaluation;
- Exercise 3: Interviewing;
- Exercise 4: Final meeting with management of the institution.



# Current achievements (1)

- Two accredited maternal wards;
- Two maternal wards waiting on decision;
- By end of 2014/beginning of 2015 we expect to have 10 maternity wards accredited in FBiH;

# Current achievements (2)

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## Further steps and activities

- Accreditation and reaccreditation of maternity wards in FBiH;
- Expand activities at the level of primary healthcare (“schools for pregnant women” and postpartum care – nurses in community);
- Accreditation standards for Integrated Early Childhood Development Centers.



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