



Република Србија
МИНИСТАРСТВО ЗДРАВЉА



SOUTH-EASTERN EUROPE
HEALTH NETWORK



АГЕНЦИЈА ЗА АКРЕДИТАЦИЈУ
ЗДРАВСТВЕНИХ УСТАНОВА СРБИЈЕ



Accreditation standards as a tool for continuous quality improvement

Marija Mitic, AZUS

- Standards
- ISQua Principles
- Special Working Group
- Patient Safety
- Continuous quality improvement

Accreditation standards

Standard is the desired level of performance that is achievable and can be compared with current level of performance.

- Every standard has criteria
- The criteria are clear steps or activities to be undertaken in order to meet the standard

Accreditation standards – cont.

- The accreditation is based on standards that are possible to achieve by following activities defined under criteria.
- Accreditation standards are made to follow
 - Structure
 - Processes
 - Outcomes (three major aspects of health care)

Accreditation standards are

- Applicable
- Achievable
- Measurable
- High quality
- Formed according to the International Principles
- *Health workers develop standards for health care facilities*

ISQua - The International Society for Quality in Health Care

- ISQua's mission is to:

Inspire, promote and support continuous improvement in the safety and quality of health care worldwide

- ISQua made a set of Principles for Healthcare Standards which we are following during development of our standards

ISQua Principles (Third Edition)

- Based on current evidence, research and sound practice
- Reflect the current patient safety emphases of the WHO World Alliance for PS initiatives
- User friendly, understandable, valid, relevant and can facilitate quality improvement

ISQua Principles (Third Edition)-cont.

- The third edition contains six Principles:
 1. Quality Improvement
 2. Patient/Service User Focus
 3. Organizational Planning and Performance
 4. Safety
 5. Standards Development
 6. Standards Measurement

How we develop standards

- Establishment of Special Working Group for...
- Members are professionals in the field, delegated from the Represented Faculties, Chambers, MoH, HIF, National Institute for Public Health etc.
- The work of the group is leaded and guided by the Agency (AZUS), following ISQua Principles

How we develop standards-cont.

- SWG develop Draft standards
- Piloting the Draft standards in the health care facilities and testing if this standards are applicable, achievable, measurable and high quality – questioner for all participants
- Revision of standards based on feedback
- Adoption of standards by AZUS governance board
- Government adopts standard as National Accreditation Standards

Patient safety criteria

- Our Accreditation standards are patient safety oriented
- Patient safety criteria – criteria that must be fully met through accreditation process
- Strategies, procedures and behavior regarding patient safety are an essential practice that organizations must have in place to enhance patient/client safety and minimize risk.

AZUS objectives within National Initiatives

- AZUS's Patient Safety Strategy
- AZUS's Hand Hygiene Strategy

Plan Do Check Act (PDCA)

- The basic principle of this program is that the activity was not completed until the evaluation shows that it was effective



Quality Improvement

- Standards are designed to encourage healthcare facilities to improve quality and performance within their own organization and the wider healthcare system
- Standards define responsibilities for quality and performance improvement at different levels of the healthcare facilities as well as systematic approach to CQI

Thank you