



Agency for  
Quality and  
Accreditation in  
Health Care and  
Social Welfare



Republic of Croatia

# Accreditation in Croatia

Workshop on „Development of Accreditation Standards for Maternity Wards and neonatal Care”,

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Maša Bulajić, M.D., M.Econ.  
Assistant Director for Accreditation

# History of accreditation in Croatia

- 2007: established AQAH, accreditation not in focus
- 2011: first generic standards for hospitals (Ordinance, National Gazette 31/2011)
- winter 2012 – spring 2014: revision of the generic standards for hospitals = proposal of „**Ordinance on accreditation standards for hospitals** „ to MoH
- spring 2014: proposal of „Ordinance on accreditation process” to MoH

# Steps / who does what in the process

- AQUAH: proposal
- MoH: approval
- Government: decision
- National Gazette: effective

# Current status of accreditation in Croatia

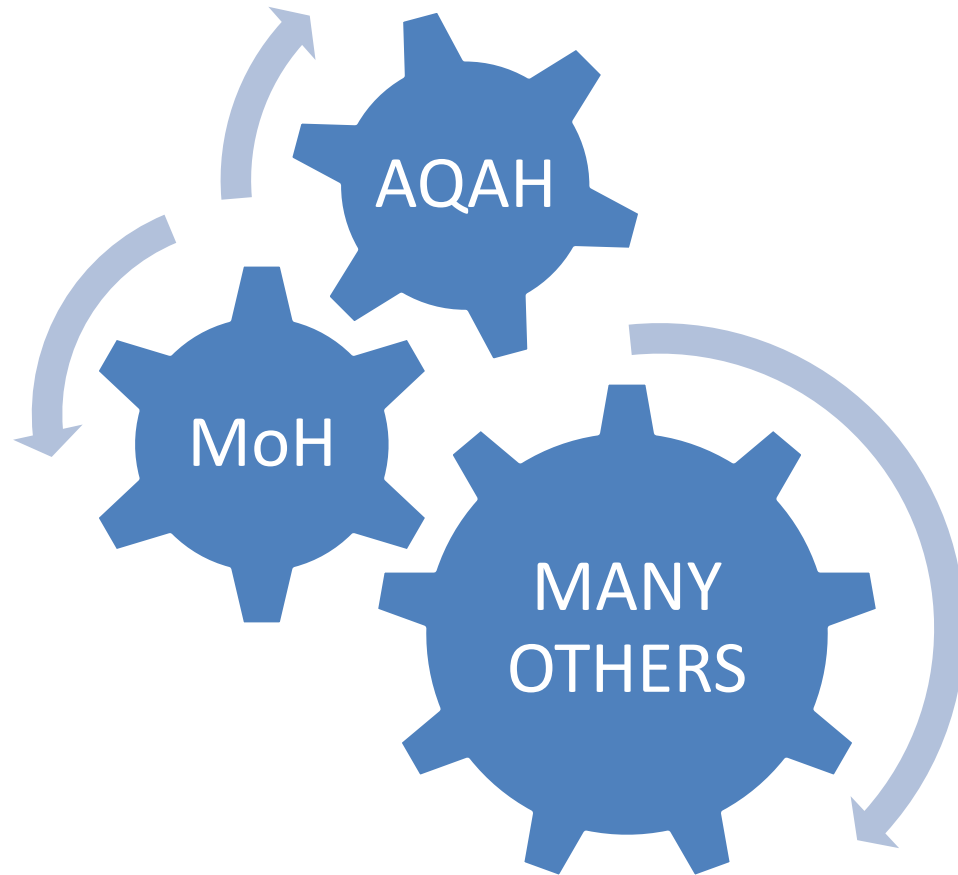
- accreditation is NOT mandatory
- no healthcare institution accredited by AQAH - no legal framework in place yet
- generic accreditation standards for hospitals: ready to implement
- 1 hospital accredited by AC - 04/2014

# Healthcare standards - next steps

Other standards to be developed:

- **maternity wards and neonatal dpts.,**
- primary healthcare,
- medical tourism,
- pharmacies,
- etc.

# Focus groups, committees



# AQAH's partners in developing standards

- MoH
- Ministry of administration
- Fond
- Chambers in healthcare; Chamber of Commerce
- Doctor's alliance
- Patients' alliances
- Expert focus groups, expert committees

# Experienced challenges regarding the development of standards (ordinances)

- No experience on national level
- Lack of awareness regarding the business priorities - unrealistic planning



# Good experiences regarding the development of ordinances

- enthusiasm
- PROFESSIONAL RECOGNITION
- international support - exchange of knowledge and experience

# Expected challenges regarding implementation of the standards

- Financial incentives
- Lack of the hospital staff's awareness regarding the importance of accreditation (importance of leadership!)
- Lack of the hospital staff's awareness regarding the business priorities - unrealistic planning (importance of leadership!)

# A way to go

- partnership
- communication

Thank you!

