

THEME

Applying Best Practices in Healthcare Delivery

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Accreditation in Thailand : Experiences and Information updates

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Hospital Accreditation (HA) as a Platform for Change & Learning

Quality & Safety

Self Improvement

**Learning
Process**

**External Evaluation
(Survey)**

Accreditation

Self Assessment

Core Values & Concepts:

- HA as a Learning Process
- Patient & Health Focus
- Continuous Improvement



HA Thailand: Key Activities

**Collect & Create Knowledge/
Guideline for Quality Improvement**

**Evaluation &
Accreditation**

**Create Awareness
Knowledge Dissemination
Training**

Stepwise Recognition

Collaboration/Learning Network



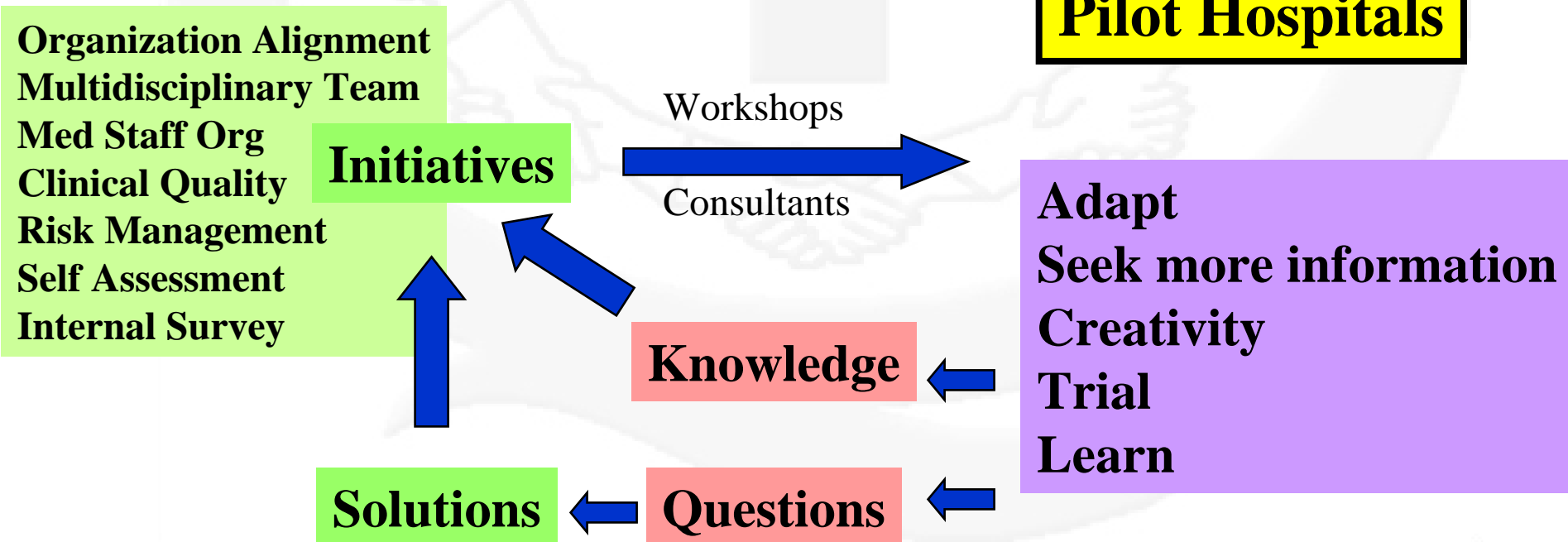
Lesson 1: Start with R & D



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

HA Project

Pilot Hospitals

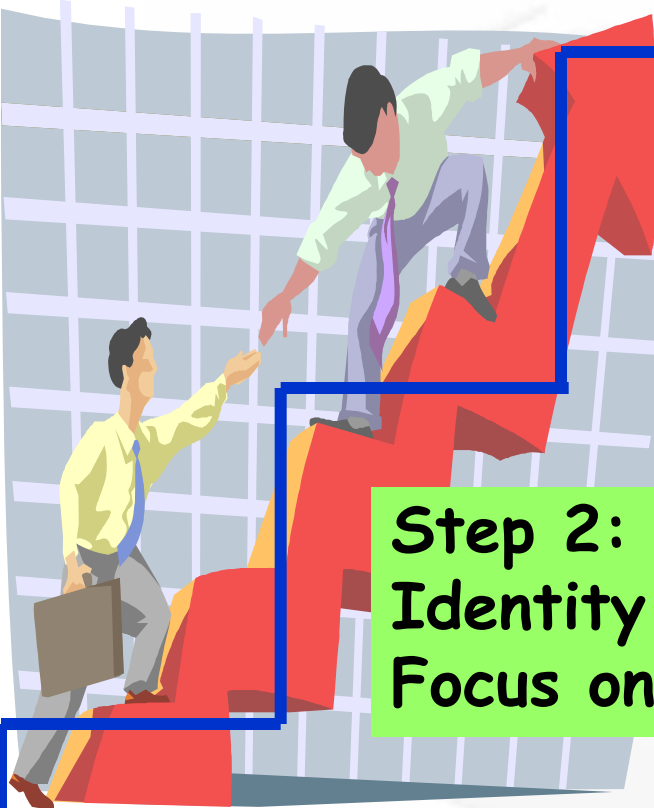




Lesson 2: Power of Recognition

- Willingness to open their house
- High level of collaboration, at least temporarily
- Positive reinforcement
- More friendly than top-down policy
- No one want to stay behind
- Make the impossible possible
- Any level of achievement can be recognized

Lesson 3: Stepwise approach



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

Step 2: Quality Assurance & Improvement
Identify OFI from goals & objectives of units
Focus on key process improvement

Step 1: Risk prevention
Identify OFI from 12 reviews
Focus on high risk problems

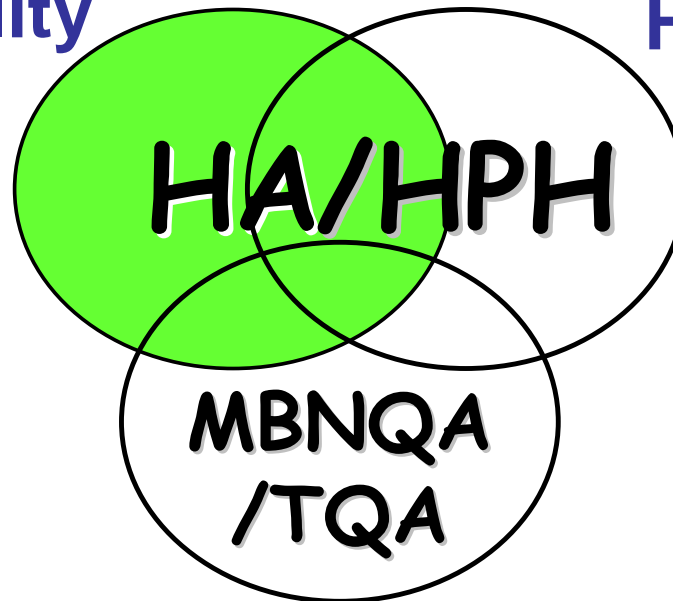
Lesson 4: Integrate with Others



Sources of HA Standard 2006

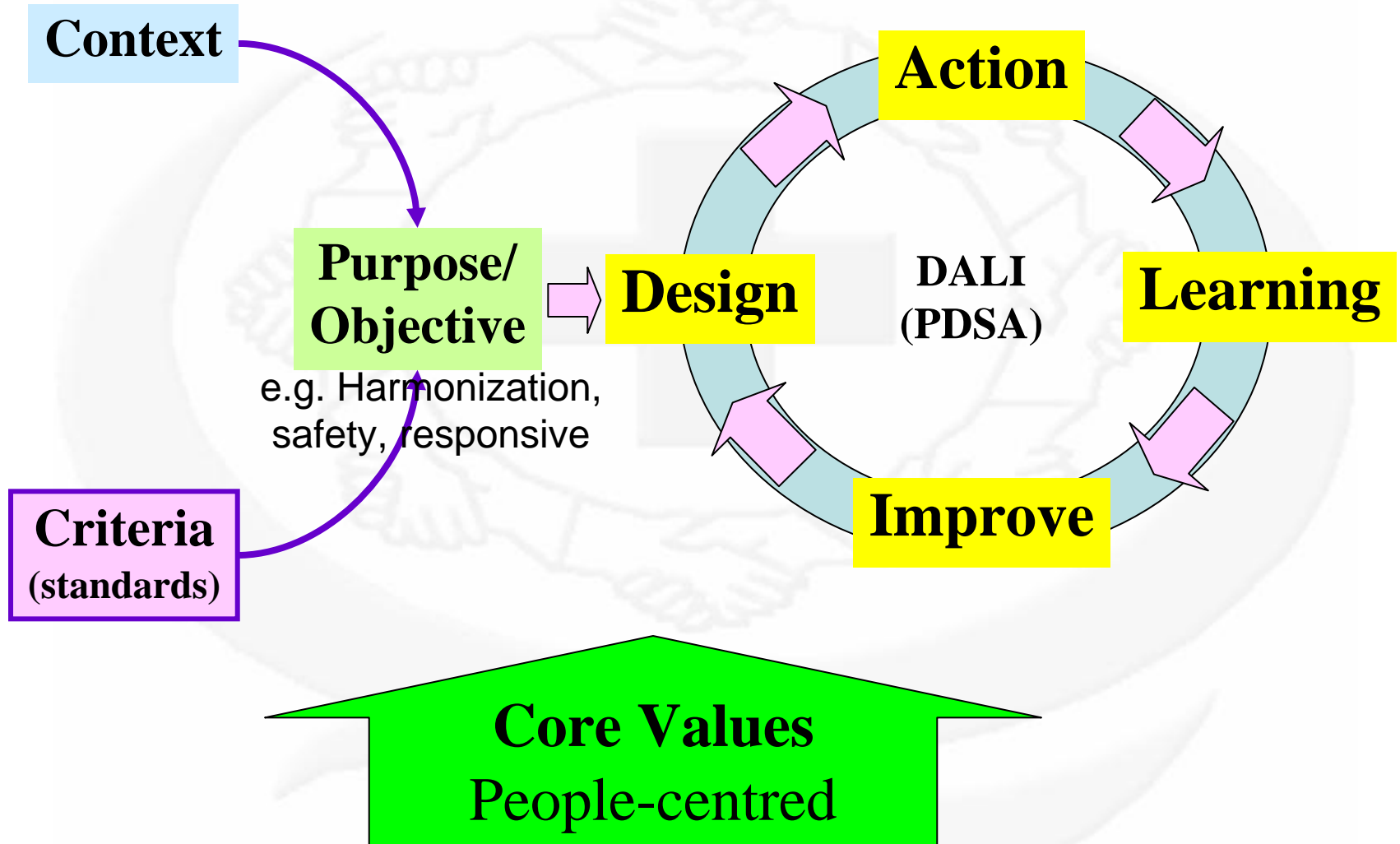
Ssafety & Quality

Health **P**romotion

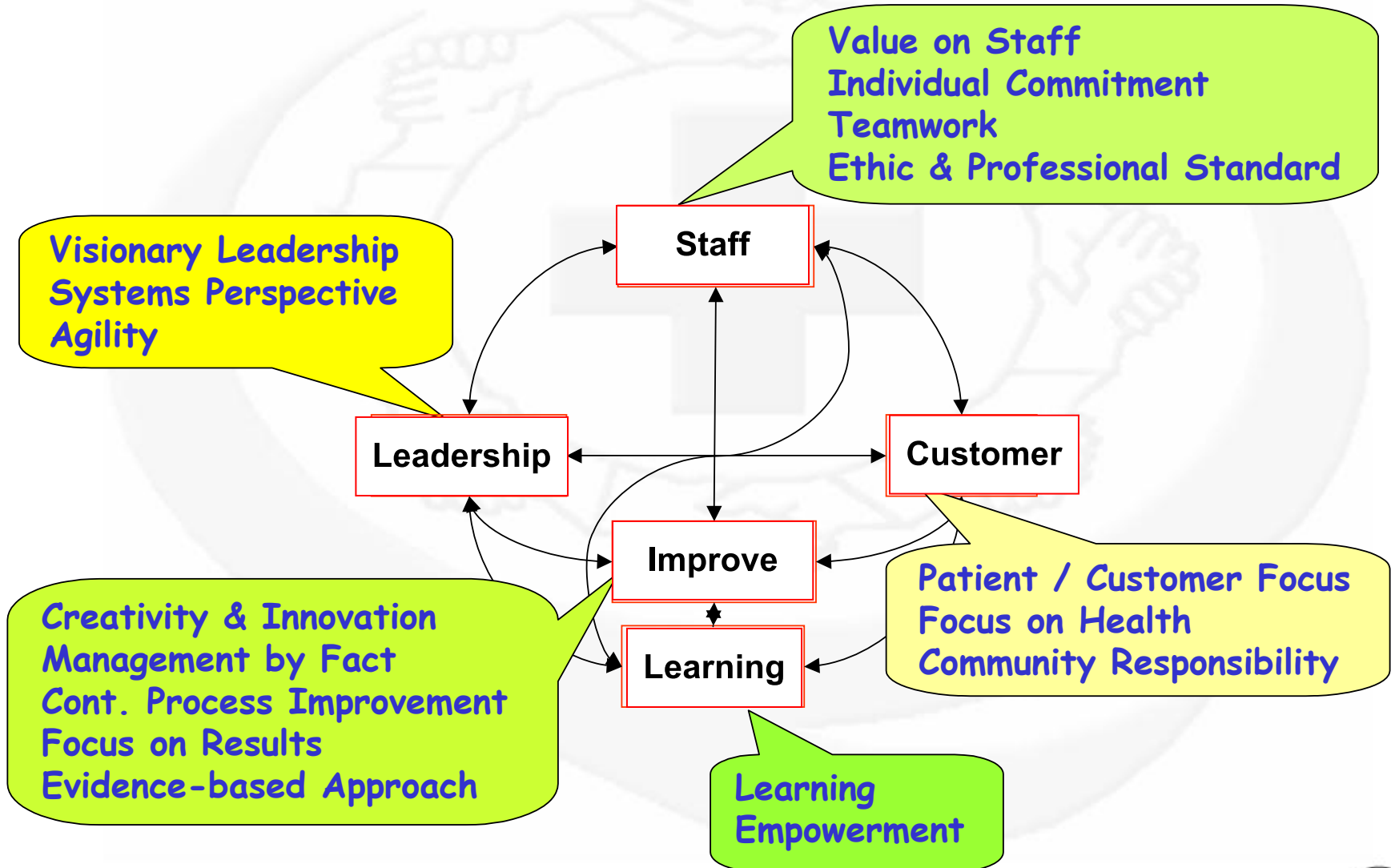


Learning & Integration

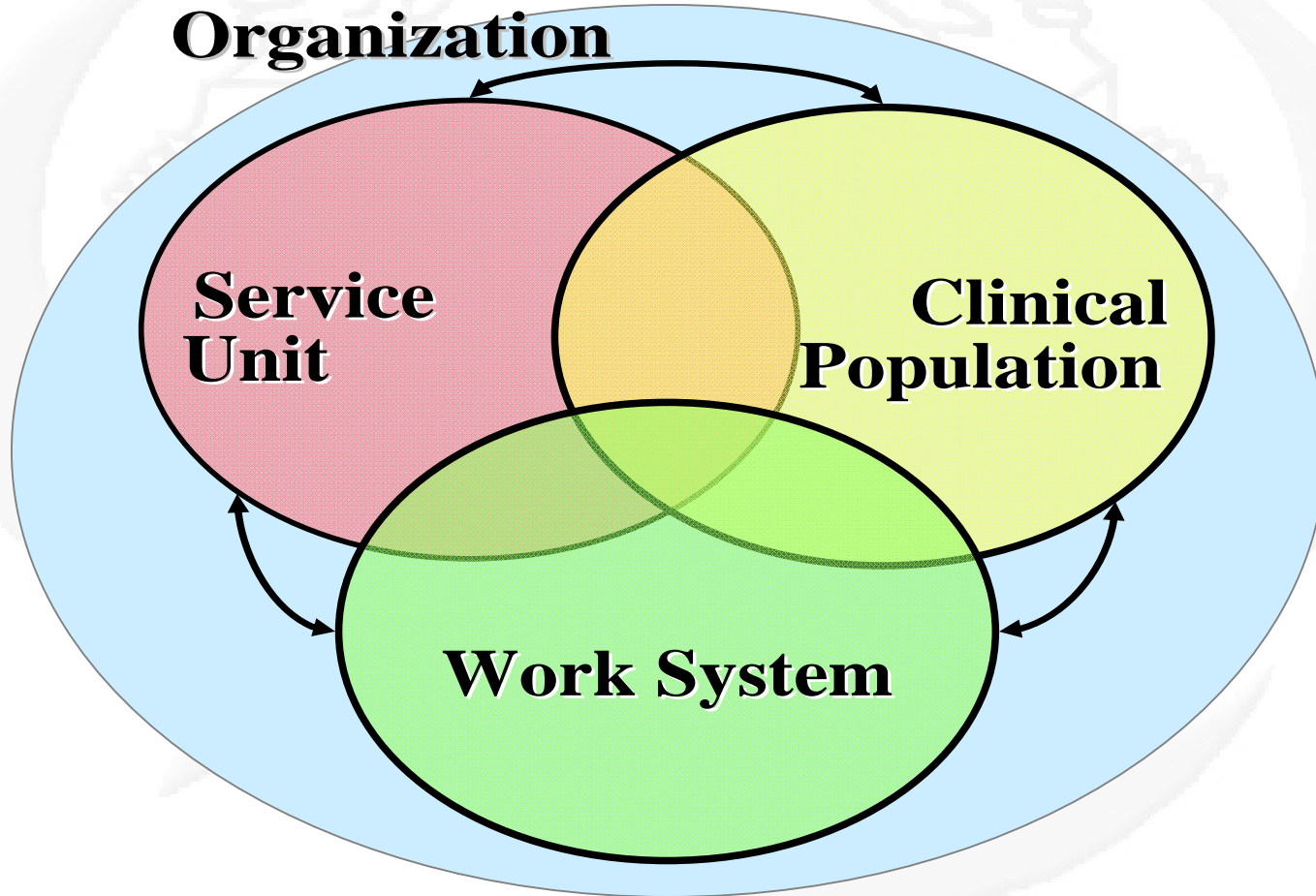
Cycle of Learning & Improvement



Core Values



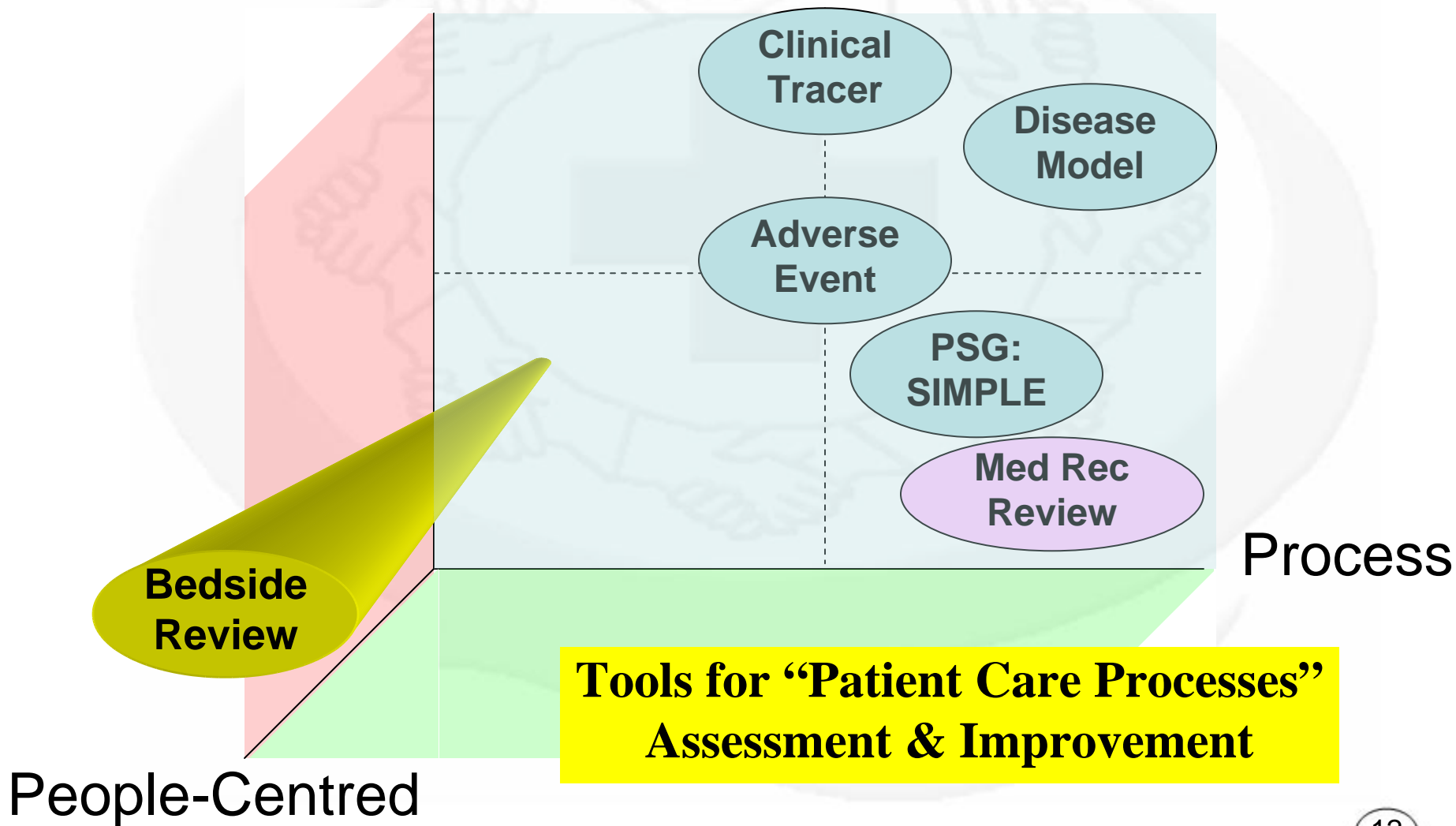
Lesson 5: Move the Whole Organization



Lesson 6: Multiple tools

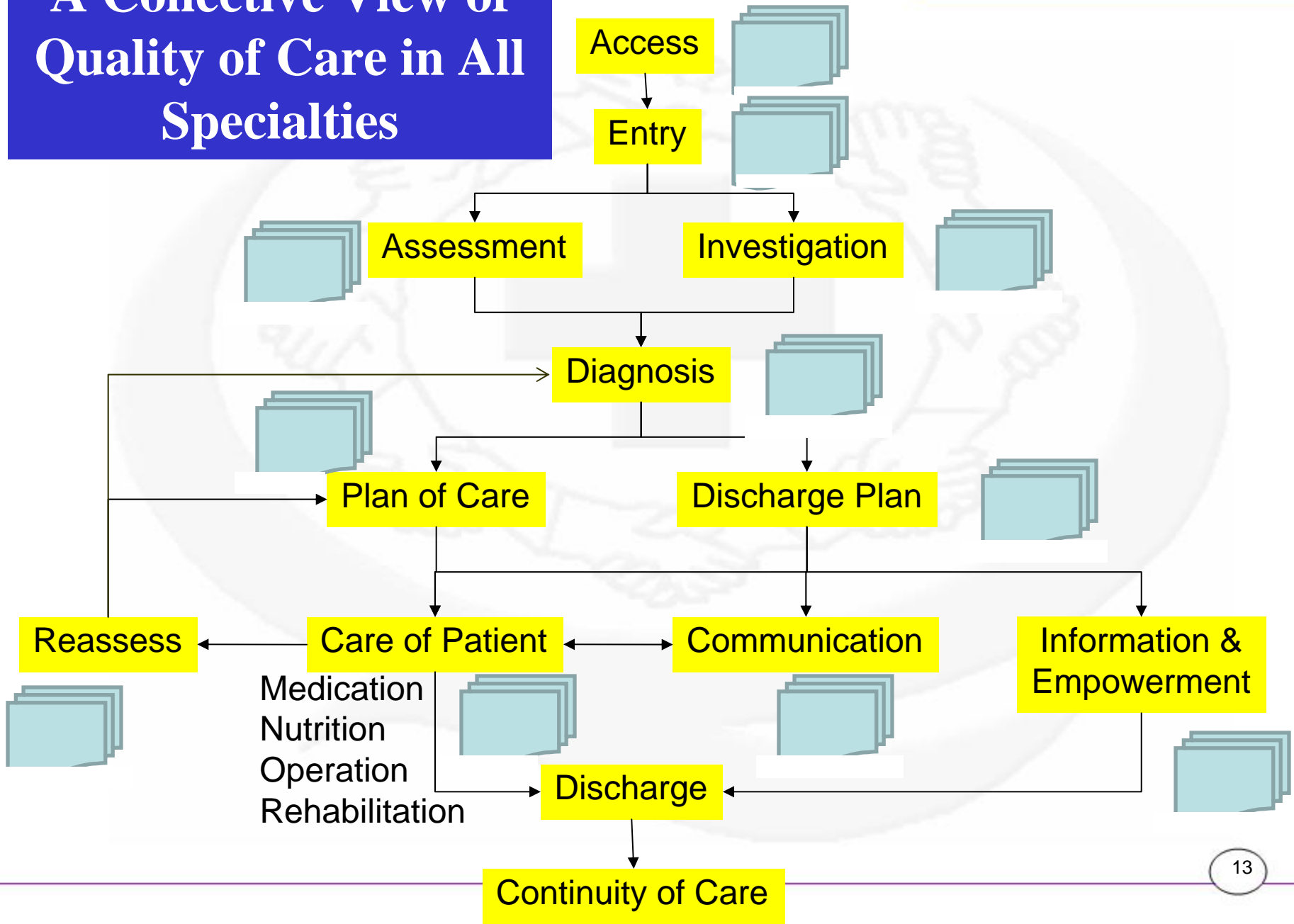


Clinical Population





A Collective View of Quality of Care in All Specialties





Lesson 7: Forum for Campaign & Sharing

A History of Journey

10th (2009): Lean & Seamless Healthcare

9th (2008): Living Organization

8th (2007): Humanized Healthcare

7th (2006): Innovate, Trace & Measure

6th (2005): Systems approach

5th (2004): Best Practice Balance of Quality

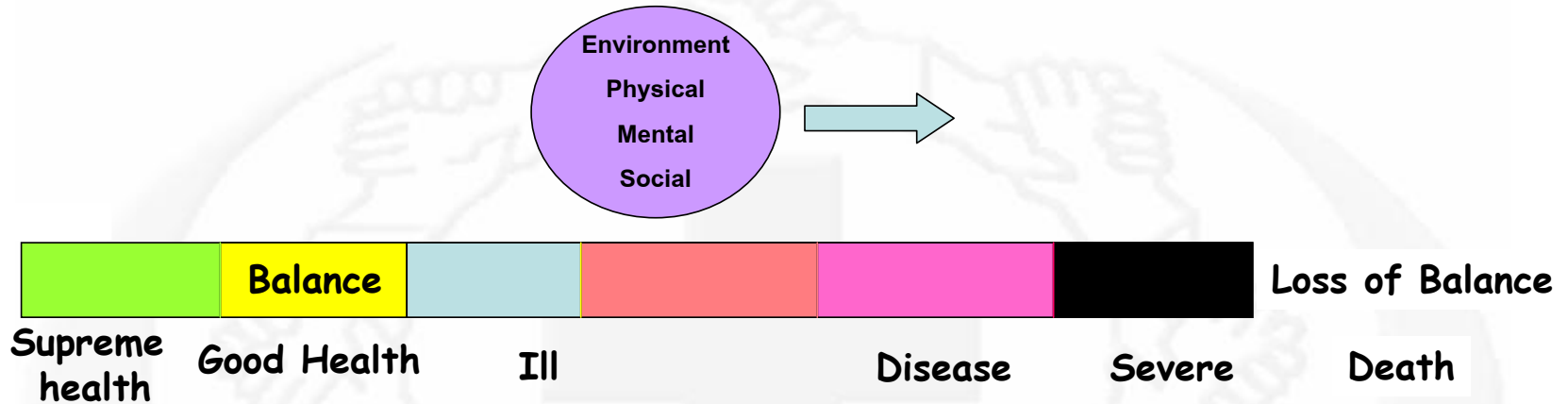
4th (2003): Knowledge Management for Patient Safety

3rd (2002): Simplicity in a Complex System

2nd (2000): Roadmap for a learning Society in Healthcare

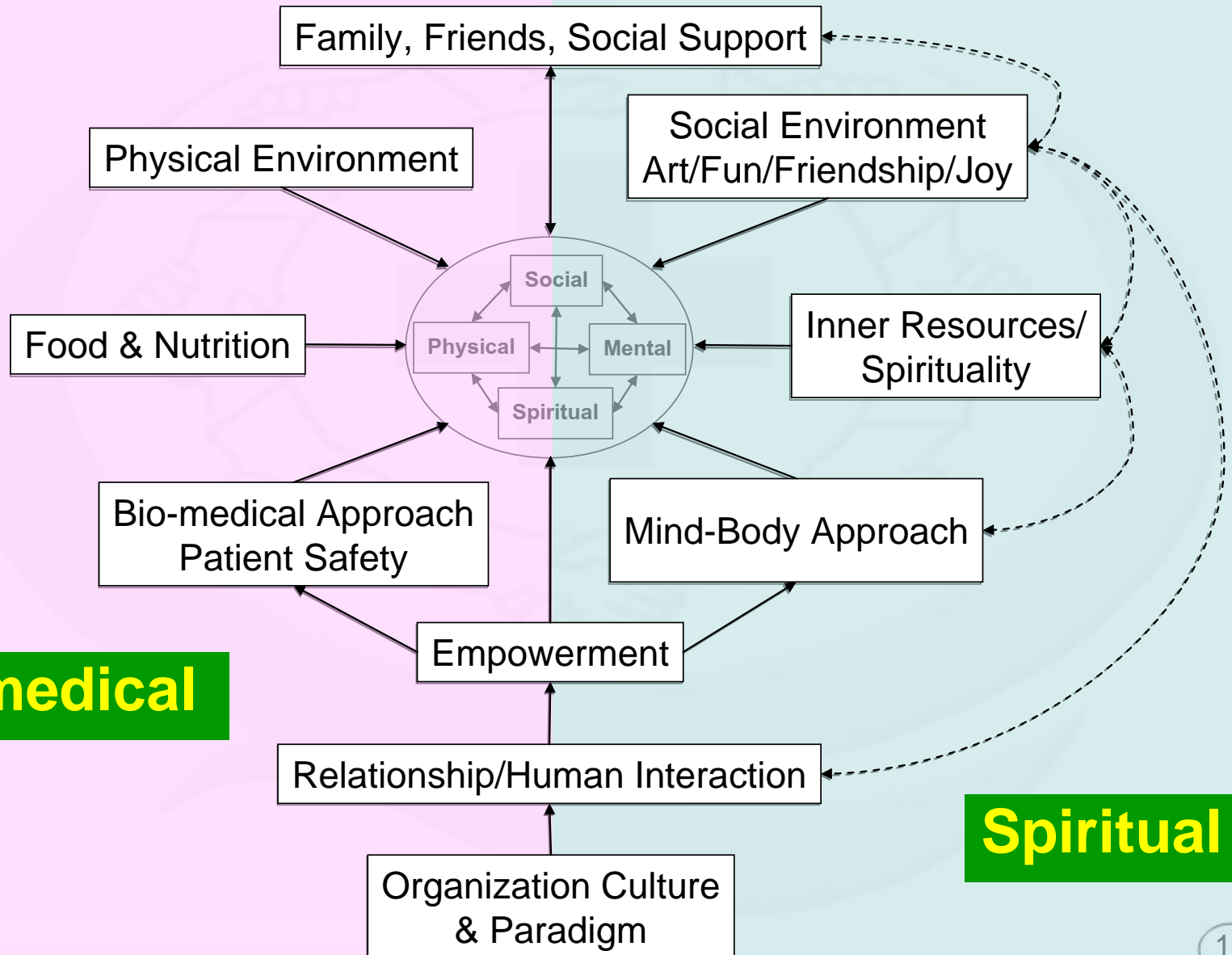
1st (1999): Hospital Accreditation

Lesson 8: Humanized Healthcare



- New concept of health
- Modernization is not enough
- Balance of bio-medical & spiritual approach
- Low cost, high touch
- Providers' satisfaction & maturity
- Patients are teachers

Balance of Bio-medical & Spiritual





Lesson 9: Living Organization

- **Living system : open, self-organizing system, flexible/adaptive, creative, learning capability, spirituality**
- **Leadership is the person who put a right influence at a right time**
- **Efficient communication is through informal network, allow free interpretation of information**
- **The staff should have opportunities to work on what value and have meaning to them**
- **Turning & listening to one another, deep listening, dialogue, U theory**
- **HRD need to consider spiritual development**

Value on oneself

Value come from a peaceful mind
Work with awakening, follow the breath

Working together

Deep listening
Reflection without bias
Positive thinking

Organization's core values

Build core values from experience
Create supportive system
One minute pause & peace
brief-in, brief-out

Lesson 10: Collaboration with Educational Sector

- **Medical school as a role model**
- **Comparative indicators**
- **Learning at the workplace**
- **Teaching at the bedside**
 - **From individual patient -> quality system**
 - **Health promotion / empowerment**
 - **Risk management**
- **Assignment for students**



How to Move the Elephants

1. Start with R & D
2. Power of Recognition
3. Stepwise Approach
4. Integrate with the others & existing initiatives
5. Move the whole organization
6. Multiple tools
7. Forum for campaign & sharing
8. Humanized Healthcare
9. Living Organization
10. Collaboration with the educational sector
11. From “Training” to “Doing & Learning” / “Bias for Action”