

THEME

Applying Best Practices in Healthcare Delivery

- 21-23 July 2009
- Kuala Lumpur Convention Centre Malaysia



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Hospital Accreditation in Taiwan

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Overview of Taiwan

- Area: 36,188km²
- Population: 23 million
- Capital city: Taipei

- GDP per capita: US\$16,030
- National Health Insurance Coverage: >99%

- Physician: 38,000
- Hospital: approx. 500



Healthcare Profile



	Taiwan	Thailand	Japan	Malaysia	U.S.A.
Total expenditure on health as % of GDP	6.17 % (2006)	3.5% (2005)	7.9% (2006)	4.3% (2006)	15.3% (2006)
Per capita total expenditure on health at average exchange rate (US\$)	US\$ 973 (2006)	US\$ 73 (2006)	US\$ 2,690 (2006)	US\$ 255 (2006)	US\$ 6714 (2006)
Hospital beds per 10,000 population	65 (2006)	22 (2002)	141 (2005)	19 (2006)	26 (2000)
Physicians density per 1,000 population	1.54 (2006)	0.37 (2000)	2.01 (2004)	0.71 (2002)	2.6 (2000)
Life expectancy at birth (years)	M 75 F 80 (2006)	M 69 F 75 (2006)	M 79 F 86 (2006)	Male 69 Female 74 (2006)	M 75 F 80 (2006)

Resource: WHO World Health Statistics 2007, 2008



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Taiwan Joint Commission on Hospital Accreditation (TJCHA)

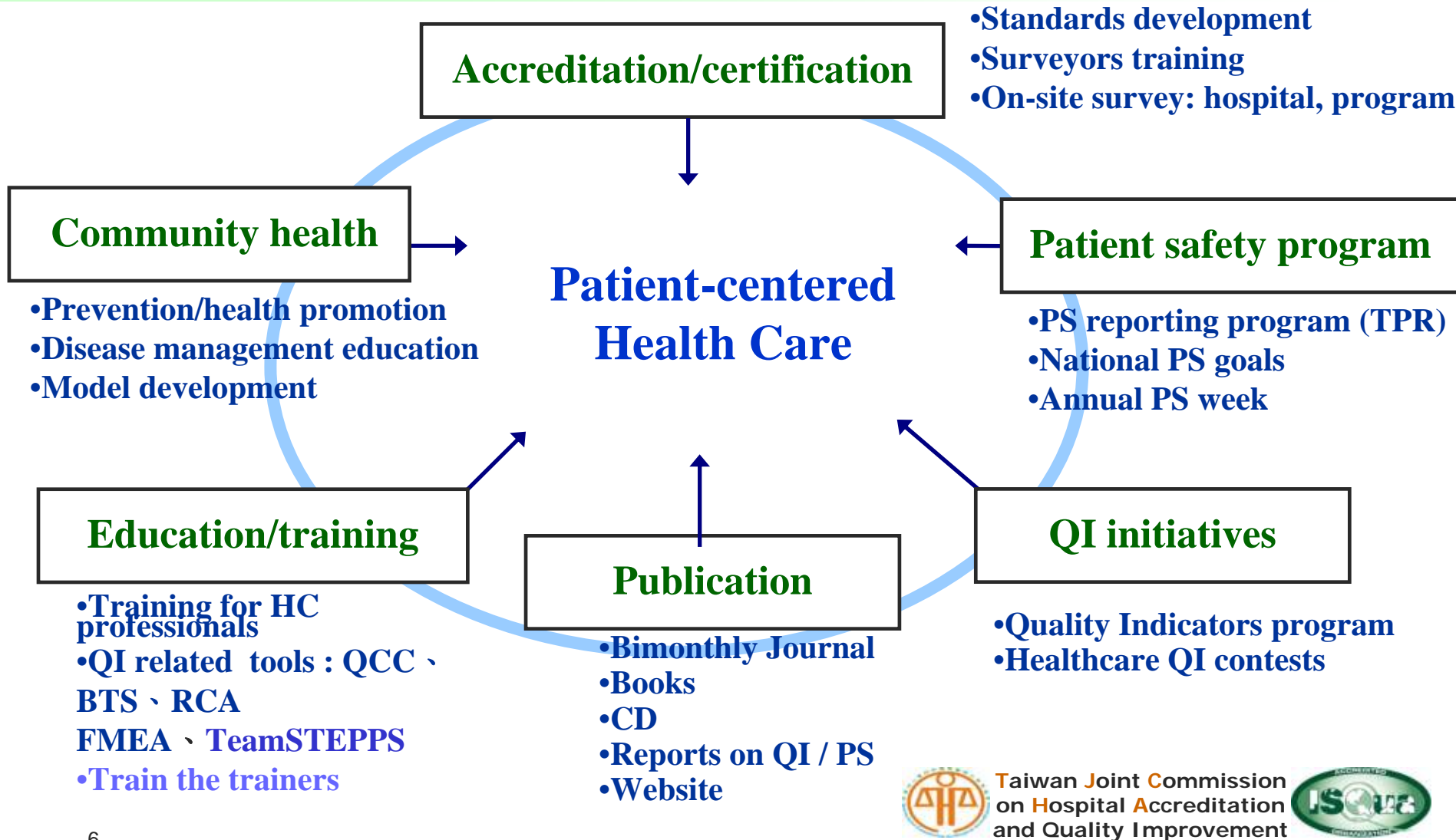
- Established in 1999 by
 - The Department of Health and
 - 3 professional organizations
 - Taiwan Medical Association
 - Taiwan Hospital Association
 - Taiwan Private Hospitals and Clinics Association
- An independent, Not-for-Profit, Non-Governmental Organization (NGO)
- Mission: To be the promoter of healthcare quality and patient safety
- ISQua accredited in organization and standards, first in Asia and 8th in the world
- ISO 9000:2000 certified



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Scope of Business of TJCHA



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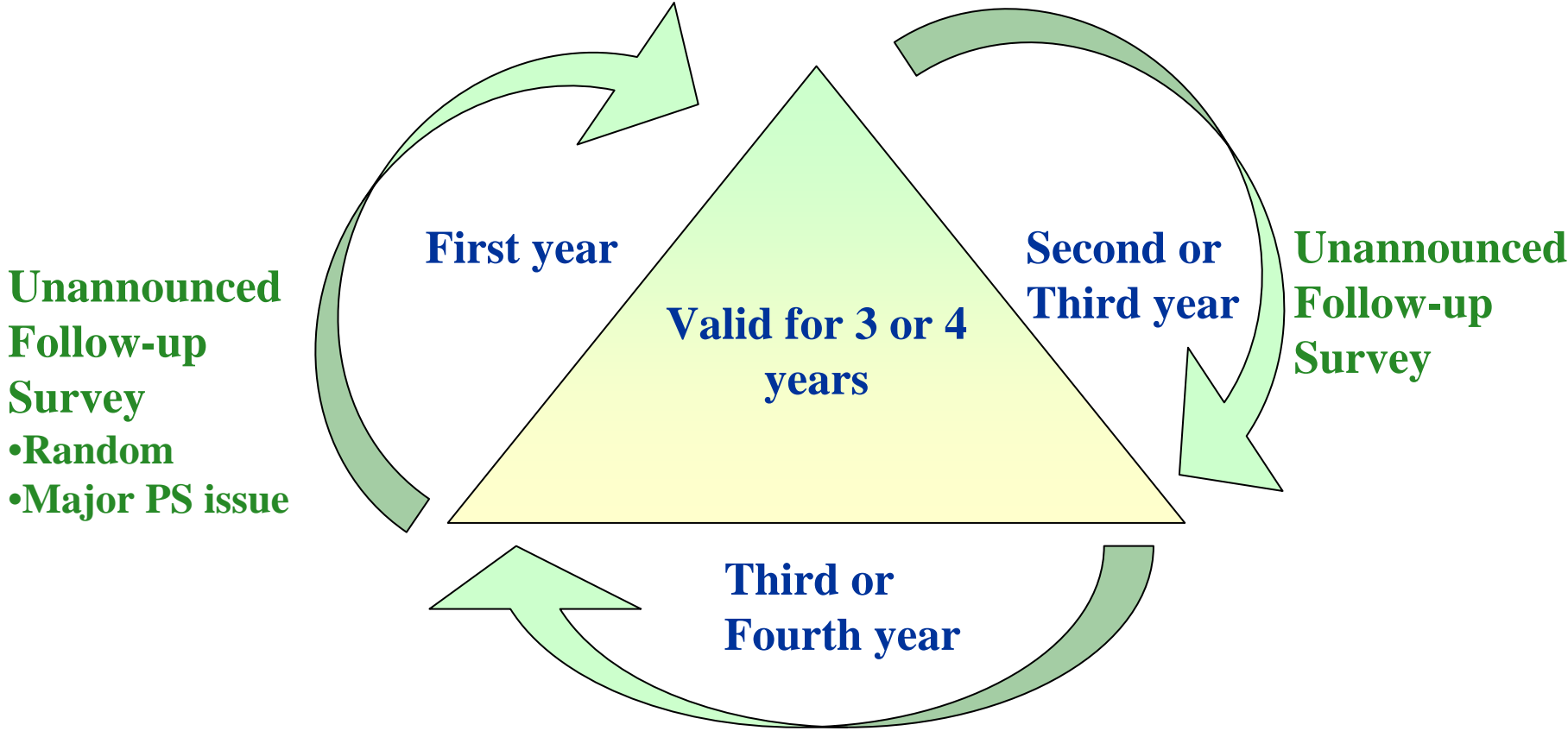
Special Features of Hospital Accreditation in Taiwan

- Accreditation started in 1978
- Authorized by laws in 1988
- Voluntary
- Linked with National Health Insurance payment for inpatient care
- Accreditation fees applied since 2008
- 3-10 surveyors for 1-3 days for each survey
- 300+ trained surveyors (part-time)





The Cycle of Hospital Accreditation



Hospital Accreditation



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Accreditation Standards certified by ISQua

Chapter	Items
1. Vision and Strategies, and Community Responsibility	35
2. Organization Management and Operations	59
3. Patient Rights and Safety	54
4. Healthcare Systems and Operations	82
5. Appropriate Medical Care	56
6. Appropriate Nursing Care	103
7. Comfortable Healthcare Environment	58
8. Human Resources and Quality Improvement	61
Total	508



2007-2008年醫院評鑑申請統計 No. of hospitals applying for accreditation

規模別 年度yr	500床以上 >500beds	250-499床	100-249床	50-99床	49床以下 ≤49 beds	合計total
2007	10	25	19	17	64	135
2008	14	9	16	15	76	130

註：床數以急性病床數計算 Acute beds only

2007-2008年醫院評鑑結果統計 Accreditation results

評鑑結果 年度yr	新制醫 院評鑑 特優 superior	新制醫 院評鑑 優等 excellent	新制醫 院評鑑 合格 qualified	初評通 過評鑑 合計total passed	初評未通過者not passed		放棄評鑑 *not complete survey	合計 total
					重點複查 focus survey	複評 repeat survey		
2007	6	31	82	119 (88%)	13	2	1	135
2008	12	15	83	110 (85%)	10	0	10	130

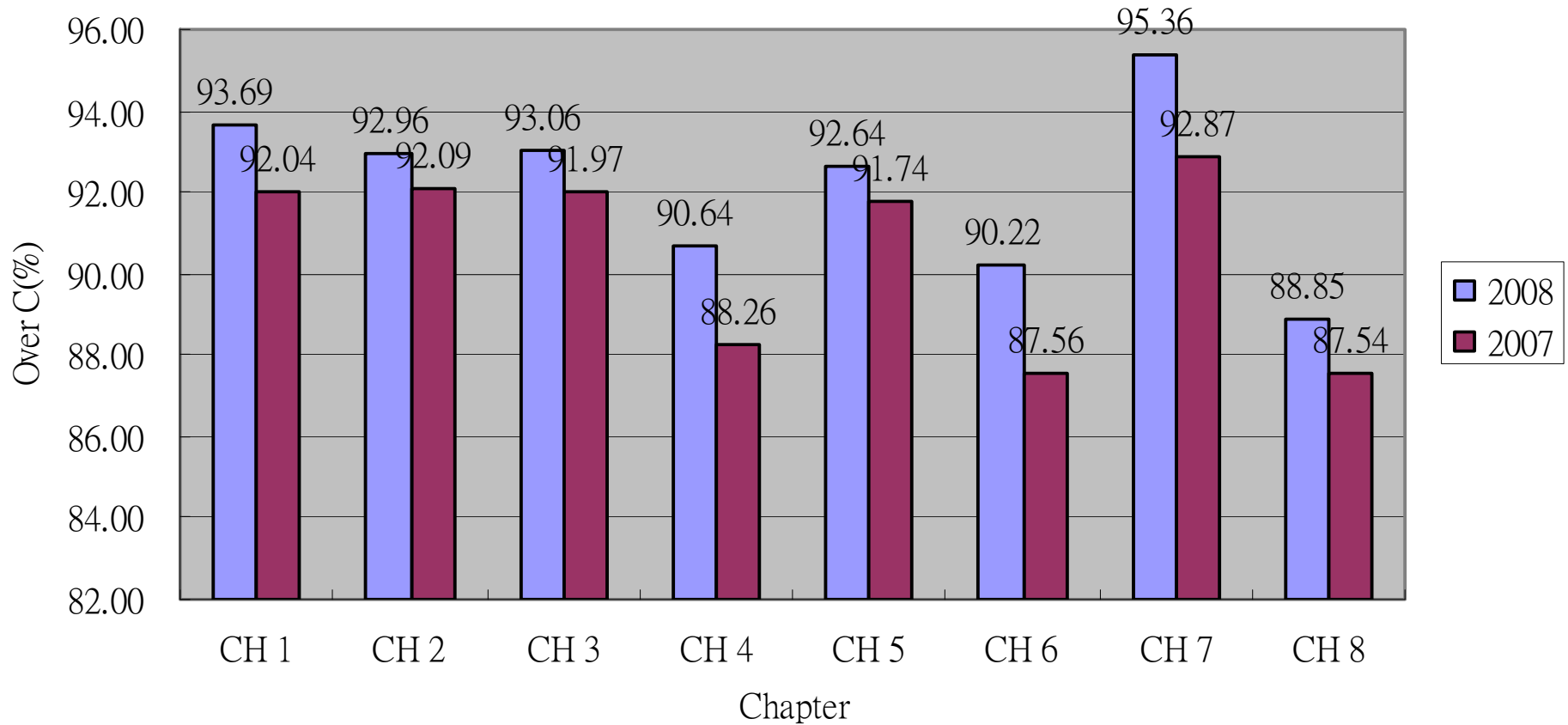
*放棄評鑑之醫院不列入平均水準參考表之統計家數 survey not completed" excluded in future statistics



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Results above C in each chapter of standards
Comparison between 2007 and 2008 for all hospitals



2007-2008年各章達成C以上之比較(當年度受評醫院)



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Standards with significant improvement Between 2007 and 2008 - Example 1



- 7.3 Respect patients and their family's opinion
- 7.3.1 Improve services to satisfy patients or their family as much as possible
- 7.3.1.4 Review each complaint and establish mechanism for improvement

年度 yr	評量家 數 hospital#	A(%)	B(%)	C(%)	D(%)	E(%)	C以上 比例 >C	差異 difference
2008	120	5.83%	10.00%	66.67%	16.67%	0.83%	82.50 %	11.60%
2007	134	2.99%	10.45%	57.46%	29.10%	0.00%	70.90 %	

Standards with significant improvement

Between 2007 and 2008 – Example 2



- 7.6 Good healthcare environment
- 7.6.1 A sound healthcare environment management and maintenance system
- 7.6.1.2 Per established plan, examine, inspect, test and maintain facilities and equipment, record results and correct deficiencies timely

年度 yr	評量 家數 hopit al#	A(%)	B(%)	C(%)	D(%)	E(%)	C以上 比例% ≥C	差異 differen ce
2008	120	32.8%	10.66%	77.87%	8.20%	0.00%	91.80%	9.45%
2007	134	1.47%	9.56%	71.32%	17.65%	0.00%	82.35%	

Standards with significant improvement Between 2007 and 2008 – Example 3

3.5 Collect and analyze patient safety related information, review and make corrections

3.5.1 Understand the cause and risk factors of patient safety, and establish mechanism for improvement strategy

3.5.1.1 Establish mechanism to collect adverse events

年度	評量家數	A(%)	B(%)	C(%)	D(%)	E(%)	C以上比例	差異
2008	120	3.33%	10.00%	75.00%	11.67%	0.00%	99.17%	23.78 %
2007	134	2.06%	10.31%	67.01%	18.56%	2.06%	79.38%	

Standards with significant improvement

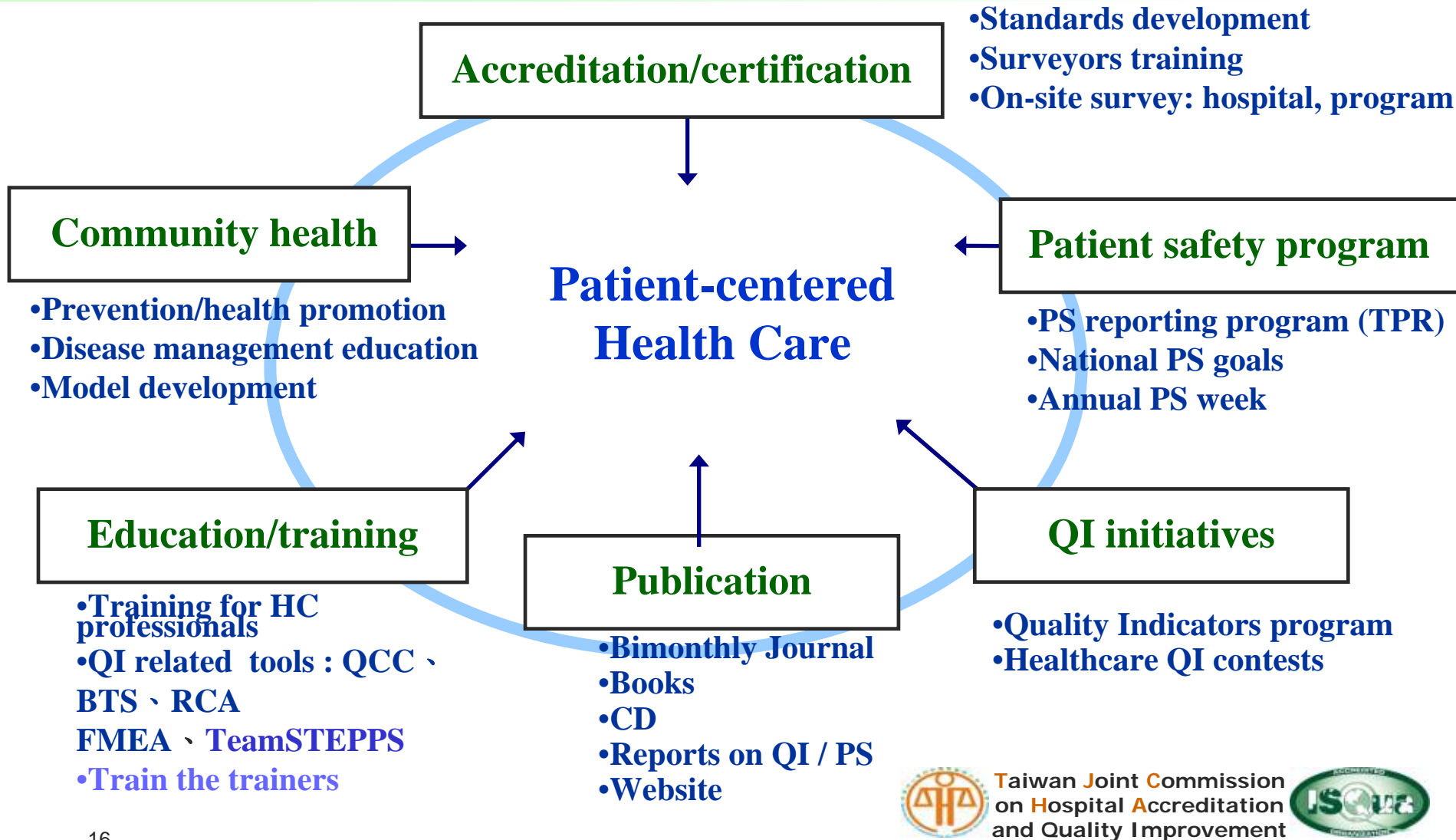
Between 2007 and 2008 – Example 4



- 4.1 Clinical care department and its operations
 - 4.1.3 Emphasis and education on medical ethics and law
 - 4.1.3.2 Education and training on medical ethics and laws for physicians and healthcare professionals

年度	評量家數	A(%)	B(%)	C(%)	D(%)	E(%)	C以上比例	差異
2008	120	9.17%	12.50%	77.50%	0.83%	0.00%	88.33%	8.95%
2007	134	4.62%	27.69%	43.08%	23.08%	2.06%	79.83%	

Scope of Business of TJCHA



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Thank You !

Taiwan **J**oint **C**ommission on **H**ospital
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