

THEME

# Applying Best Practices in Healthcare Delivery

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



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# **Hospital Evaluation Program in Korea**

**23. July. 2009.**

**Center for Hospital Evaluation Program  
Korea Health Industry Development Institute(KHIDI)**

# Purpose

- Hospital Evaluation Program aims to improve the quality of hospital service and the level of care through systematic hospital evaluation, as well as to have hospitals provide the best possible quality of care to our people through amending inconvenience in using hospitals.

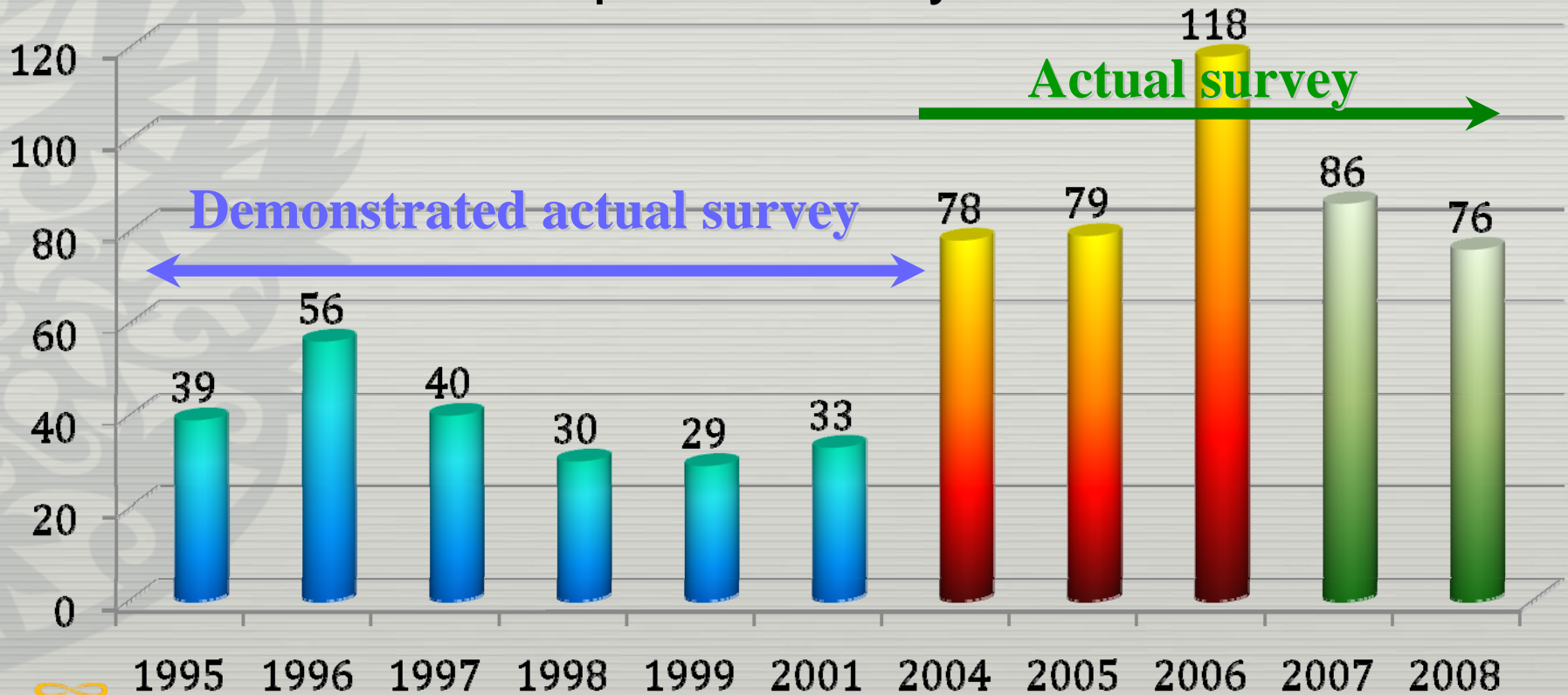


# Historical Overview

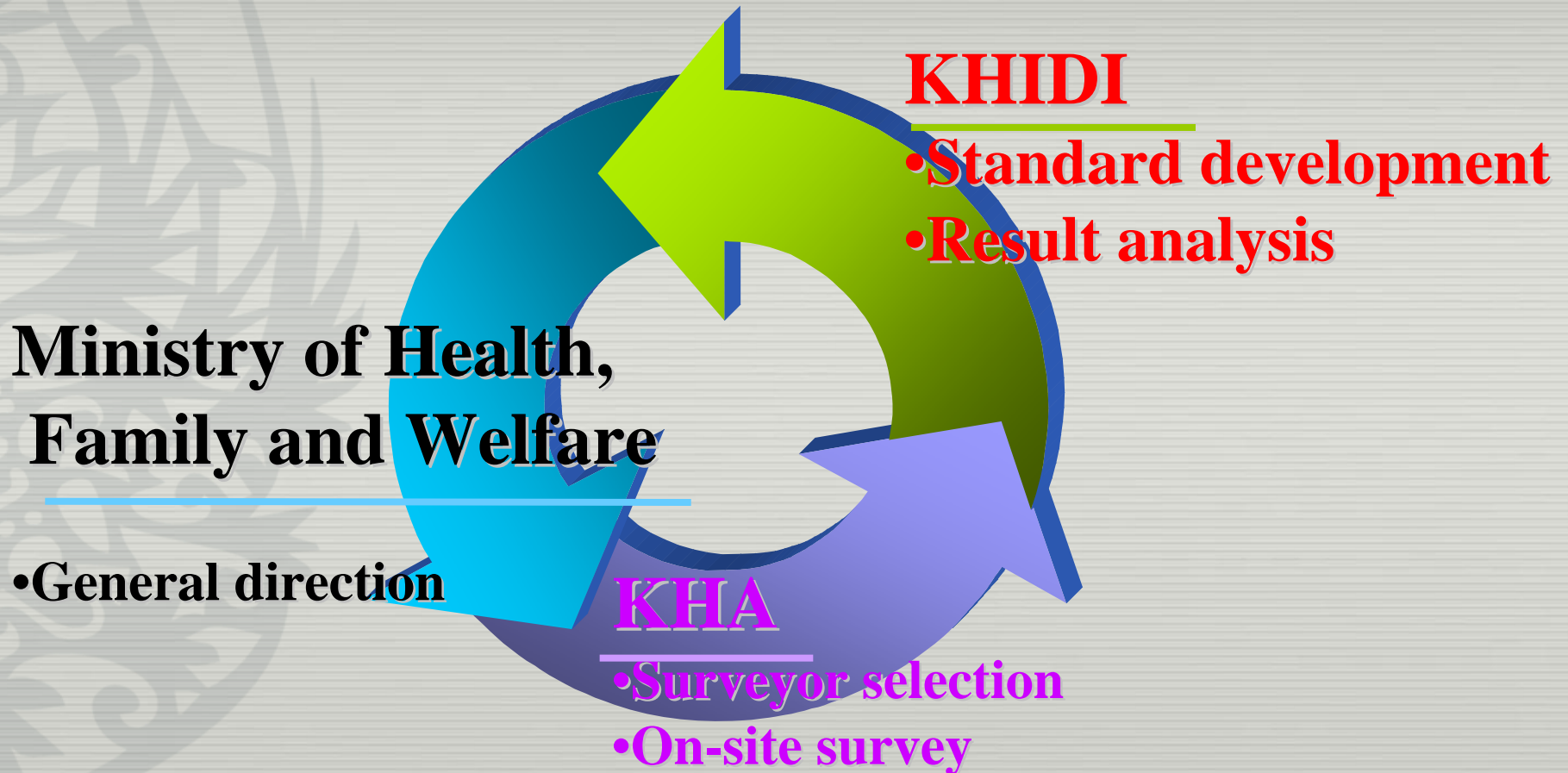
- In 1981, Hospital standardization program (KHA)
- In 1994, The Committee for Health Reform made suggestions to the hospital accreditation program
- In 1995-2001, The pilot tests conducted
- The Medical Act(2002) revised to make hospital evaluation program compulsory
  - ▣ Applied to general hospitals and hospitals over 300 beds
- In 2004, The National Hospital Evaluation Program launched
  - ▣ By 2006, 275 hospitals have been evaluated.

# Numbers of Hospitals Evaluated

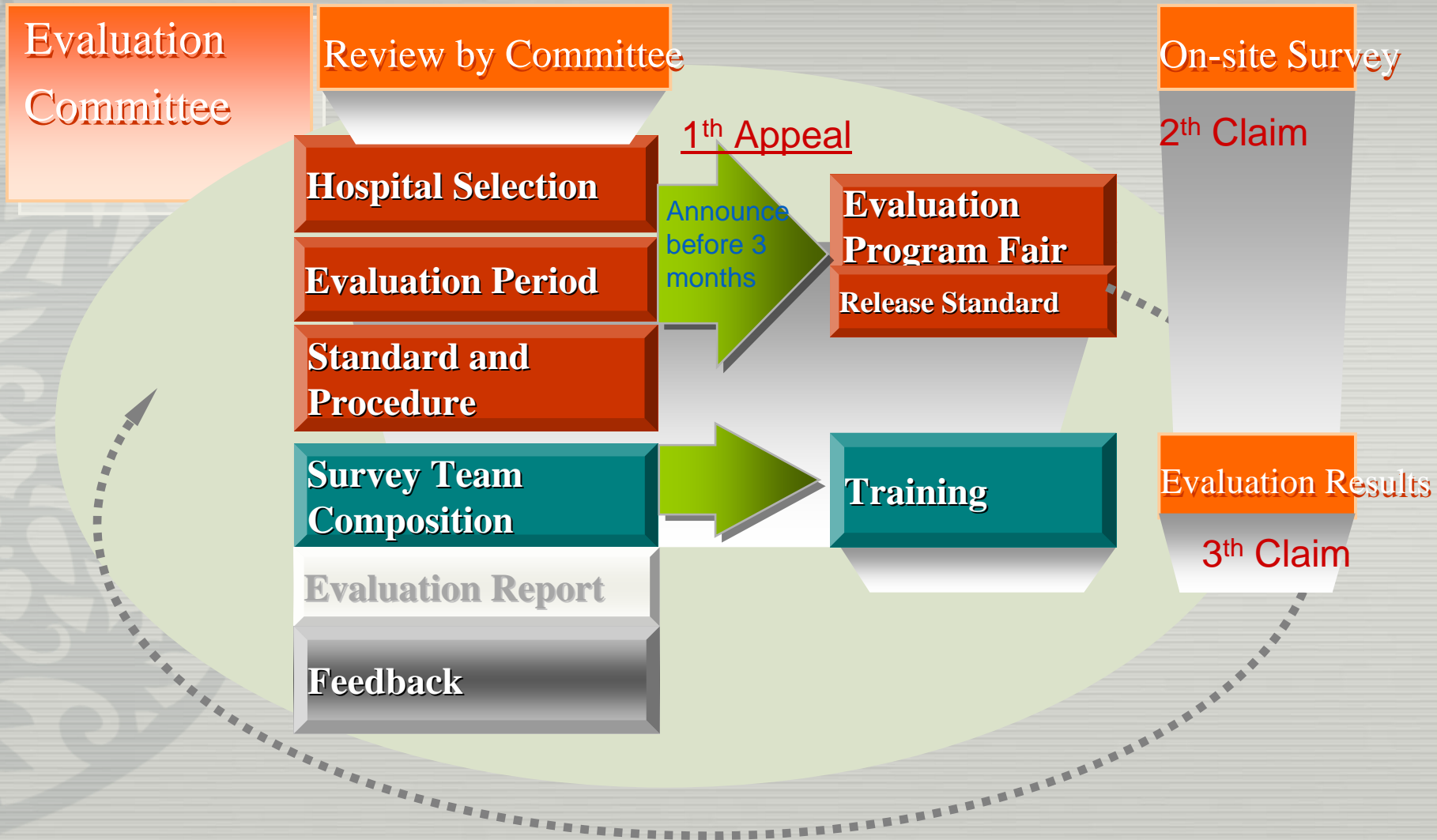
- The evaluation is performed on General hospitals every three years from 2004.
- The results to be published by law



# Operating Structure



# Evaluation Process



# Surveyors

- One survey team
  - 8 individuals: two doctors, two nurses, an administrator, a medical record officer, a pharmacist, a nutritionist
- Surveying workforce totals around 360 dedicated health care professionals (Dec. 2007)
  - Over 5-year experience in large hospitals over 500 acute beds
  - Be recommended by their respective hospitals
  - Cross-regionally dispatched

# Evaluation Standards

Type	Domain	No. of Sub-domain	No. of Standard
Field Survey	Hospital Management and Supportive System	6	49
	Departmental Services	9	69
Field/Documentary Survey	Clinical Indicator	4	14
Phone Interview	Patients' Satisfaction	2	

# Field Survey

Hospital management and supportive system	No. of Standards	Departmental services (Service-specific)	No. of Standards
1.1 Patients' Rights & Conveniences	8	2.1 Patient care (Services for Inpatients and Outpatients)	16
1.2 Human Resources	7	2.2 Information management	7
1.3 Management of care system	8	2.3 Nutrition	5
1.4 Infection Control	10	2.4 Emergency Services	6
1.5 Facility & Environment	9	2.5 Operation Services	5
1.6 Quality Improvement & Patient Safety	7	2.6 Laboratory Services	14
		2.7 Pharmaceutical Services	7
		2.8 Intensive Care Units	6
		2.9 Delivery and Newborn Services	4

# Example of Field Survey

Patient Care: Assessment Sheet 2.1.5 < Explanation of Healthcare Process during Admission and Discharge >

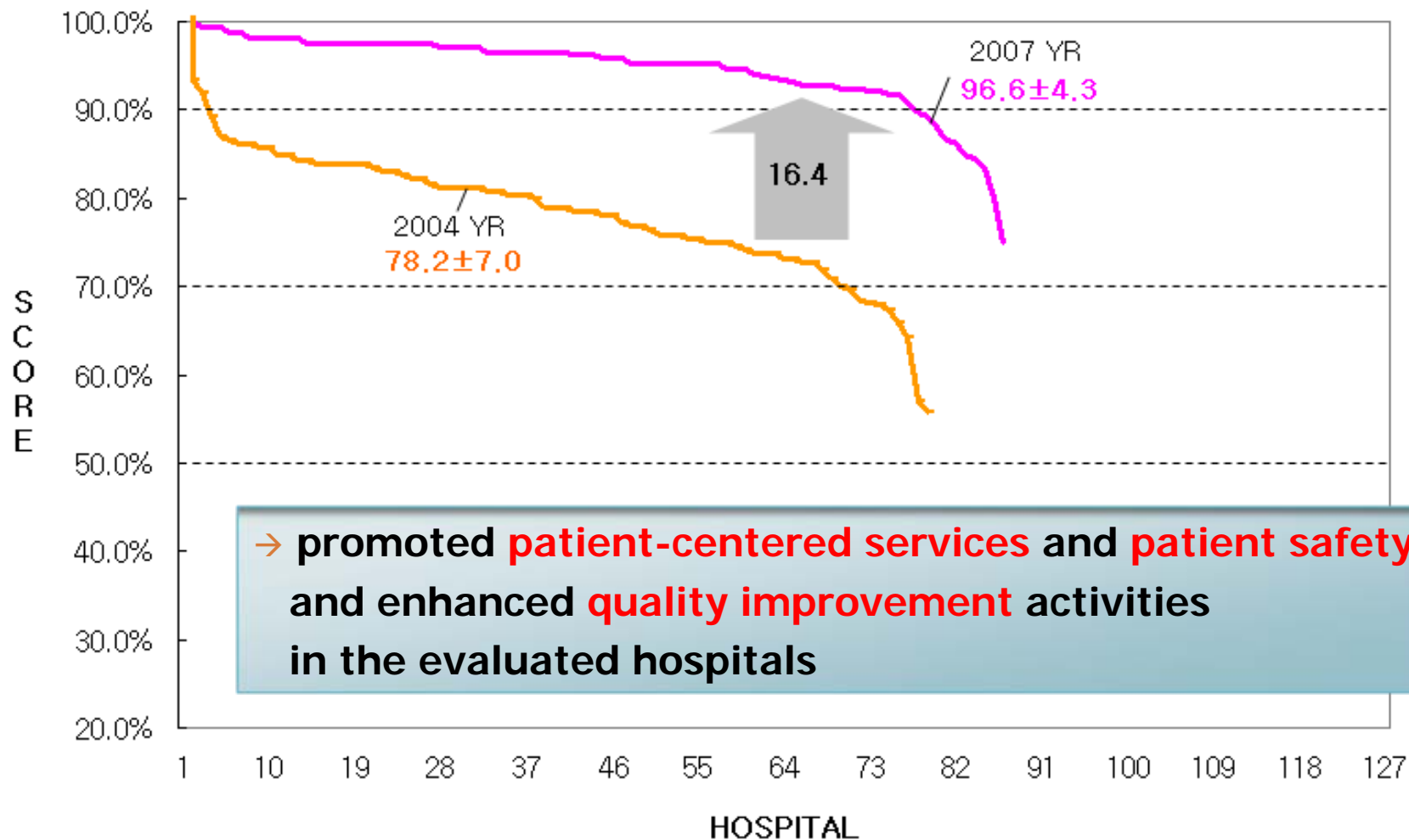
Serial No.	Length of hospital stay (day)	Number of days after surgery	㉓ Provision of information upon admission			㉔ Provision of information on surgical procedures			㉕ Provision of information at discharge about follow-up care		
			Provision of treatment-related information			Provision of preoperative information		Provision of postoperative information	Provision of follow-up care information		Patient's medical condition at discharge
			Patient's condition such as name of illness (diagnostic impression) upon admission	Treatment (or test) plan	Expected benefits and risks of proposed treatment (or test)	Reason and goal of surgery	Potential complications	Patient's progress and current condition	Efficacy and instructions about medications	Appointment for next visit	
			Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No N/A	Yes No N/A	
Internal Medicine Department	1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Surgery Department	6		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	7		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	8		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	9		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	10		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

# Performance Measure - Clinical Indicator -

Domain	Measures
Community Acquired Pneumonia	1.1 Percentage of pneumonia patients who received test of ABGA/Pulse oximetry within 24 hours after hospital arrival
	1.2 Blood culture collected prior to first antibiotic administration
	1.3 Initial antibiotics received within 8 hours after hospital arrival
	1.4 Smoking cessation advice/counseling
Preventive Antibiotics for Surgical Infection*	2.1 Prophylactic antibiotic received within 1 hours prior to surgical incision
	2.2 Prophylactic antibiotics discontinued time after surgery end time <pilot>
	2.3 Prophylactic antibiotics selection for surgical patients
Intensive Care Unit	3.1 Ventilator-Associated Pneumonia(VAP) prevention-Patient positioning
	3.2 Stress Ulcer Disease(SUD) Prophylaxis <pilot>
	3.3 Deep Vein Thrombosis(DVT) Prophylaxis <pilot>
	3.4 Assessment of pain in ICU patients
	3.5 Assessment of sedation in ICU patients
Mother and Newborn	4.1 Percentage of trial of breastfeeding after delivery
	4.2 Breastfeeding during admission period

\* Cardiac surgery, Hip arthroplasty, Knee arthroplasty, Colon Surgery, Hysterectomy, Gastrectomy

# Evaluation Results (2004vs2007)



# Future Perspectives

- Extension Evaluation Range
  - General Hospitals(≒ 300) → Hospitals(≒ 2,000) → Clinics(≒ 50,000)
  - Mental hospital, Long-term care hospital evaluation
- Full-time Surveyor
  - Enhancement of education and consulting
- Unannounced Survey
  - Continuous efforts for quality improvement
- ISQua's Accreditation
  - Standards→Surveyors training program→Organization



Korea Health Industry Development Institute

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# Thank You.

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