

THEME

Applying Best Practices in Healthcare Delivery

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ACCREDITATION & CERTIFICATION OF HEALTH FACILITIES IN THE PHILIPPINES

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President Emeritus, PSQua

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PROMOTION OF QUALITY IN HEALTH FACILITIES

- LICENSING**
- ACCREDITATION**
- CERTIFICATION**
- QUALITY AWARD**

DEFINITIONS OF LICENSING, ACCREDITATION & CERTIFICATION

(Modified from Roa, D V & Rooney, A,: QA Brief, p 4-14)

| PROCESS | ISSUING ORGANIZATION | REQUIREMENTS | STANDARDS |
|--------------------------------------|------------------------------------|--|--|
| LICENSING (Mandatory) | Governmental Authority | Regulations to ensure Minimum Standards | Minimum for Safety |
| ACCREDITATION (Voluntary) | Recognized Body Usually NGO | Compliance with Published Standards | Maximum Achievable Level |
| CERTIFICATION (Voluntary) | Authorized Body Govt or NGO | Additional Services, Technology or Capacity | Evaluate conformance to Design Specifications |

“REGULATION” OF INSTITUTIONS

- **Formulate Standards & Criteria**
- **Develop Assessment (Inspection, Survey, Audit) Process & Tools**
- **Formulate Rules of Evaluation of Assessment**
- **Training of:**
 - **Assessors (Reg. Officers, Surveyors, Auditors)**
 - **Facilitators or Trainors**
 - **Management & Staff of Institutions**

**Implementation of “Regulatory” Scheme
Awards, Sanctions & Penalties**

LICENSING of INSTITUTIONS

- **1. HOSPITALS, INFIRMARIES, BIRTHING HOMES, PSYCHIATRIC CARE FACILITIES - BHFS, DOH**
- **2. AMBULATORY SURGICAL CLINICS – BHFS, DOH**
- **3. CLINICAL LABORATORIES - BHFS, DOH**
- **4. BLOOD SERVICE FACILITIES - BHFS, DOH**
- **5. MEDICAL RADIOLOGY CLINICS - BHFS, DOH**
- **6. OTHER X-RAY FACILITIES – BHDT, DOH**
- **7. PHARMACEUTICAL, FOOD, COSMETIC, ETC. ESTABLISHMENTS - BFAD, DOH**
- **8. SANITARY PERMITS IN COMMUNITIES - LGUs**

LICENSING:

- **1 Mandatory**
- **2. Main purpose is to ALLOW THE INSTITUTION TO OPERATE**
- **3. Privilege granted by a government authority and is based on government legislation**
- **4. Granted upon compliance with minimum standards for SAFETY**
- **5. Standards are mainly structural (input) with some processes**

ACCREDITATION of INSTITUTIONS

Professional/Private Organizations

- 1. PCAHO – Hospitals for Med Tourism**
- 2. Medical Specialty Societies – Residency Training Program in Medical Specialties, e.g. PCP, PCS, PSP, PPS, etc.**
- 3. Nursing & Other Professional Associations - Training in Specialty Areas**
- 4. HMO's, Insurance Firms, Business Companies – reimbursement of Medical and hospital expenses**
- 5. Joint Commission International – hospitals**
- 6. Nat. Board for Accred. Of Clin. Labs.**

ACCREDITATION of INSTITUTIONS

- **A. BY GOVERNMENT AGENCY:**
 1. **PhilHealth – Hospitals, Lying-in Clinics, RHU’s & H. Centers for Reimbursement of Expenses**
 2. **DOH – Hospitals for Affiliation for Health Professional Training**
 3. **BHFS, DOH – Medical Clinics for Overseas Workers & Seafarers for Medical Fitness Certificate.**
 - 4. **BHFS, DOH – Clinical Laboratories for**
 - **HIV Testing,**
 - **Water Analysis, and**
 - **Training of Medical Technologists**
 5. **BHFS, DOH – Drug Testing Laboratories**
 6. **Phil. Accred. Office – Clin Labs & Testing Labs**
 7. **LGUs – Clin Labs**

ACCREDITATION

- **1. Voluntary**
- **2. Granted for special purposes:**
 - **Reimbursement of medical expenses**
 - **Residency Training program**
 - **Offer specialized services, e.g. HIV Testing, Water Analysis, Medical Fitness Certificate, Drug Testing**
 - **Quality Services**

ACCREDITATION (2)

- **3. Privilege granted traditionally by Health Professional organizations**
- **4. In the last two decades, government agencies have been granting accreditation based on legislation.**
- **5. Standards are set in accordance to the purpose of the Accrediting organization, usually higher than those for licensing**

PHILHEALTH STANDARDS

- . Patient's Rights & Organizational Ethics**
- . Patient Care**
- . Human Resource Management**
- . Leadership and Management**
- . Information Management**
- . Safe Practice and Environment**
- . Improving Performance**

PCAHO STANDARDS

Department of Anesthesiology

Department of Internal Medicine

Department of Obstetrics & Gynecology

Outpatient Department

Department of Pathology

Department of Pediatrics

Department of Radiology

Department of Surgery

Administrative Service

Dietary Service

Medical Records Service

Nursing Service

Pharmacy Service

JCI STANDARDS

- 1. Access to Care and Continuity of Care**
- 2. Patient and Family Rights**
- 3. Assessment of Patients**
- 4. Care of Patients**
- 5. Patient and Family Education**
- 6. Quality Improvement and Patient Safety**
- 7. Prevention and Control of Infection**
- 8. Governance, Leadership and Direction**
- 9. Facility Management and Safety**
- 10. Staff Qualifications and Education**
- 11. Management of Information**

QMS Standards for Clinical Labs

- **1. Management Responsibility**
- **2. Resource Management**
- **3. Service Delivery**
- **4. Monitoring of Performance**
- **5. Quality Improvement Activities**
- **6. Information Management**
- **7. Environmental Management & Biosafety**

CERTIFICATION OF INSTITUTIONS

- **PCAHO - Quality Standards System (QSS) of Medical Clinics**
- **PCAHO - QSS of Confirmatory Drug Test Lab**
- **Sentrong Sigla, DOH – SS Seal for Rural Health Units & Health Centers**
- **HOMS & RHS, DOH – Star Awards for hospitals and Radiology Clinics**
- **ISO Certifying Agency – ISO 9001, 14001, 18001**

CERTIFICATION

- **1. Voluntary**
- **2. Granted for special purpose/recognition**
 - **- Quality Management System**
 - **Quality Standard System**
 - **Integrated Management System**
 - **Additional services, technology or capability**

CERTIFICATION (2)

- 3. Privilege or recognition granted by Health Professional or non-governmental body**
- 4. Standards are set in accordance to the purpose of the certifying body, usually higher than those for licensing**
- 5. Standards lay more emphasis on processes and outcomes, less on structure**
- 6. Auditors utilize both full-time staff and volunteers**

ISO STANDARDS

4. Quality Management System

5. Management Responsibility

6. Resource Management

7. Product Realization

**8. Measurement, Analysis and
Improvement**

PCAHO STANDARDS FOR QSS

- 1. Management Responsibility**
- 2. Resource Management**
- 3. Service Delivery**
- 4. Monitoring Performance**
- 5. Quality Improvement Activities**

AWARDS

- **Philippine Quality Award**
- **Malcolm Baldrige Award**
- **Deming Prize**
- **European Foundation for Quality Management (EFQM) Model of Excellence**

- **The Philippine Quality Award (PQA) is the highest level of national recognition for exemplary organizational performance. It is equivalent to the very prestigious Malcolm Baldrige National Quality Award in the U.S. and other National Quality Awards worldwide. Established through Executive Order No. 448, issued by President Fidel V. Ramos on October 3, 1997, the award is given to organizations in the private and public sectors which excel in quality and productivity.**

PQA CRITERIA For PERFORMANCE EXCELLENCE

- **1. Leadership**
- **2. Strategic Planning**
- **3. Customer and Market Focus**
- **4. Measurement, Analysis and Knowledge Management**
- **5. Human Resource Focus**
- **6. Process Management**
- **7. Business Results**

PCAHO

BACKGROUND

ADB Funded Project - Strengthening of Licensing and Regulation of Hospitals DOH (1995-97)

Recommendation in Final Report (Sept. 1997)

- Regulation of hospitals should include

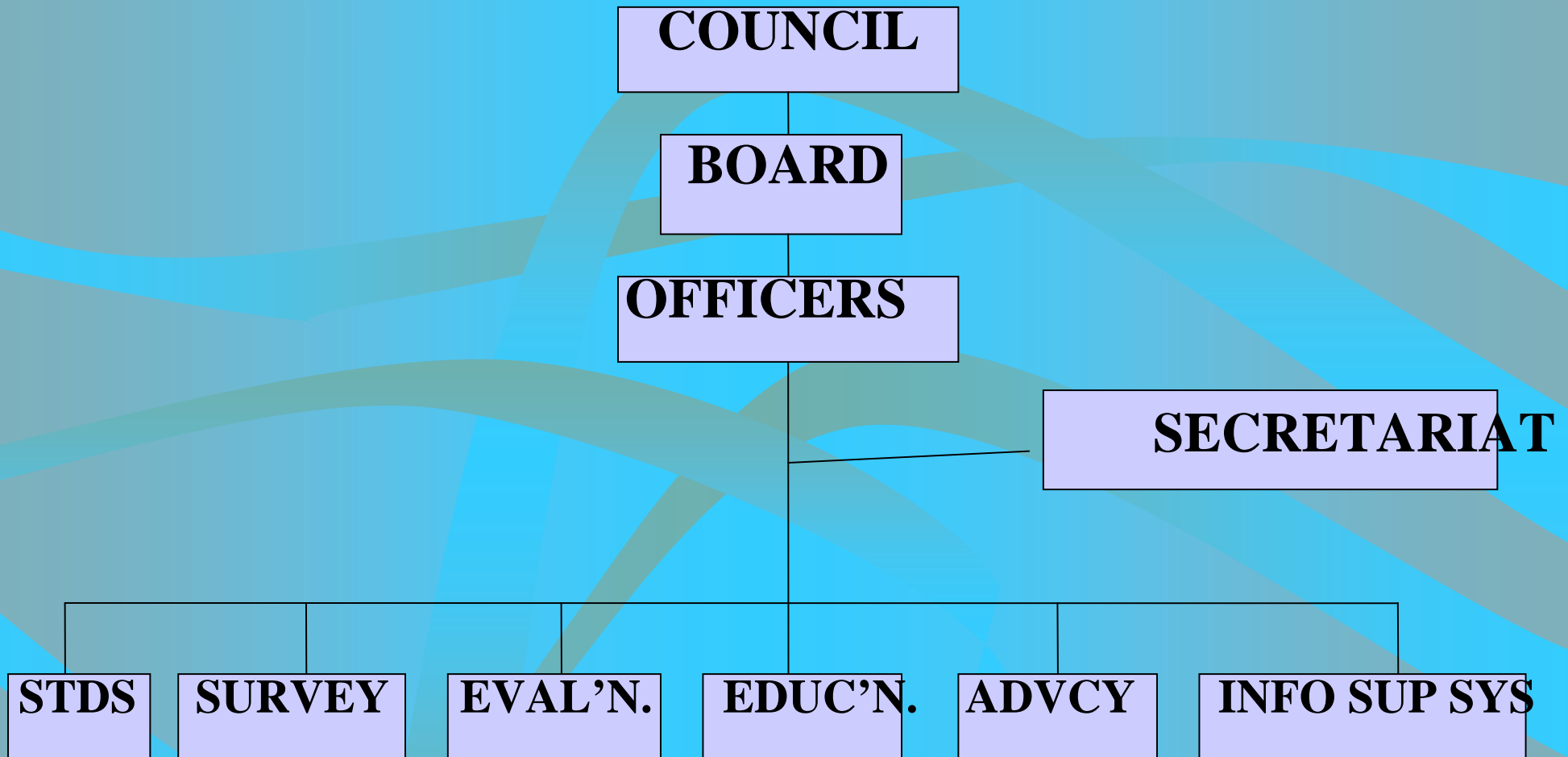
- 1. Policy Formulation and Planning**
- 2. Licensing (Safety)**
- 3. Accreditation (Quality)**

Series of Meetings of Stakeholders of Hospitals convened by DOH.

Philippine Council for Accreditation for Health Care Organizations (PCAHO) - established on April 03, 1998

- **Key Stakeholders:**
 - **DOH, PhilHealth, ECC**
 - **PHA, PMA, PNA, ANSAP**
 - **PCHA, POMP, PSQua, AHA**
 - **UPM-CPH, AHMOPI, ADCPN**
- **Registered with SEC**
- **Articles of Incorporation**
- **By-Laws**

ORGANIZATIONAL STRUCTURE AND FUNCTIONS



- **PCAHO's first initiative in the field of accreditation was the development of quality standards, survey tools and rules for evaluation for hospitals.**
- **PCAHO was designated by the DOH in 2000 as a certifying body for the Quality Standards System of medical clinics conducting pre-employment examination of overseas Filipino workers.**

- **PCAHO has played a crucial role in keeping the Philippines on the “White List” that consists of countries complying with the Standards of Training, Certification and Watchkeeping (STCW) requirements.**
- **PCAHO was designated by the DOH as a certifying body for the QSS of Confirmatory Drug Testing Laboratories in 2005**

INTERNATIONAL LINKAGES:

- 1. ISQua - Institutional Member**
 - Rep at ISQua Annual Meetings**
- 2. ISQua Accreditation Federation (IAF)**
 - Associate Member, IAF**
 - Rep to World Symposium on Accreditation, Barcelona, July 1999**
- 3. ASQua – National Member and Member of Executive Board.**

PCAHO CAPABILITIES

- **Vision/Mission based on Promoting Quality of Health Services thru Accreditation**
- **Mobilize Individual Expertise in Quality and in Professional Health Services thru Member Organizations**
- **Developed expertise in Regulation:**
 - = **Accreditation for Hospitals**
 - = **Certification of QSS of Medical Clinics for OFW**
 - = **Certification of QSS of Confirmatory DT Labs**
- **Recognized by DOH**
 - = **Certification of QSS of Med Clinics & DTL**
 - = **Accreditation for Medical Tourism**

*PCAHO has been designated by the
Department of Health to accredit Medical
Facilities for Medical Tourism
(July 30, 2007)*

- **To Encourage foreign patients to avail of medical services in the Philippines**
- **To Assure that quality medical services are provided to them.**

ACCREDITATION FOR MEDICAL TOURISM IN THE PHILIPPINES

REQUIREMENTS FO ACCREDITATION:

- **Licensed by DOH**
- **Accredited by PhilHealth according to Benchbook Standards with a rating of “Center of Excellence”**
- **Passed Survey on Medical Travel Standards**
- **Accreditation is granted by PCAHO**

MEDICAL TRAVEL STANDARDS

- 1. Quality Documents**
- 2. Physical Facilities (Exterior)**
- 3. Facilities (Interior)**
- 4. Communication**
- 5. Dietary Services**
- 6. Checkout / Discharge**
- 7. Business Office (Accounting, Billing, Cashiering, Finance)**

MEDICAL TRAVEL STANDARDS

- 8. Human Resource Management**
- 9. Housekeeping /Sanitation**
- 10. Security and Safety**
- 11. Spiritual Services**
- 12. Special Facilities**
- 13. Recreational / Sports Facilities**
- 14. Transport Services**
- 15. Tourism Services**

SUMMARY

- **Promotion of Quality**

- **Licensing**
- **Accreditation**
- **Certification**
- **Quality Award**

Examples of each

PCAHO – Structure, Roles & Activities

- **International linkages**
- **Capabilities**
- **Accreditation for Medical Tourism**

THANK YOU

PCAHO

PSQua

PCQACL