



## National Workshop

### Accreditation & Standardisation of Health Services

# Accreditation of Health Services Options & Challenges

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# Background

- Multifaceted health service delivery in India
- Quality of care provided by both public and private sector is questionable
- Private sector is the dominant sector with 80% of ambulatory care & 60% of in-patient care
- Absence, outdatedness and inadequate legislation for regulating private health facilities and the inability of the government to enforce existing regulations
- Only 8 States have legislations for private hospitals
- Recent studies has brought out the irrational, unethical and poor quality of services in the private sector



# Reasons for Improving Quality

- High costs of health care
- Failure of regulations / monitoring systems
- Consumer Protection Act and cases filed for malpractice and negligence
- No minimum standards prescribed by recognized body
- Entry of private health insurance companies
- To protect the provider and consumer
- Demand for good quality of care



# Approaches for improving quality of care

- **Licensure** is a process by which a governmental authority grants permission to an individual practitioner or health care organization to operate or to engage in an occupation or profession. Exists to ensure that an organization or individual meets minimum standards. Maintenance of licensure is an ongoing requirement.
- **Certification** is a process by which an authorized body, either a governmental or non-governmental organization, evaluates and recognizes an individual or an organization as meeting pre-determined requirements or criteria. certification usually implies that a provider has received additional education and training.



# Accreditation

- Accreditation refers to a voluntary process wherein the functioning of a participating hospital / nursing home is assessed against set standards by external review. Accreditation focuses on promoting better practices than on merely ensuring compliance with minimum standards
- Basic elements of accreditation
  - Its voluntary
  - Standards are laid down
  - Compliance is measured by external review
  - Outcome of standards denotes compliance (good / bad, rating scale)
- Standards
  - Focus on Structure / Process / Outcome
  - Could be National / Regional / Specific to certain services
  - Could relate to Minimum / Optimum / Excellent



# Self Regulation of Private Hospitals: Findings from a research study

- To assess the need, views and willingness of various stakeholders to participate in an accreditation system
- To evolve a framework for an accreditation system for private hospitals and nursing homes in Mumbai.



# Findings

- Overall need & willingness for an accreditation body by all stakeholders
- Hospital owners, consumers & government should play a leading role in establishment of body
- Assess & assist hospitals in maintaining & upgrading standards through education, training & consultation
- Should monitor physical aspects, equipment, qualification and number of staff, type of treatment and follow-up of care, consumer satisfaction
- Should function as a non-profit body
- Need for gradation
- Assessments to be done by participating hospital followed by external team & mechanisms for reconsideration of assessment findings



# National Panel on Quality Assurance (MOHFW, GOI)

## Objectives

To map a course for developing quality assurance systems in health care, as a means of improving quality of health care in an affordable & accountable manner.

## Process

- National Panel of 10-15 select persons
- Establish subgroups to undertake detailed & technical work on developing accreditation systems
- Develop national guidelines, procedures & standards for hospital accreditation
- Advocacy and dissemination of its findings

**Sub Panels established** - Organizational Options for Quality Assurance, Clinical Standards, Quality Systems, Physical Standards



# Framework

## Principles

- Involve all concerned stakeholders
- Transparent, accountable and based on principle of collaboration and consensus-building
- Include a consumer quality of care perspective

## Scope & Objectives

- Assess health facilities for compliance with standards and provide recognition
- Set and upgrade standards in light of changing health care environment
- Assist health care facilities to upgrade their standards
- To engage and train surveyors and develop training systems
- Play an educative, consultative and informative role



# Cont'd

## Accreditation Process

- Registration
- Self assessment
- Survey team
- Assessment
- Assessment scale
- Period of accreditation
- Assessment report
- Public disclosure
- Maintaining Accreditation



# Cont'd

## Staffing & Training

- Need for a core staff
- Assessors could be part / full time
- Assessors could be certified after undergoing training
- Assessors could be medical and non medical

## Legal

- Non-profit - autonomous organization which may / may not have legislative support

## Financing Options

- Participating hospitals paying fees
- Insurance companies funding the body
- Government providing financial support



# End notes

- Each country's experience is unique & should be rooted in its social, economic & political context
- Involvement of stakeholders in the accreditation process
- Standards have evolved from few minimum standards to application of evidence based standards
- Consumer education & information is critical
- Thrust when connected to third party payments and state



## Cont'd

- Accreditation bodies at various levels for various facilities
- Lessons learned through pilot projects would be useful before making it widespread
- Commitment from government and policy makers if the potential benefits of accreditation to the health of the population are to be realized



THANK YOU