2nd International Congress on Quality and Performance in Healthcare: Promoting Hospitals and Safety

International Experience in Promoting Hospitals - Accredıtatıon
The Case of the Philippines

Philippine Health Insurance Corporation
(PhilHealth)

Antalya, Turkey
April 28 - May 1, 2010

Legal Mandate

Republic Act 7875 or the National Health Insurance Act of 1995 provides the following guidelines:

PhilHealth will operate an accreditation program

Providers must be accredited before they can be reimbursed by PhilHealth

Accredited providers will collaborate with PhilHealth on quality assurance activities

Health Care Providers

Institutions

Hospitals
Out-Patient Facilities
 Ambulatory Surgical Clinics
 Free-Standing Dialysis Clinics
 Rural Health Units / Health Centers
 Maternity Care Centers
 TB DOTS Centers
 Overseas Workers' Clinics

Health Care Providers

Professionals

Physicians
- General Practitioners
- Medical Specialists

Dentists

Midwives

Number of accredited providers

Hospitals	1,654
Ambulatory Surgical Clinics	36
Rural Health Units	1,301
Authorized Hospitals	156
Free-Standing Dialysis Clinics	39
TB-DOTS Centers	710
Maternity Care Clinics	627
Professionals	23,501

Previous Accreditation Framework

The emphasis then was on findings "what's wrong" with the providers through inspections

The indicators were similar with the licensing standards of the Department of Health (minimum threshold standards)

Does not support the culture of quality improvement

The New Accreditation Framework

Continuous quality improvement

Self-assessment

Demonstration of achievement and outcomes, "we're proud of what we have done"

The PhilHealth Benchbook

A yardstick against which the quality of health care rendered by accredited health providers can be measured

Contains accreditation standards that evaluate <u>processes</u> and <u>outcomes</u> of health care

Represents a significant change from the current standards that govern only <u>inputs</u> to health care
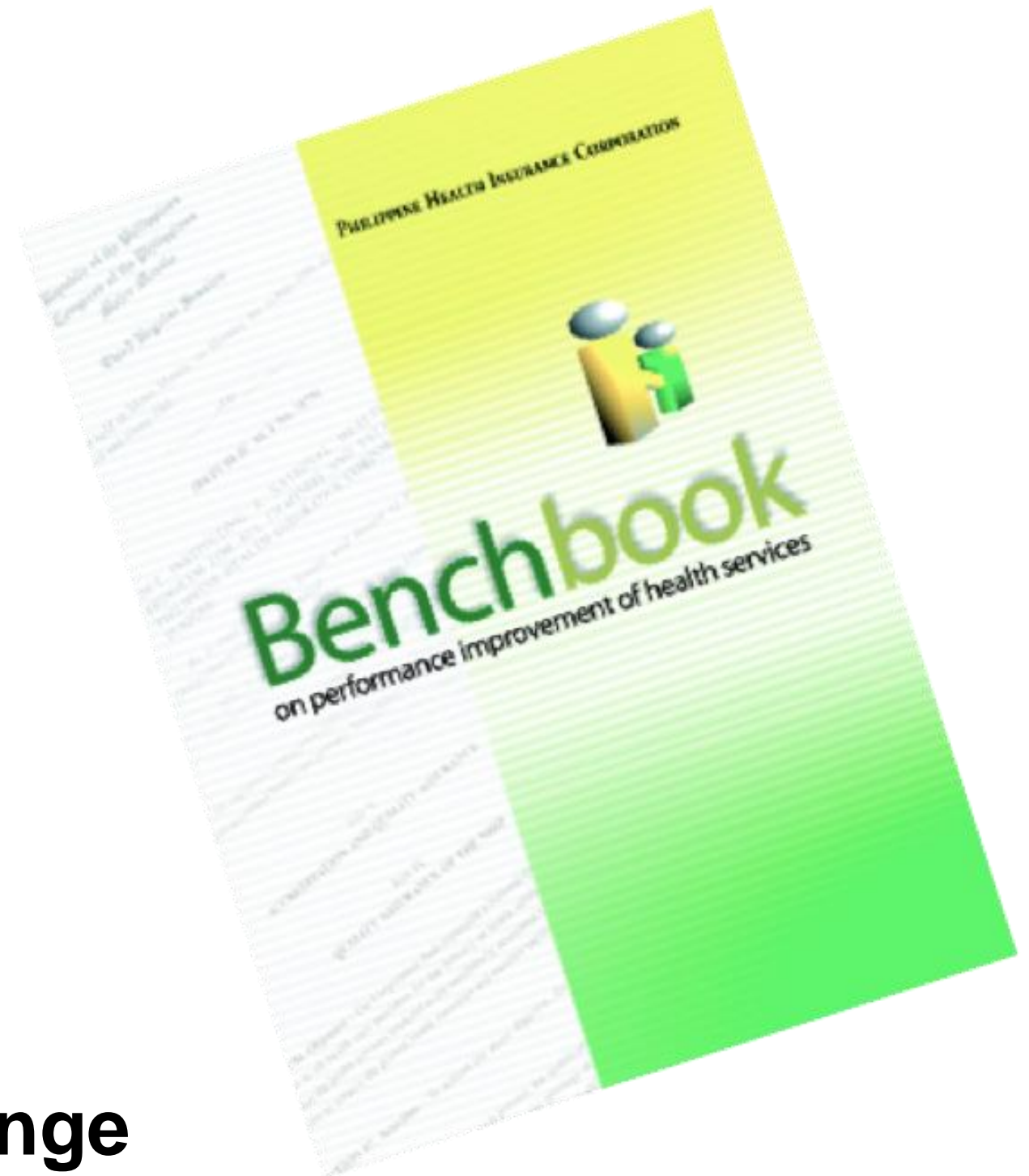
79 Benchbook Standards

Patient Care	30	75
Self-Practice and the Environment	17	16
Human Resource Management	8	19
Improving Performance	7	1
Patients' Rights & Organizational Ethics	6	14
Leadership & Management	6	4
Information Management	5	11

The Benchbook

The STANDARDS are the statement of ideal performance.

The CRITERIA provides the specific and measurable indicators that will help determine whether or not the standards has been met.

INDICATORS which provide the tools to monitor conformance to standards with respect to specific criterion.

Accreditation Process

HCP APPLICATION FOR ACCREDITATION

| Benchbook and self-assessment tool to HCP | Guidance on Planning for the Accreditation Survey to HCP |

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SELF-ASSESSMENT

| Once completed by HCP, it shall be submitted to PhilHealth survey team | Self-assessment meets PhilHealth criteria, date for the survey will be arranged |

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SURVEY VISIT

| Survey Plan and schedule should be done in advance (at least 6 weeks prior) | Includes team meetings and interviews. Involve front line staff of the hosp. |

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ACCREDITATION DECISION

Self Assessment

The provider to organize a QA team

Analyze self-assessment results and prioritize action plan

Implement measures to correct deficiencies

Repeat self-assessment using the same form to revalidate and make sure all standards are met

Self Assessment

Organizational policies and procedures respect and support patient's right to quality care and their responsibilities in that care	Informed consent is obtained prior to initiation of care			
	Policies and procedures which identify and address patient's right and responsibilities are documented and monitored			
	Patients receive written statements of their rights and responsibilities			
	The hospital protects patients and respects their rights during research involving human subjects			

Indicators

These are tools to monitor conformance to standards with respect to specific criterion

A quantitative tool used to measure & improve performance of functions, processes & outcomes

They can be clinical or non-clinical

Types of Indicators

Outcome Indicators - assesses what happens or does not happen following a process

Process Indicators - assesses an important activity that is carried out, either as part of direct patient care or to support patient care

Sentinel event indicator - a performance measure identifying events that triggers further analysis & investigation. It is usually undesirable & occur infrequently like adverse patient incidents

Recognition

0 - 33	Zero Achievement	
33 - 50	Little Achievement	
51 - 67	Moderate Achievement	Center of Safety
68 - 84	Extensive Achievement	Center of Quality
85 - 100	Outstanding Achievement	Center of Excellence

Thank you and Mabuhay!

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