



Standards for Accreditation in Health

Standard Development Guide



Directorate of Health Services
Department of Quality and Accreditation in Health



Standards for Quality in Healthcare Standard Development Guide, February 2020

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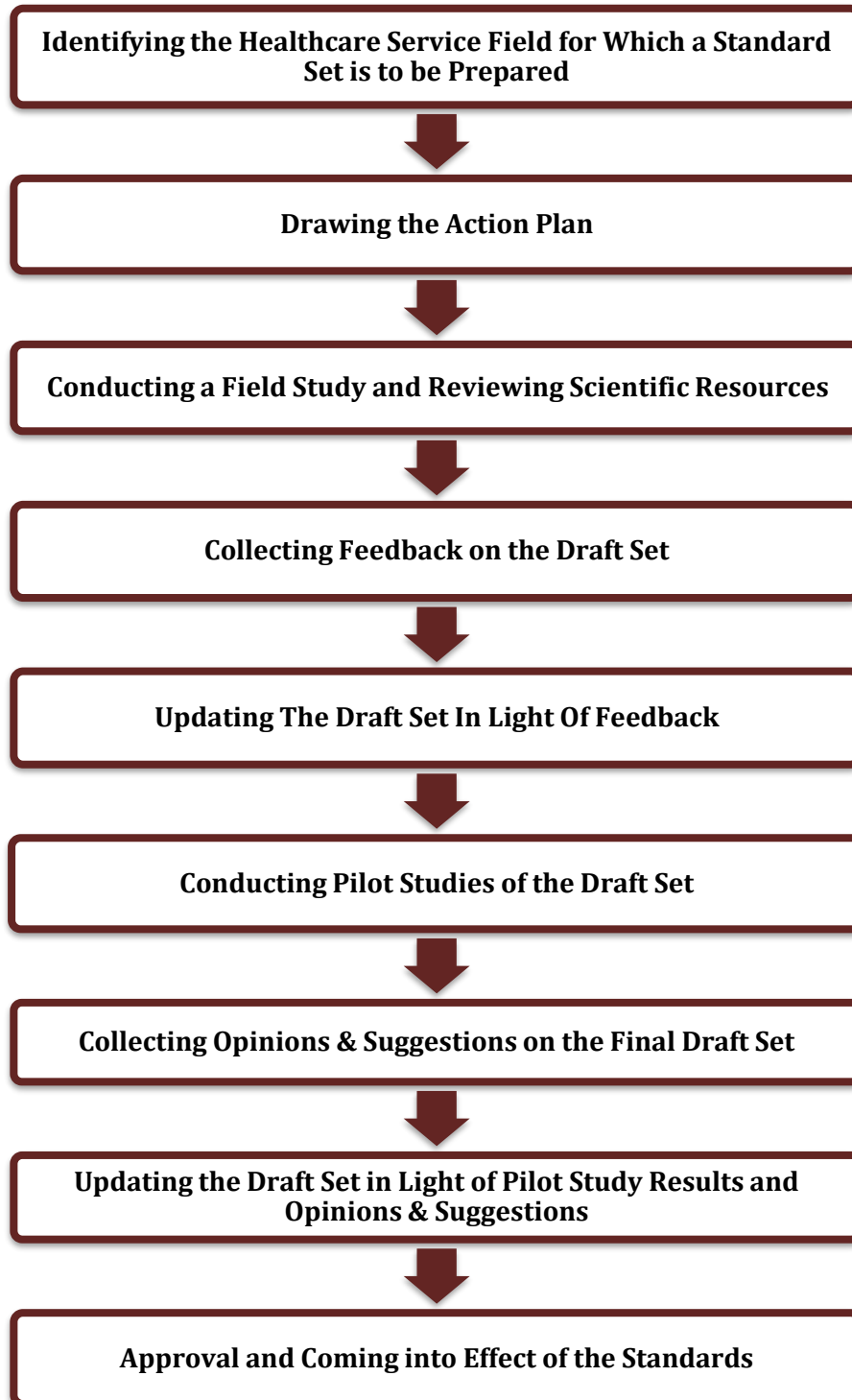
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I. SECTION I

STANDARD DEVELOPMENT ALGORITHM FOR STANDARDS THAT ARE TO BE DEVELOPED FOR THE FIRST TIME





I.1. Identifying the Healthcare Service Field for Which a Standard Set is to be Prepared

Taking into account the priorities of the ministry, national needs, and requirements regarding patient and employee safety, and soliciting for the opinions of the relevant units, a decision is made regarding which healthcare services field a standard set must be prepared in,

I.2. Drawing the Action Plan

A meeting of the “Commission for the Monitoring and Development of Standards for Accreditation in Health” is held focusing on the standard set that is to be prepared. An action plan is drawn in the meeting. The action plan comprises the work schedule and the responsibilities.

The action plan contains the following actions:

- Field Study
 - Examine the organizational structure
 - Identify the processes related to service
 - Review the relevant legislation
 - Determine the national needs and priorities for quality healthcare services provision
 - Collect opinions from the relevant stakeholders
 - Officially;
 - The Ministry unit responsible (meeting and official letter)
 - The relevant public offices (general questions)
 - Directors of organizations (form and meeting)
 - Employees (form and meeting)
 - Assessors (via forms)
 - Non-Government Organizations (via forms)
 - Including the Patient Rights Association etc., and insist on a response
 - Review the literature
 - Review internationally recognized guides and principles and advice from WHO and other national/international professional organizations
 - Evaluate the standards with regard to cost/benefit
- Collect feedback on the draft set
- Conduct pilot studies of the draft set
- Update the draft set in light of pilot study results and opinions & suggestions

I.3. Conducting a Field Study and Reviewing Scientific Resources

The actions that have been decided are executed in line with the relevant schedule. Field study is made to the relevant institutions. The activities that are conducted and the results that are obtained by those responsible are reported to the commission. The commission may hold meetings throughout the process if needed. All results that have been obtained are compiled and presented for the consideration of the commission.

The draft of the standard set is studied and created by the commission.



I.4. Collecting Feedback on the Draft Set

- Opinions and Suggestions Platform
 - A system is created for the stakeholders to submit their opinions and suggestions, that is accessible online and allows for organizational and individual log-in. The system is made accessible for at least a month.
 - All stakeholders, such as the Ministry of Health, other relevant Ministries, all healthcare institutions such as public, private and university hospitals, provincial health directorates, public health directorates, healthcare workers, non-government organizations, and professional chambers may submit their opinions and suggestions regarding the existing draft set as well as their suggestions regarding new standards, using the platform.
- Collect opinions from the relevant stakeholders
 - Officially;
 - The Ministry units responsible (meeting and official letter)
 - Relevant public offices (for the announcement of the online system)
 - Directors of organizations (for the announcement of the online system)
 - Non-government organizations (for the announcement of the online system)
 - Including the Patient Rights Association etc., and insist on a response
 - Workshop
- Otherwise;
 - Employees (announcement on the web)
 - Auditors (via TÜSKAnet, or mail)
 - Technical expert, , Science Experts (via mail)
- Results obtained by those responsible, subsequent to the activities conducted under the action plan, are reported.

I.5. Updating the Draft Set in Light of Feedback

The draft of the standard set is studied by the commission and all received feedback is evaluated. Appropriate feedback are applied on the draft set and given its final form.

I.6. Conducting Pilot Studies of the Draft Set

SQH auditors conduct a pilot study for the collection of feedback on the comprehensibility, applicability, measurability and cost effectiveness of the draft set. The results of the pilot study are analyzed and reported. The reports are shared with the “Commission for the Monitoring and Development of Standards for Accreditation in Health” and the pilot study process is completed.

I.7. Collecting Opinions & Suggestions on the Final Draft Set

The final draft set prepared in accordance with the Standard Development Guide is submitted to the review of all stakeholders through the Opinions & Suggestions Platform (Explained Article I.4) before approval.



I.8. Updating the Draft Set in Light of Pilot Study Results and Opinions & Suggestions

The commission reviews reports of the pilot study and reports concerning opinions and suggestions. The data in the report are evaluated with regards to comprehensibility, applicability, and measurability, while taking scientific appropriateness into account, and applied to the relevant standards.

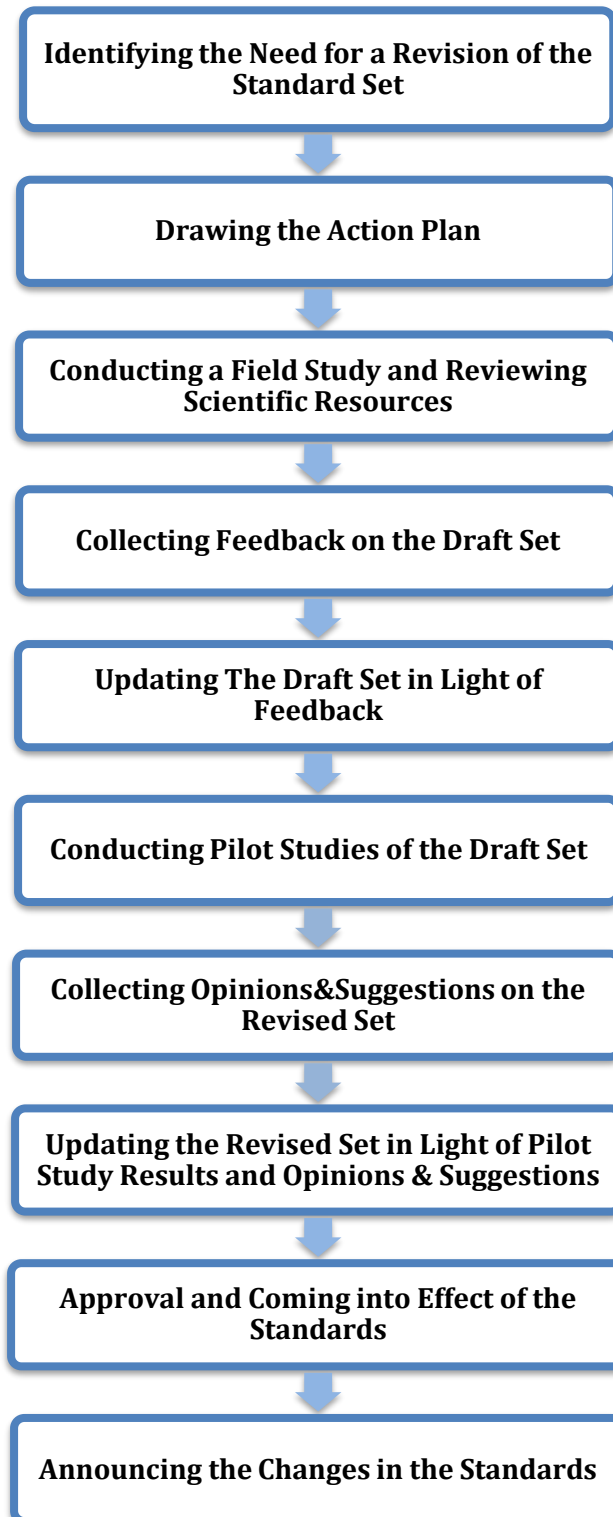
I.9. Approval and Coming into Effect of the Standards

The final form of the standards for accreditation in health is decided by the final decision of the commission and comes into effect with the approval of the Ministry of Health, and is published by the Ministry.



II. SECTION II

STANDARD DEVELOPMENT ALGORITHM FOR STANDARDS THAT ARE TO BE REVISED





II.1. Identifying the Need for a Revision of the Standard Set

The need for revisions to the standard sets is reviewed by the commission every two years according to Article II.3 of this document. If it is decided to make a set change by the commission, the revision process is initiated in accordance with the standard development algorithm. In the event that a significant and non-deferred change in necessity arises over a period of two years, a change may be made with a commission decision.

II.2. Drawing the Action Plan

The process for the revision study shall commence at least six months prior to the planned date of completion of the study.

A meeting of the “Commission for the Monitoring and Development of Standards for Accreditation in Health” is held focusing on the standard set that is to be prepared. An action plan is drawn in the meeting. The action plan comprises the work schedule and the responsibilities.

The action plan includes the following actions:

- Field Research
 - Compilation and reporting of feedback obtained during implementation of the standard set or pilot studies
 - Actions to receive such feedback are carried out at the implementation stage of the set of standards, ie before the start of the revision process.
 - The Commission shall draft the rules and procedures for receiving of such feedback. Processes and rules are based on ISQua principles.
 - SAS auditors receive feedback from audited entities about standards, understandable, measurable, useful and accessible status, coding and scoring system and audit system. Feedbacks (questionnaires) are collected from auditors, audited bodies, related ministry units, patients and their relatives, non-governmental organizations to measure satisfaction with the standards.
 - Examining the current situation of institutional structure, service processes and related legislation
 - Defining the national needs and priorities for quality health care provision
 - Acquisition of views of relevant stakeholders
 - Officially;
 - Responsible Ministry unit (meeting and official writing)
 - Relevant public units (general inquiries)
 - Organization managers (form and meeting)
 - Employees (form and meeting)
 - Evaluators (form)
 - Non-governmental organizations (forms)
 - We definitely should ask for feedback from patient rights association etc.
 - Literature search



- Examination of internationally accepted guidelines and principles and recommendations of WHO and other national / international professional organizations
- Evaluation of standards in terms of cost benefit
- Collecting feedback on the draft set
- Conducting pilot studies of the draft set
- Updating the draft set in light of pilot study results and opinions & suggestions

II.3. Conducting a Field Study and Reviewing Scientific Resources

The actions that have been decided are executed in line with the relevant schedule. Field study is made to the relevant institutions. The activities that are conducted and the results that are obtained by those responsible are reported to the commission. The commission may hold meetings throughout the process if needed. All results that have been obtained are compiled and presented for the consideration of the commission.

The draft of the standard set is studied and created by the commission

II.4. Collecting Feedback on the Draft Set

- **Opinion Suggestion Platform**
 - An online accessible system is created to allow institutional and individual input to enable stakeholders to report opinions and suggestions. The system is kept open for at least one month access.
 - All stakeholders, such as Health Ministry units, other ministries, public, private, university hospitals, provincial health directorates, public health directorates, health workers, non-governmental organizations and occupational chambers can transmit their opinions and suggestions related to current draft set and standard proposals through the platform.
- **Receiving opinions of related stakeholders**
 - Officially;
 - Responsible Ministry unit (meeting and official writing)
 - Relevant public units (general inquiries)
 - Organization managers (form and meeting)
 - Employees (form and meeting)
 - Evaluators (form)
 - Non-governmental organizations (forms)
 - We definitely should ask for feedback from patient rights association etc.
 - Workshop
- **Other;**
 - Employees (announcement)
 - Auditor (via TÜSKAnet or mail)
 - Technical expert, , Science Experts (via mail)
 - As a result of the activities carried out within the framework of the action plan, the results obtained by the responsible persons are reported.

II.5. Updating the Draft Set in Light of feedbacks

The draft of the standard set is studied by the commission and all received feedback is evaluated. Appropriate feedback are applied on the draft set and given its final form.



II.6. Conducting Pilot Studies of the Draft Set

SQH auditors conduct a pilot study for the collection of feedback on the comprehensibility, applicability, measurability and cost effectiveness of the draft set. The results of the pilot study are analyzed and reported. The reports are shared with the commission and the pilot study process is completed.

II.7. Collecting Opinions & Suggestions on the Revised Set

The final draft set prepared in accordance with the Standard Development Guide is submitted to the review of all stakeholders through the Opinions & Suggestions Platform (Explained Article II.4) before approval.

II.8. Updating the Revised Set in Light of Pilot Study Results and Opinions & Suggestions

The commission reviews reports of the pilot study and reports concerning opinions and suggestions. The data in the report are evaluated with regards to comprehensibility, applicability, and measurability, while taking scientific appropriateness into account, and applied to the relevant standards.

II.9. Approval and Coming into Effect of the Standards

The final form of the standards for accreditation in health is decided by the final decision of the commission and comes into effect with the approval of the Ministry of Health, and is published by the Ministry.

II.10. Announcing the Changes in the Standards

The amendments contained in the standards are shared on the web site in a format determined by the "Monitoring and Development Commission for Health Accreditation Standards".