



Ministry of Health, Turkey  
Directorate of Healthcare Services

# Standards of Accreditation in Health



Office of Quality and Accreditation in Health - MoH Turkey



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# PROLOGUE



# PROLOGUE



Nowadays, rapid advances in medical technology and applications have brought significant changes in physical and functional construction of the health services. Emerging success rates of diagnosis and treatment applications, corresponding increases in number of patients and patient beds turnover, people being more careful about health of themselves and their families can be listed as the cause of the physical and functional changes. These changes affect structural, administrative and designative practices of hospitals and emphasize the need to provide quality health care for patients who need medical care as soon as possible. In this context, activities to deliver quality health services gave birth to the need for an external evaluation of a different structure and have brought up the concept of accreditation. So far, a few patient and organizational structure focused accreditation systems have been established for the purpose of development of patient care in the world at an optimal level of quality, creation of a safe patient care environment, minimizing risks concerning patients and employees, a number of quality improvement and patient safety, and performance of healthcare institutions started to be evaluated within these systems.

In Republic of Turkey, foundations of accreditation have been laid in 2005 with the quality of healthcare evaluations and service standards of evaluations have been determined. These standards which are developed over time in the terms of number and structure have been implemented in four different versions. By 2013, standards got restructured in the terms of four basic principles of accreditation and ten goals, and the fifth version has been finalized with the name of "Standards of Accreditation in Health".

"Hospital Kit" which sheds light on "Republic of Turkey Accreditation System of Health" has been prepared using a common language that is understandable and interpretable among primarily hospitals and all other stakeholders.





In the first part of SAS-Hospital Kit which contains standards, assessment criteria and guidelines, basic policies and principles for accreditation of health have been demonstrated. In the second part historical development process and general information about the accreditation standards are included. Third part includes guidelines containing standard requirements prepared in a way that helps understanding and implementation of the standards and evaluation criteria.

SAS-Hospital Kit which contains basic information about accreditation process and requirements for becoming accredited is presented for the benefit of hospitals and all stakeholders to improve the quality of health care.

With the establishment of national accreditation structure in the axis of Standards of Accreditation in Health, three main elements of Transformation of Health Program has been completed. Developed quality of health structure specific for Republic of Turkey consists of two parts:

- » Quality of Health Assessments
- » Accreditation in Health System

**Health Quality Assessments:** These assessments are scoring by determination of structural, process and output-based quality level of health organizations and institutions on the basis of SKS. Quality assessments are conducted periodically and reported. Determined scores can be used for a variety of incentives and penalties. Health Quality Assessments are mandatory. Coverage of all health institutions and organizations in the process is aimed.

**Accreditation in Health System:** It is a system based on SAS, which health care institutions and organizations will apply on a voluntary basis and become accredited according to their success. Accreditation of Health System is a program that will be applied to, for organizations that want to go beyond the current national quality state and put forth the difference in their quality level. It's organized as incentive for domestic and overseas health tourism because of including a document approved internationally.

In Turkey, this structure which is established in the field of health quality by Ministry of Health has significant importance for rising on a sturdy foundation in the framework of an awareness of a service that continuously improves and is sustainable.

# Standards of Accreditation in Health – Hospital Kit



## Development of Standards

Foundations of quality studies carried out within the Ministry of Health in Turkey started on 2003 and since then concepts of quality and accreditation terms gained significance among priorities of health policies determined by Transformation of Health Program.

planning and supervisory roles of Ministry of Health at Transformation of Health Program, meaning a Ministry of Health structure and practice which determines service standards, rules, sets the framework of studies and assesses implementation level of these standards. First steps have been taken towards the Accreditation System with principle of “quality and accreditation for qualified and effective health care service” in the sixth component of the program.

Accreditation of health studies which was clearly stated and took place in agenda of Turkey for the first time in 2003, is a result of a long journey. In the first stage of this journey carried out in 2005, determination of quality standards which covers health care services for the first time containing all processes of health care was initiated. Studies in the first stage were aimed to ensure awareness of quality service of managers and employees, determination and documentation of service processes in healthcare institutions. In this context, 100 quality standards were determined in 2005. Number of Quality Standards for Health increased to 150 in 2007, 354 in 2008, and 388 in 2009 with the set for private hospitals and 621 standards in 2011 with last revision. As a result of the standards improving over the years, numerically and the content and scope of standards have developed significantly.

Reason of the process implementation to be step by step since development began in 2005 is the majority of institutions being unfamiliar



with the concept of quality and accreditation. It has taken a certain period of time, subsequent years to make health institutions recognize the studies and gain awareness of the significance of contribution to the studies.

### *Version 1*

In 2005, 100 standards were determined and implemented within the framework of “Ministry of Health Corporate Quality Improvement and Performance Evaluation of Enterprise Agencies Directive, 17.03.2005, n.1831”.

Quality implemented which gained speed as institutions conducting self-assessments fulfilled an important deficiency of function in a short time. Quality Standards of Health made it possible to question the institutions and practices of service processes and more importantly led institutions to think of questions like “How a better health service can we provide to our patients?”, “How can we establish a more secure service environment for our employees?”. This was the beginning of a new era.

### *Version 1.1.*

In 2006, partial changes have been done in the structure of standards in the framework of “Quality Improvement and Performance Assessment at Organizations and Institutions affiliated to the Ministry of Health Directive, 05.1.2006, n.9414”. With version 1.1, hospitals started to be assessed by Providence Performance and Quality Coordinator units and a transition from self-assessment towards external assessments process was initiated.

### *Version 2*

In 2007, at the second revision studies, number of standards was increased to 150 within the framework of “Quality Improvement and Performance Assessment at Organizations and Institutions affiliated to the Ministry of Health Amending Directive, 23.03.2007, n.13”. After that, all institutions started to be assessed by Providence Performance and Quality Coordinator units and Ministry Assessors. Also standards were re-graded and a practicing guide related to implementation of standards was released.

### *Version 3.Public*

In 2008, Quality Standards of Health was revised in the framework of “Performance and Quality of Health Directive, 02.07.2008, n.2542”. With

standards being written again from the scratch in the theme of patient and employee safety, a comprehensive kit of 354 standards was released.

#### *Version 3.Private*

In 2009, a different kit including 388 standards for private hospitals was prepared in the framework of “Scoring of Private, Trust University Hospitals Directive, 13.11.2009, n.14867439”.

#### *Version 4*

In 2011, Quality Standards of Health was made into a single kit that covers public, private and university hospital within the framework of “Performance and Quality of Health Directive, 01.03.2011, 9489”. When this kit consisting of 621 standards is inspected in the terms of structure, following innovations can be noticed:

- » A structural development containing aspects to associate standards with each other and to increase coverage to all sections of the institutions was done.
- » Validity and reliability field tests of standards conducted in 24 hospitals.
- » A coding system for standards was established to make them traceable and also to gain ability of comparison between different institutions.
- » Definitions and informative directories were created to make standards easier to be understood.

#### *Version 5 (SAS)*

On the basis of the necessity of quality studies having international identity, first steps have been taken for establishment of the Health Accreditation System in Turkey in May, 2012. As a result of studies official co-operation have been initiated by negotiations with ISQua-the accreditor of accreditors on 20.03.2013. In the framework of negotiations and the agreement signed with ISQua, “ISQua International Principles for Healthcare Standards” have been analyzed in detail. In accordance with the inspection of principles, a structural revision of Quality Standards of Health is decided taking into account the requirements of quality needs of Turkey.

# GUIDES



# Standards of Accreditation in Health – Hospital Set

## Aspects and Chapters with Goals

Goals	Aspects		
<ul style="list-style-type: none"> <li>» Efficiency</li> <li>» Efficacy</li> <li>» Productivity</li> <li>» Healthy Work Life</li> <li>» Patient Safety</li> <li>» Fairness/Equity</li> <li>» Patient Focused</li> <li>» Convenience</li> <li>» Timeliness</li> <li>» Continuity</li> </ul>	<b>Management and Organization</b> <ul style="list-style-type: none"> <li>» Organizational Structure</li> <li>» Basic Policies and Values</li> <li>» Quality Management Structure</li> <li>» Document Management</li> <li>» Safety Reporting System</li> <li>» Risk Management</li> <li>» Training Management</li> <li>» Social Responsibilities</li> <li>» Corporate Communication</li> </ul>	<b>Performance Measurement and Quality Improvement</b> <ul style="list-style-type: none"> <li>» Corporate/Local Indicators</li> <li>» SAS Indicators</li> </ul>	<b>Healthy Work Life</b> <ul style="list-style-type: none"> <li>» Human Resources Management</li> <li>» Health and Safety of Employees</li> </ul>
<b>Patient Experience</b> <ul style="list-style-type: none"> <li>» Basic Patient Rights</li> <li>» Patient Safety</li> <li>» Patient Feedbacks</li> <li>» Accessibility to service</li> <li>» End of life services</li> </ul>	<b>Healthcare Services</b> <ul style="list-style-type: none"> <li>» Control and Prevention of Infections</li> <li>» Sterilization Management</li> <li>» Drug Administration</li> <li>» Transfusion Management</li> <li>» Patient Care</li> <li>» Radiation Safety</li> <li>» Laboratory Services</li> <li>» Safe Surgery</li> <li>» Emergency Healthcare Services</li> </ul>	<b>Support Services</b> <ul style="list-style-type: none"> <li>» Hospitality Services</li> <li>» Facility Management</li> <li>» Waste Management</li> <li>» Information Management</li> <li>» Material and Device Management</li> <li>» Outsourcing</li> </ul>	<b>Emergency Management</b> <ul style="list-style-type: none"> <li>» Emergency Management</li> </ul>

# Management and Organization



# Performance Measurement and Quality Improvement

# Healthy Work Life

# Patient Experience

# Health Services

# Support Services

# Emergency Management

# DEFINITIONS AND ABBREVIATIONS

# REFERENCES



# APPENDIX

