



ISQUA15-1786

# Evolution of Hospital Accreditation Standards

## Any Positive Impact on Accredited Hospital?

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### Objectives

The purpose of this study is to understand the impact has been brought to Taiwan’s hospitals when introduced the Hospital Accreditation Standards Version 2011.

### Methods

To understand the effectiveness of standards evolution, the anonymous questionnaire survey of accredited hospitals was conducted from 2011 to 2014, the questionnaire used multiple choice questions for investigating any positive impact and core values has achieved in accreditation.

### Results

Hospital Accreditation Standards Version 2011 was simplified to 238 criteria in 2 chapters compared with the previous version with 505 criteria in 8 chapters. The features of Version 2011 are “patient-centered”, “overall performance of hospitals”, and “healthcare quality and hospital functions”. This version also has received ISQua's IAP awards in Accreditation of Healthcare Standards.

Hospital Accreditation Standards Version 2011

Part	Chapter		Item	Part	Chapter		Item
Hospital Management	1.1	Hospital Operations Strategy	15	Medical Care	2.1	Rights and Responsibilities of Patient and Family	14
	1.2	Staff Management and Support Systems	11		2.2	Medical Care Quality Improvement	8
	1.3	Human Resource Management	16		2.3	Care Implementation and Evaluation	19
	1.4	Staff Education and Training	11		2.4	Care of High Risk Patients	28
	1.5	Medical Record, Information and Communication Management	13		2.5	Medication Safety	15
	1.6	Facility and Environment Safety	14		2.6	Anesthesia and Surgical Care	15
	1.7	Patient-focused Service and Management	13		2.7	Infection Prevention and Control	15
	1.8	Risk Management and Emergency Response	9		2.8	Clinical Laboratory, Pathology and Radiology	15
					2.9	Discharge / Transfer Planning and Continuity of care	7
	Hospital Management Part		102		Medical Care Part		136

The number of accredited hospitals is 404 from 2011 to 2014. The table has shown 80% of hospital agreed Version 2011 had brought positive impacts after accreditation. In addition, 70-80% of hospitals agreed Version 2011 could achieve core values of accreditation. The accredited hospitals were satisfied with the overall accreditation in this cycle, and satisfaction rates were between 85% to 95%. There was no significant change in satisfaction (p=0.107).

Statistical Table : Hospital Feedback on Hospital Accreditation Standards Version 2011

Year / [Number of Accredited Hospitals]		2011/[120]	2012/[136]	2013/[105]	2014/[43]
Positive Impacts	facilitate inter-departmental coordination	101(84.17)	106(77.9)	88(83.8)	36(83.7)
	assess own performance and set benchmark	94(78.33)	100(73.5)	90 (85.7)	36(83.7)
	reinforce practices from surveyor’s constructive feedback	103(85.83)	121(89)	97(92.4)	38(88.4)
	promote quality of care and patient safety activities	97(80.83)	106(77.9)	85(81)	38(88.4)
	enhance overall operations and management	69(57.5)	69(50.7)	55(52.4)	32(74.4)
Core Values	establish a safe, effective, patient-centered healthcare environment	87(72.5)	98(72.1)	82(78.1)	36(83.7)
	facilitate interprofessional teamwork to provide medical service in community	87(72.5)	99(72.8)	83(79)	34(79.1)
Accredited Hospital Satisfaction	overall satisfaction with the new cycle of accreditation	110(91.7)	121(89.0)	90(85.7)	41(95.3)

Note: 1.percentage of positive response rate  
2. multiple choice questions

### Conclusion

This study has shown the majority of accredited hospitals agree that new standards could facilitate them to provide a safe, effective, and patient-centered healthcare. Meanwhile, there was no significant change in the overall satisfaction, and the average satisfaction is 90% over the years. But these still need to be further analyzed if there are any significant differences in patient safety indicators and patient safety culture.

