

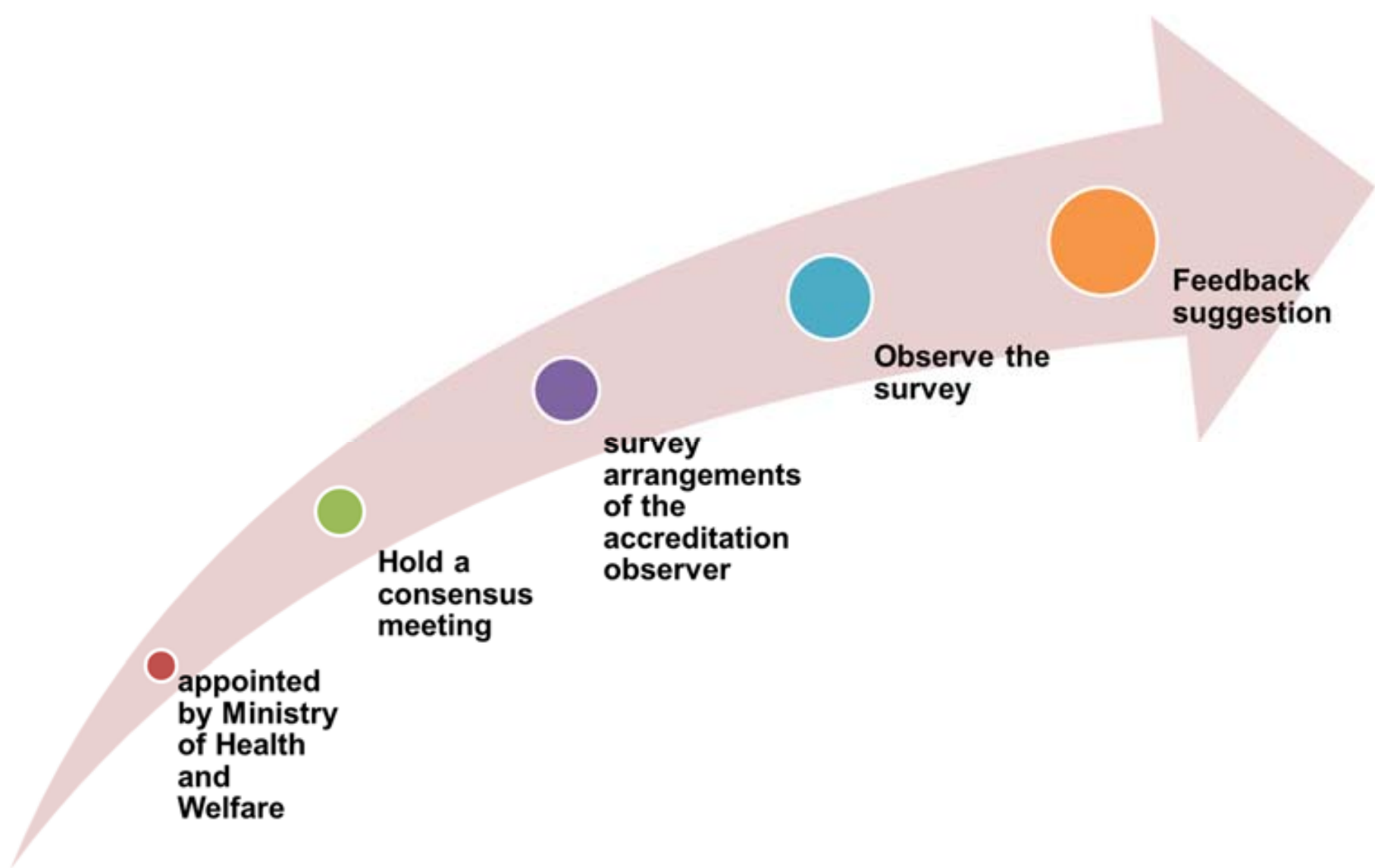
The Medical Service User Participated in Taiwan Hospital Accreditation

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Introduction

Observers are appointed annually by the Ministry of Health and Welfare (MOHW), they should participate in the consensus meeting before survey, and submit suggestions after survey, as a reference for MOHW's future public health policy improvement (fig.1)

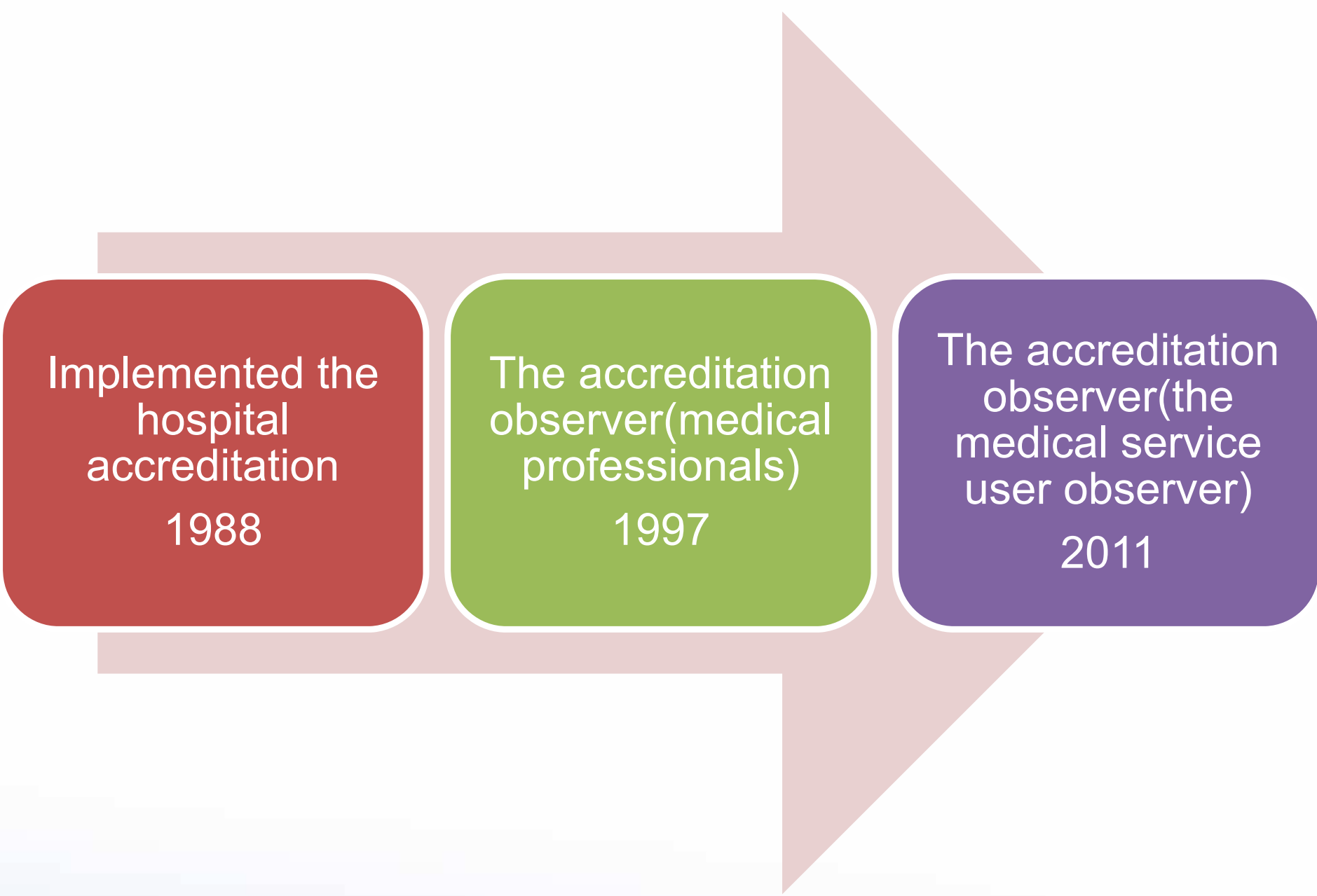
Fig. 1 : Observer annual work flow



Objectives

The hospital accreditation has implemented in Taiwan since 1988. There are 95% of hospitals have accepted hospital accreditation until 2016. There is one unique role in survey team—the accreditation observer. The accreditation observer was first introduced in 1997; there are different fields of medical professionals were invited to participate the survey. These observers were encouraged to provide their suggestions after survey. In 2011, the medical service user observer has enrolled and encouraged patient and family to provide objective recommendations after survey (fig.2). The purpose of this study was to explore needs from medical service user and hear from them in order to create a friendly environment.

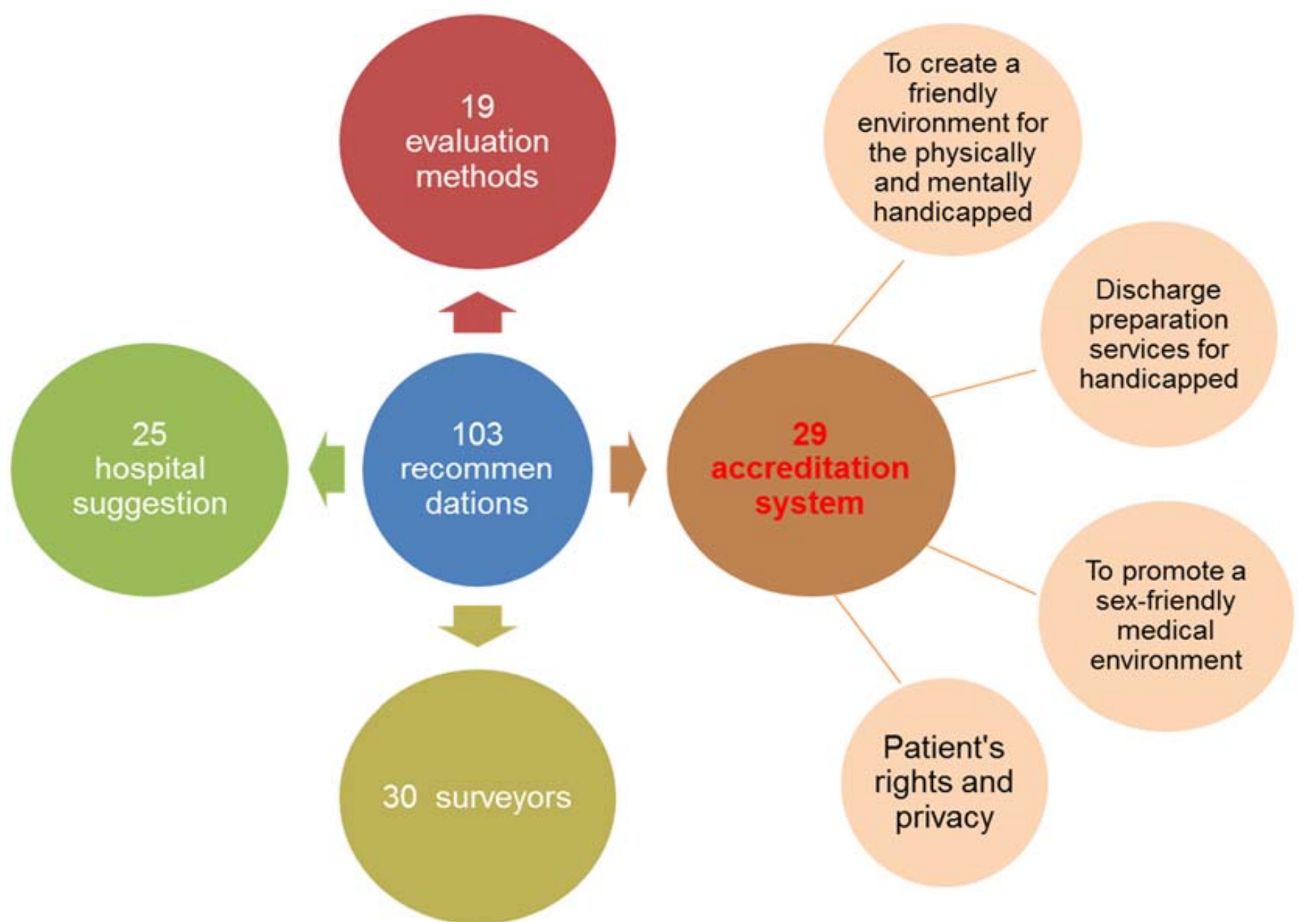
Fig. 2 : The development of the observer program



Results

A total of 40 observation records collected from 2011 to 2016 with a response rate of 90.9%. There were 103 recommendations collected. The analysis revealed that the medical service user proposed the following criteria: "To create a friendly environment for the physically and mentally handicapped", "Discharge preparation services for handicapped ", "To promote a sex-friendly medical environment" and "Patient's rights and privacy"(fig.3). In addition to the recommendations, such as the "Patient-Focused Method", "Paperless promoting on environmental protection issue and "Simplifying and Integrating in accreditation", etc. The above contents had revised the hospital accreditation standard in 2011 and 2012. The simplifying accreditation system and accepted by the MOHW as a mission of revolution in 2016.

Fig. 3 : The records of the medical service user observer from 2011 to 2016



Methods

These medical service users came from different groups (such as consumer foundations, handicapped groups and other support groups, etc.). Before they attend the survey, MOHW invited them to join the consensus meeting in order to understand observer's rights and obligations. All observers were arranged to observe regional level hospitals, and submit the observation record with suggestion after survey. The study collected 44 hospitals results from 2011 to 2016. The suggestion from accreditation observer were summarized into four different aspects: hospital suggestion, evaluation methods, accreditation system and surveyors.

Conclusions

The study result had demonstrated that the public participation in survey is more objective to provide organization improvement and help government in policy implement. These programs also enhance the quality of medical services and create a friendly doctor-patient relationship in medical environment. It is recommended that the Taiwan government continuously implements the observer program and enlarge the participation of medical service user, strengthen the role and value of observers, and continue to provide suggestions to MOHW on future public health policies.

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Keywords: medical service user, hospital accreditation, public participation