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).

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. The study collected 44 hospitals results from 2011 to 2016. 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