The Effectiveness of Patient-Focused Methods Implement in Hospital Accreditation from Aspects of the Surveyors

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Objectives
Joint Commission of Taiwan (JCT) has conducted Taiwan hospital accreditation plan since 1978. As time passing on, the accreditation system improved by request of patient’s need, process of hospital management, and trends of international accreditation. There were complicated and many standards before 2015, and hospitals have to prepare lots of document to prove their performance in the past 4 years, then they had to show their data during on-site survey for a short period of time. On the other hand, the surveyors also spent almost 80% of on-site survey time to confirm huge amount of evidences. Therefore, the time was limited to check the hospital clinical process thorough the on-site survey. JCT decided to develop new method in order to meet the spirit of simplification, optimization and convention in the accreditation in 2015. Patient-focused Methodology (PFM) emphasized the spirit of accreditation by patient-centered or patient-oriented, considered national culture, medical system, medical process and physician-patient relationship. PFM could reduce the documentation and realize care process in clinical practice. At the same time, surveyors could confirm every standard. This study aimed to explore the effect of PFM implement in hospital accreditation from aspects of the hospital.

Results
From the result had found that the effect of PFM in 2016 was better than in 2015. Those surveyors agreed that they had sufficient time in preliminary planning session to discuss PFM pathway. Surveyors considered first-line staff interviews to help clarify whether the units had both procedures and hospital policies. They agreed that sufficient time in the field to verify the use of PFM (P=0.025). Surveyors could lead hospitals to implement a patient-oriented care process. PFM also helped hospitals identify risk. PFM can strengthen teamwork. Importantly, PFM increased interaction with the evaluation committee of the hospital by surveyors (P=0.0031). Then PFM could reduce the documentation for on-site survey.

Furthermore, the surveyors of nurse field had sufficient time in preliminary planning session to discuss PFM pathway (P=0.0189). Surveyors could lead hospitals to implement a patient-oriented care process. PFM can also help hospitals identify risk. PFM can strengthen teamwork. Importantly, PFM increased interaction with the evaluation committee of the hospital by surveyors (P=0.0031). Then PFM could reduce the documentation for on-site survey.

JCT found that some medical units were repeated survey by those professional afflication surveyors (P=0.0108). Then PFM could reduce the documentation for on-site survey. In order to implement medical care of patients, some medical units were repeated survey by different professional affiliation surveyors (P=0.0056). Then PFM could reduce the documentation for on-site survey. In order to implement medical care of patients, some medical units were repeated survey by different professional affiliation surveyors (P=0.0090). Moreover, PFM increased interaction with hospital and surveyor (P=0.0190). Surveyors could lead hospitals to implement a patient-oriented care process. PFM also helped hospitals identify risk. PFM can strengthen teamwork. Importantly, PFM increased interaction with the evaluation committee of the hospital by surveyors (P=0.0031). Then PFM could reduce the documentation for on-site survey.

As mentioned above, surveyors and hospitals agreed that PFM was helpful to patient care, team communication, integration and management. Future directions for the implementation of specific recommendations are as follows:

1. Strengthened surveyor’s consensus and education: held mock on-site accreditation training to strengthen surveyors’ consensus and skills of patient focus method.
2. Strengthens the hospitals associated measures: improved the accreditation IT system. Then enhanced hospital convention process and reduced the documentation for on-site survey. In order to implement medical care of patients.

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