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# Challenges and Opportunities in Constructing a Video Accreditation Mechanism: The JCI Experience

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## Abstract

Hospital accreditation in Taiwan was postponed for three years due to the COVID-19 pandemic. This project redesigned the operation process of undergoing accreditation with the experience of the Joint Commission International (JCI) accreditation and reorganized the existing model to allow for video accreditation. Stakeholder interviews were conducted to identify potential problems in the video accreditation process, such as problems with software, hardware, funding, human resources, and resource allocation. The development team implemented four solutions: (1) using 5G, 4G, and Wi-Fi 6 together, (2) designing innovative video carts, (3) developing a group video function, and (4) conducting educational training and continuous simulation exercises. From December 28, 2020, to January 1, 2021, we conducted JCI accreditation through video surveys and promoted effective communication between medical staff and the accreditation committees. This project can provide a reference for the development of accreditation policies and lead to the transformation of Taiwan's healthcare accreditation system so that it will be better equipped to handle future pandemics.

**Keywords:** accreditation, video survey, COVID-19

## 建構視訊評鑑機制的挑戰和機遇－JCI經驗

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### 摘要

臺灣醫院評鑑於COVID-19疫情期間停辦三年，本專案以JCI (Joint Commission International)評鑑經驗重新設計作業流程，改變既有模式，建構視訊評鑑機制，讓病人權益與醫療服務品質可持續性接受外部監測。

經訪談利益關係人確認關鍵問題點，包括軟體、硬體、經費、人力、資源分配五大面向，領導階層決定突破傳統限制，創臺灣醫療同業先例，採行全面視訊進行評鑑。開發團隊執行四大解決方案：1.5G、4G、Wi-Fi 6聯合佈局；2.創新設計輕便型視訊推車；3.融合視訊分群分組功能；4.提供完整教育訓練與現場模擬演練。

於2020年12月28日至2021年1月1日連續五天，以全視訊完成JCI評鑑，促成醫療人員及評鑑委員間有效溝通，運用科技方式跨越距離、減少不必要接觸，獲得國際肯定；期待此專案提供制訂評鑑政策之參考，帶動轉化臺灣醫療評鑑模式，未來不再受疫情的影響。

**關鍵詞：** 評鑑、視訊、嚴重特殊傳染性肺炎