

A light blue world map is centered in the background of the slide, overlaid on a white grid pattern. The map shows the continents in a darker shade of blue.

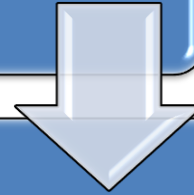
# **ACCREDITATION SYSTEM DEVELOPMENT IN TURKEY**

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# Content

**Quality and Patient  
Safety Culture in the  
world and in Turkey**



**Accreditation  
Journey in Turkey**



**Current Situation**

# The 80's

- Peer review
- Consensus based guidelines
- Visitation
- Transparency and standardisation vs. Professional autonomy

# The 90's Present Decade

- National and systemic approaches
- Quality vs. Cost containment
- Accountability
- Quality regulation
- Process orientation and multidisciplinary
- Result orientation
- Performance measurement
- Market and products (choice, price, quality, service)
- Self management
- ***Accreditation***

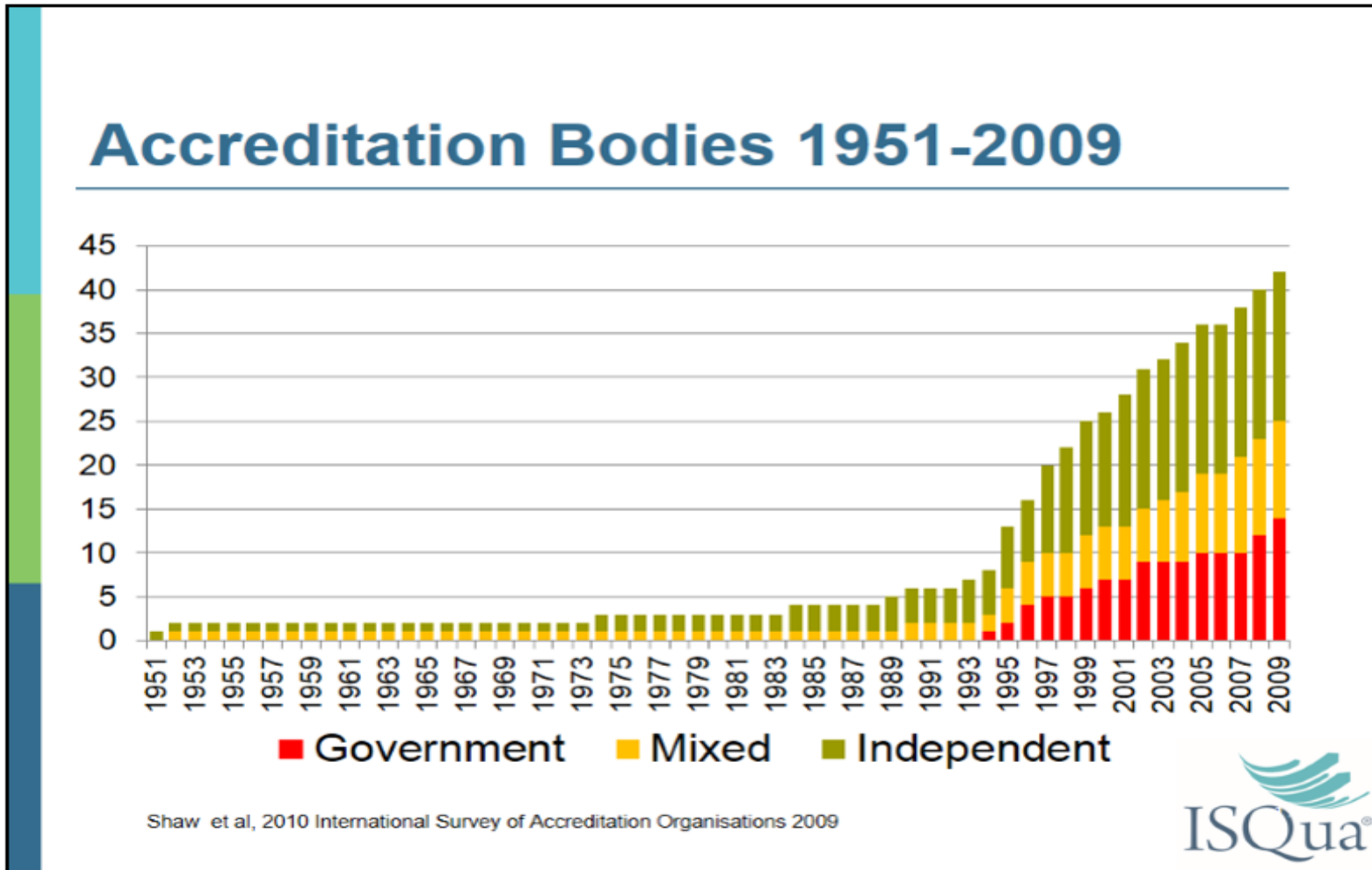
# What is accreditation?

Accreditation is a process in which an entity, separate and distinct from the health care organization, usually nongovernmental, assesses the health care organization to determine if it meets a set of requirements designed to improve quality of care.

# Changing culture

	Regulation	Accreditation
Status:	Statutory	Voluntary
Purpose:	Protect	Develop
Focus:	Safety	Excellence
Measurement:	Capacity	Performance
Trend:	Static	Dynamic

# Accreditation Programs



# Health services - Quality and Patient Safety Culture in Turkey

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**Number of healthcare  
professional  
790 000**



**1533  
Hospitals  
210 thousands bed  
capacity**



**Admission to  
OPD &# of hospitalized patient  
660 Million per year(2015)**

# Licensure

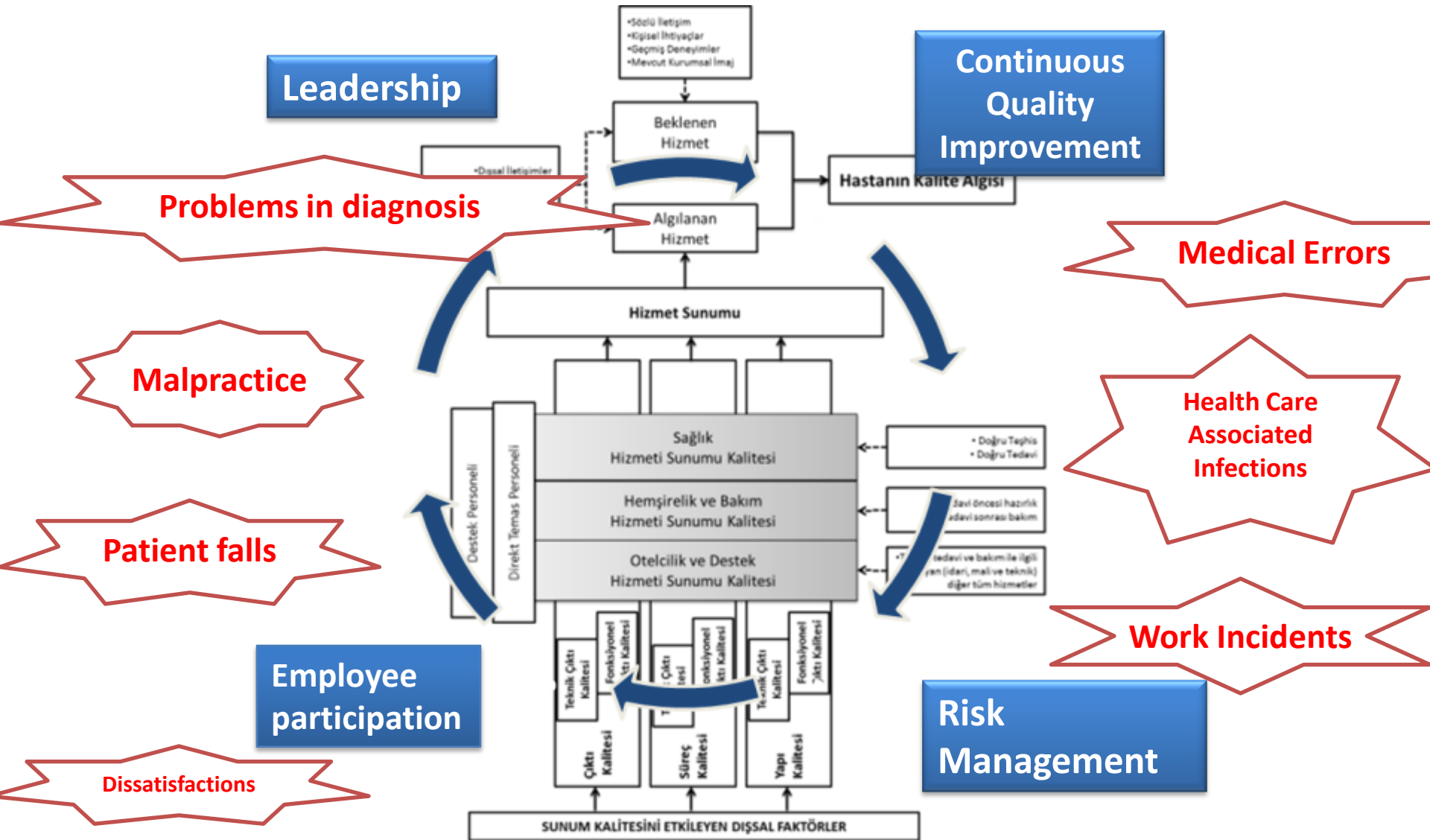
- A government administered mandatory program requiring
  - Health care institutions to meet minimal standards for operation
- *Licensure* is somewhat more like certification than accreditation.
- It is targeted at all entities, individuals, organizations or groups.
- licensure is a prospective process

# Certification

- *Certification* can be defined as a process of assessing the degree by which a facility, product, unit or professional attains minimum standards.
- It is specific to the nature of the assessment, and the entity is “certified” as a special agency for the purpose of providing a specific service or activity. (ISO, EFQM etc.)



# Quality in Health Care Facilities



# Accreditation Journey

2003-2009

- 100 standards
- Self Assessments and Evaluation at private hospitals

2010- 2012-  
2015

- Surveys, MoH and cost-effectiveness evaluations

2016...

- **Accreditation, TUSKA**

# Accreditation Journey

- A new obligation has declared for re-assessing and designing the health care facilities in Turkey accordance with a national accreditation system in 2012.
- The process has begun in 2013 and a series of studies have taken place in this process by issuing standards of accreditation in health by MoH and accredited by ISQua.
- Hospital set has been accredited by ISQua in 2014. In the following period, surveyor training program has been put in action and accredited by ISQua in October 2014.
- Other efforts within the context of national accreditation infrastructure such as other sets of standards for dental health, dialyses and laboratories have been accredited by ISQua between 2014-2016.

# Accreditation Journey

- In the advancing process, legally binding regulations have been prepared and implemented which were crucial for institutionalization of the efforts and for the legislative infrastructure of the national accreditation system.
- Within The Turkish Health Institutes (TÜSEB), which started its activities in 2015, Turkey Health Care Quality and Accreditation Institute (TÜSKA) was established in the same year to carry out accreditation processes in health services.

# Turkey Health Care Quality and Accreditation Institute

Basic legal duties of TÜSKA are;

- to support exemplary projects in the field of TÜSEB Project Management,
- to provide scientific contribution to the Ministry regarding quality and accreditation issues in health care,
- to accredit health institutions at national and international level,
- to make mutual recognition agreements with international and regional accreditation associations organizations and institutions.

# ISQua Membership

29 March 2016

**Turkey Health Care Quality and  
Accreditation Institute  
(TÜSKA)**



Advancing Patient Safety and  
Healthcare Quality Globally

**The objective is to obtain ISQua institutional  
accreditation in 2017-2018**



Türkiye Sağlık Hizmetleri  
Kalite ve Akreditasyon Enstitüsü

## Ulusal Akreditasyon Sistemi Bilgilendirme Toplantıları (4-5)

18 Ocak 2017 İstanbul - Avrupa, 19 Ocak  
2017 İstanbul - Anadolu

## Ulusal Akreditasyon Sistemi Bilgilendirme Toplantıları (4-5)

**İstanbul - Avrupa**  
18 Ocak 2017  
14<sup>00</sup>-18<sup>00</sup>

**İstanbul - Anadolu**  
19 Ocak 2017  
09<sup>30</sup>-13<sup>30</sup>

► Haberin devamı için tıklayınız.

### Birimler



Ulusal Akreditasyon Sistemi Bilgilendirme Toplantıları (4-5)



Akreditasyon Programları Birimi



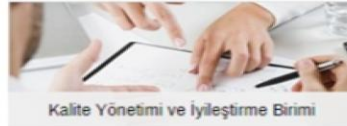
Akreditasyon Standartları Birimi



Denetim ve Eğitim Yönetimi Birimi



Bilimsel Araştırmalar ve Proje Birimi

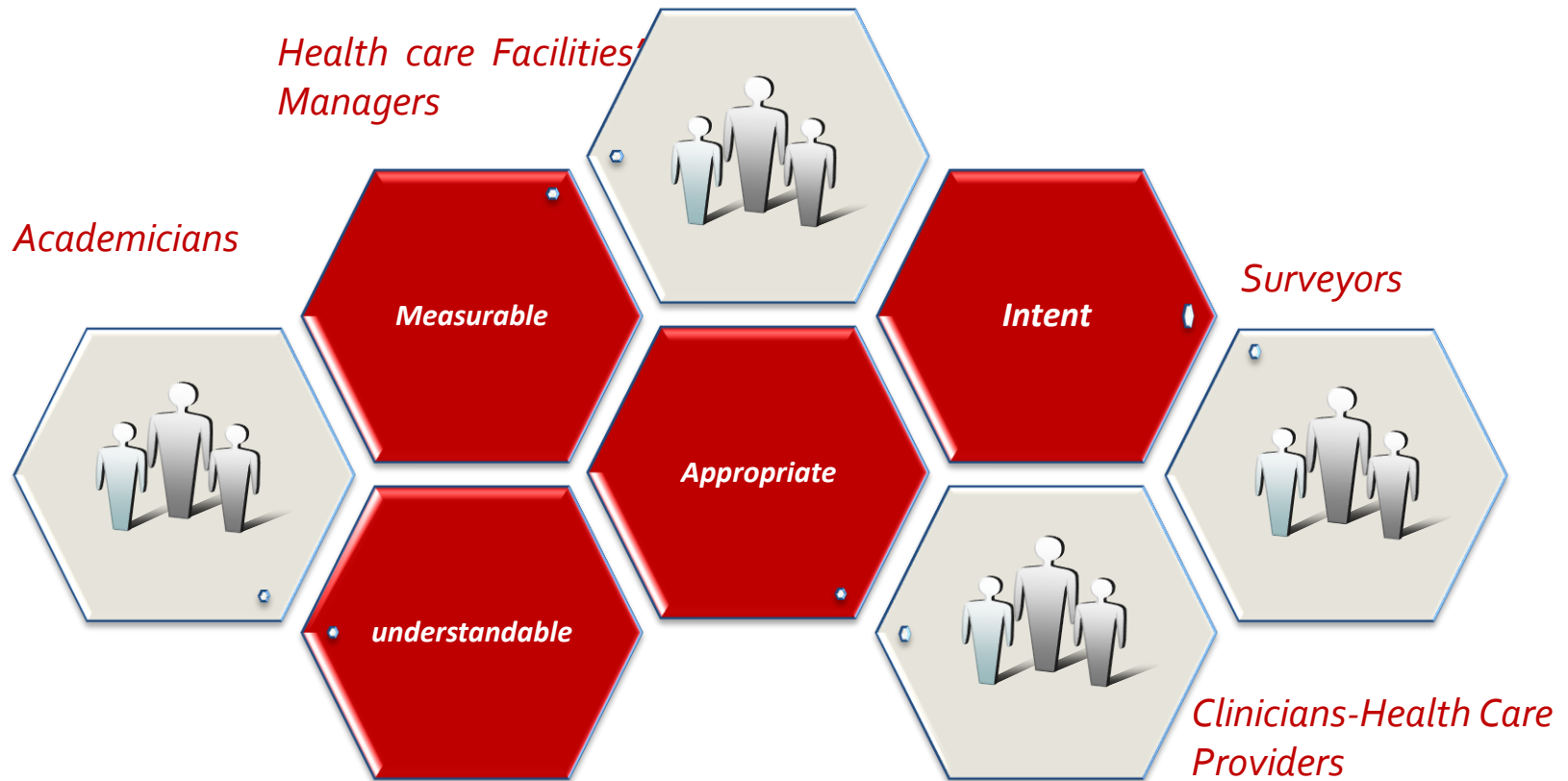


Kalite Yönetimi ve İyileştirme Birimi

### Haber & Duyurular

- Ulusal Akreditasyon Sistemi Bilgilendirme Toplantıları (4-5)  
Enstitümüzün Yapılanması ve Faaliyetlerinin Yürütülmesine Dair Yönetmelik, Resmi Gazetede yayınlandı.
- Ulusal Akreditasyon Sistemi Bilgilendirme Toplantıları'nın 2. ve 3. sü İzmir'de yapıldı.
- Ankara Kalkınma Ajansından Proje Döngü Yönetimi Eğitimi
- Ulusal Akreditasyon Sistemi Bilgilendirme Toplantıları (2-3) (27-28 Aralık 2016 / Tire-Çiğli/İzmir)

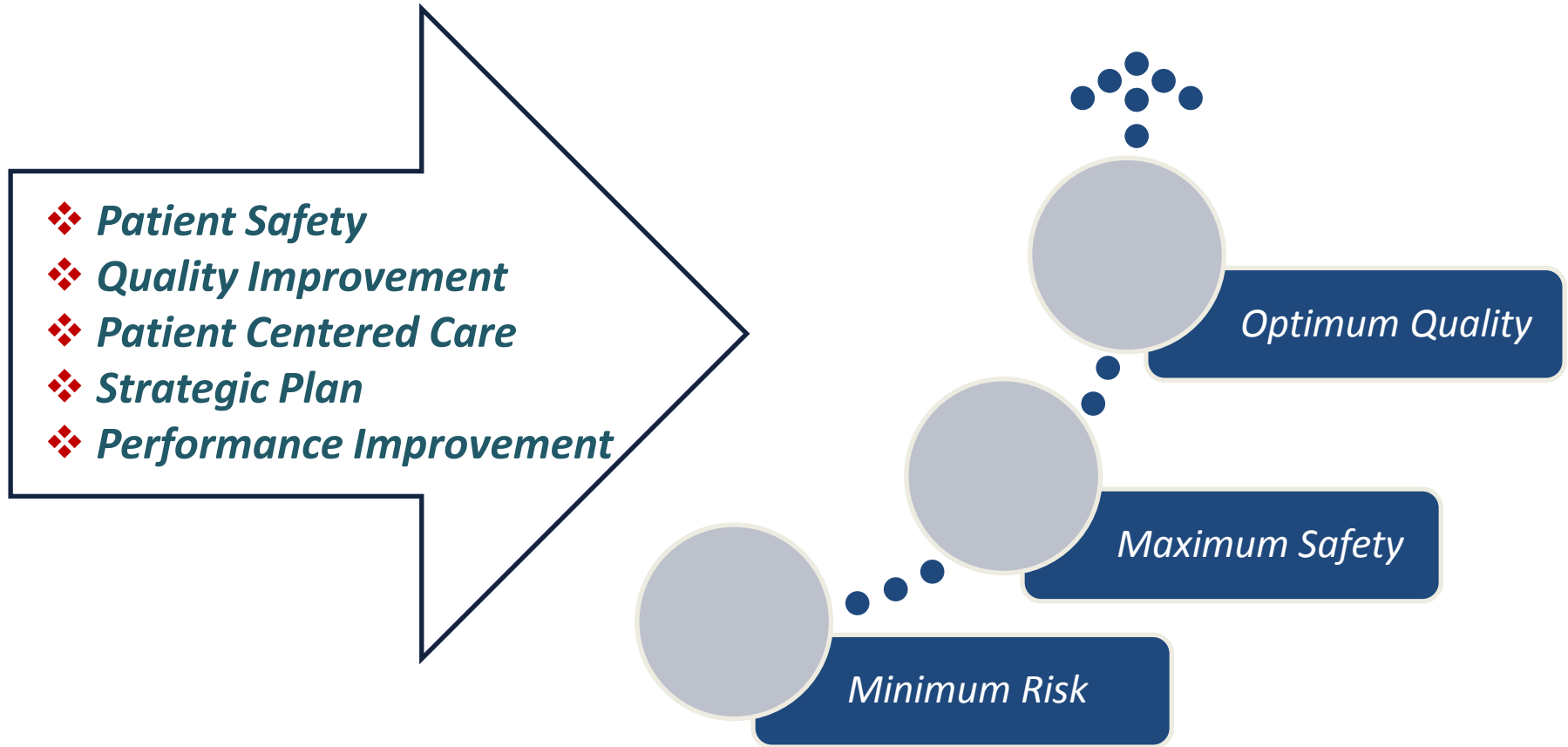
# Development of Standards



*Experts and Stakeholders in the Field...*



# Purpose of the Standards



# Standards

## *Organizational Aims*



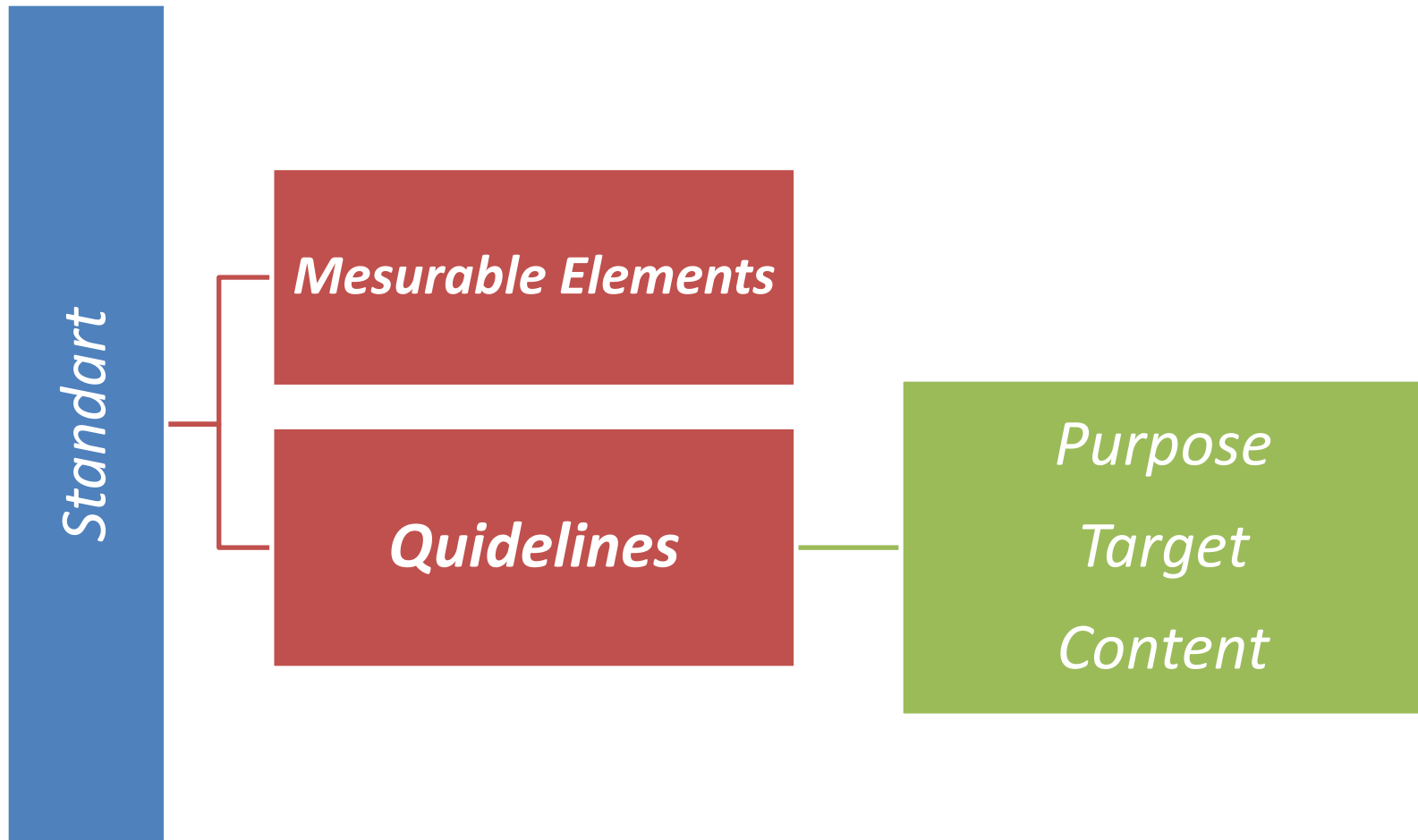
- ☐ *Efficacy*
- ☐ *Efficiency*
- ☐ *Effectiveness*
- ☐ *Employee Health*

## *Human Centered Aims*



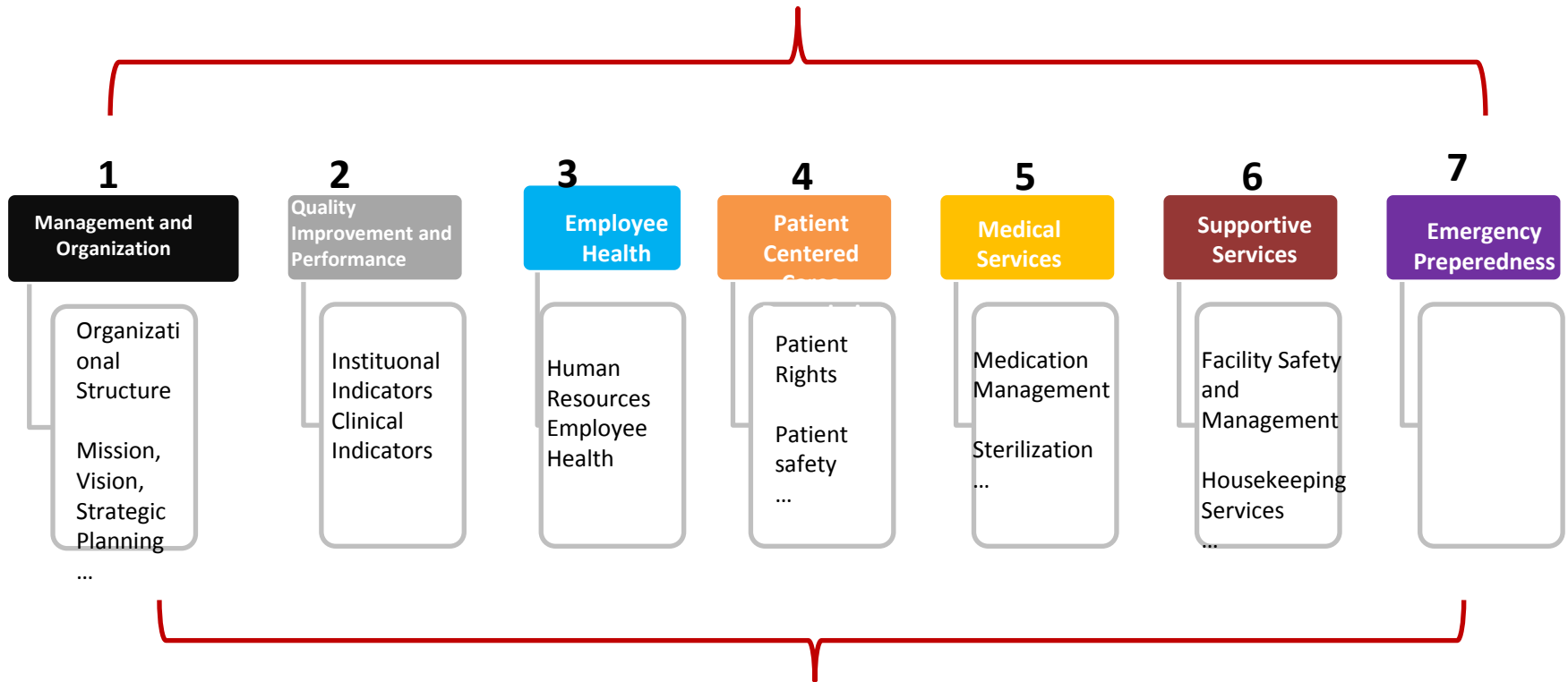
- ☐ *Patient safety*
- ☐ *Equity*
- ☐ *Patient Focus*
- ☐ *Appropriateness*
- ☐ *Timeliness*
- ☐ *Continuity*

# Standards



# Structure of the Standards

## Dimensions



## Chapters-Departments

# SAS Hospital



*All hospitals, Public and Private which provides secondary and tertiary care*

Date of Accreditation by ISQua	Number of Dimension	Number of Department -Chapters	Number of Standards	Number of Measurable elements
09 January 2014	7	34	59	687

# SAS Dental Clinics

- *Dental Clinics*
- *Dental Hospitals*
- *Dentistry Faculties.*



Date of Accreditation by ISQua	Number of Dimension	Number of Department-Chapters	Number of Standards	Number of Measurable elements
26 November 2014	7	31	50	538

# SAS Haemodialysis Units

- *Dialysis Centres at Public and Private Hospitals*
- *Haemodialysis units within the training hospitals for Medical colleges*
- *Private Haemodialsis centers*



Date of Accreditation by ISQua	Number of Dimension	Number of Department-Chapters	Number of Standards	Number of Measurable elements
10 March 2015	7	30	57	217

# SAS Laboratories

*Microbiology, Biochemistry, Genetic,  
Pathology etc.*



Date of Accreditation by ISQua	Number of Dimension	Number of Department -Chapters	Number of Standards	Number of Measurable elements
19 November 2015	7	22	30	146



# Turkey Health Care Quality and Accreditation Institute

The process for TÜSKA Hospital Accreditation Program consists of the stages;

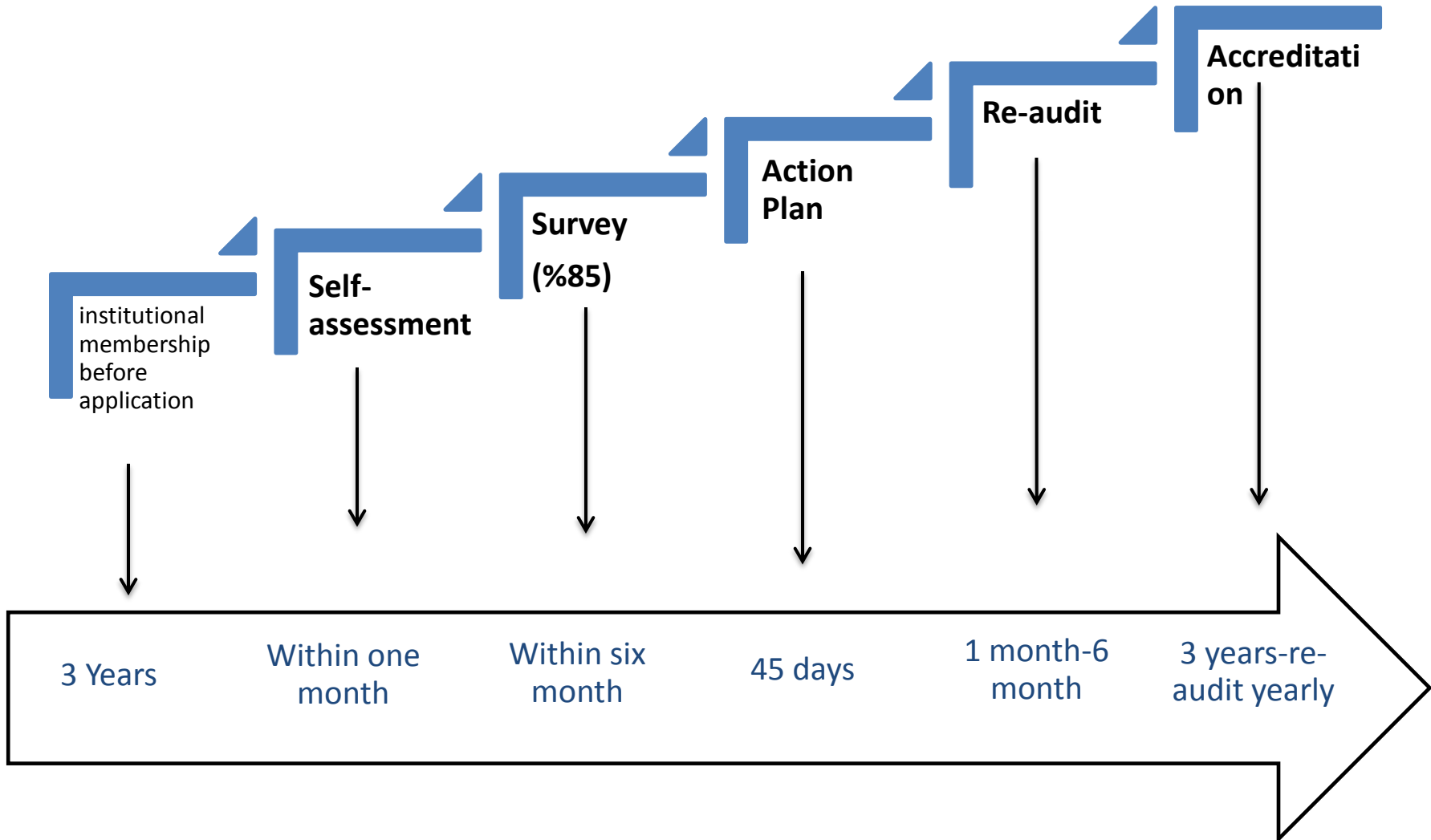
- pre-request before applications,
  - application for accreditation to the institute
  - self-assessment within one month after admission,
  - on-site surveys with the surveyors after self assessment, and
  - Accreditation for 3 years
- 
- if the standards are fully met, an interim audit once a year, an action plan (between 1-6 months) and
  - a re-audit phase where standards are not met and following the given period of time re-audit.

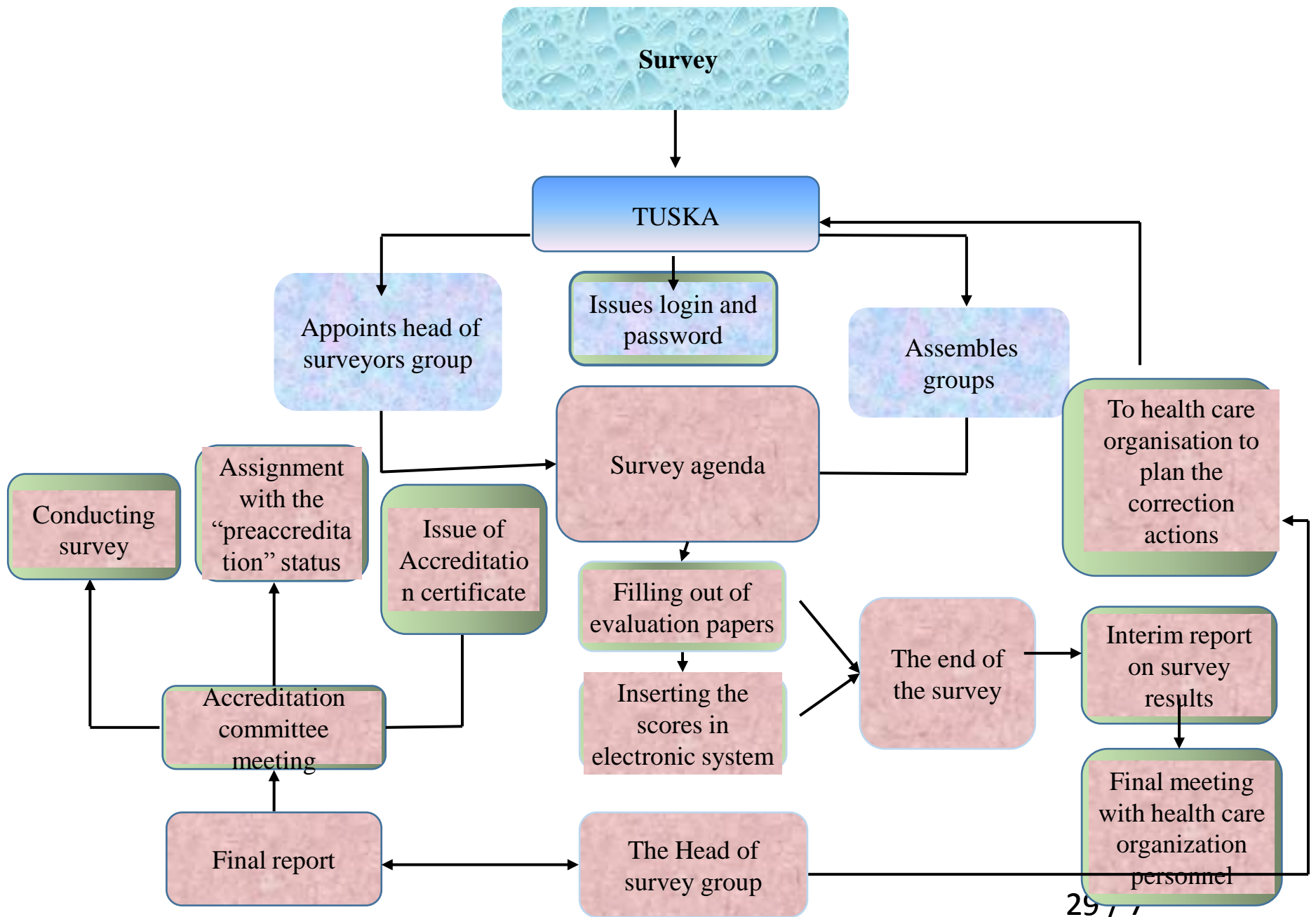
# National Quality and Accreditation Management System TÜSKAnet



- All studies related to the National Quality and Accreditation System are managed through TÜSKAnet software system and this system is accessed by means of the membership system.

# Accreditation Process





# Scoring System

Boyutlar	Kodları
Yönetim ve Organizasyon	YO
Performans Ölçümü ve Kalite İyileştirilmesi	PÖ
Sağlıklı Çalışma Yaşamı	SÇ
Hasta Deneyimi	HD
Sağlık Hizmetleri	SH
Destek Hizmetleri	DH
Acil Durum Yönetimi	AD

1.Kısım	2.Kısım	3.Kısım	4.Kısım
Boyut Kodu	Bölüm Kodu	Standart Numarası	DÖ.Sıra Numarası

Örnek Standart Kodu: YO.OY.01.00

Örnek Değerlendirme Ölçütü Kodu: YO.OY.01.01

Kod	Bölüm Adı
YO.OY	Organizasyon Yapısı
YO.PD	Temel Politika ve Değerler
YO.KY	Kalite Yönetim Yapısı
YO.DY	Doküman Yönetimi

# Accreditation Process

## ✓ Accreditation Process and Number of Surveyors

Number of hospital beds

Number of Employee

Scope

Number of Inpatient and  
OPD admissions



3-7 days  
3-5 surveyors

## ✓ Accreditation Decisions

% 95-100 MET

>%85 MET

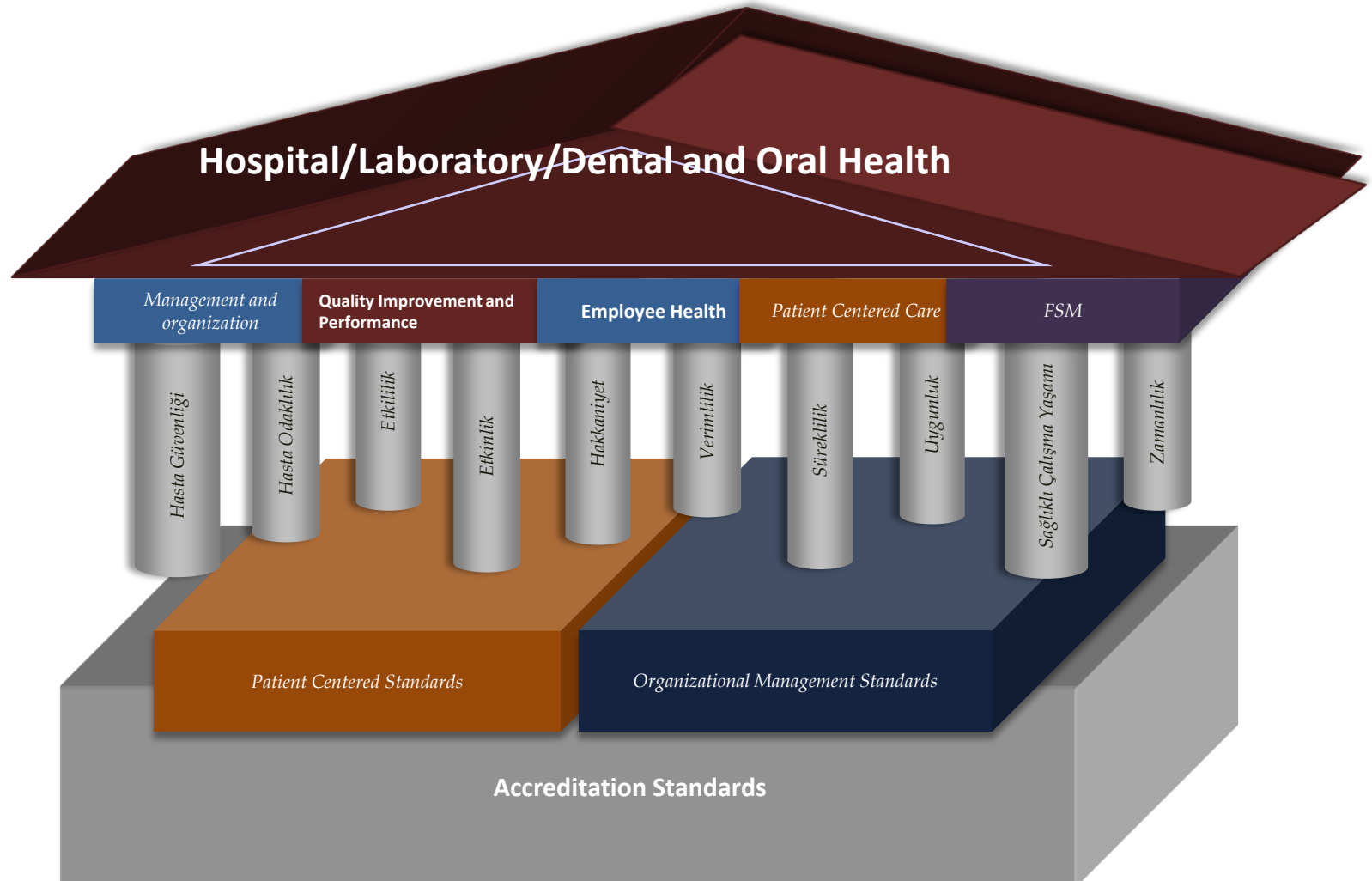
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ACCREDITATION

Action Plan

Re-audit

# Conclusion

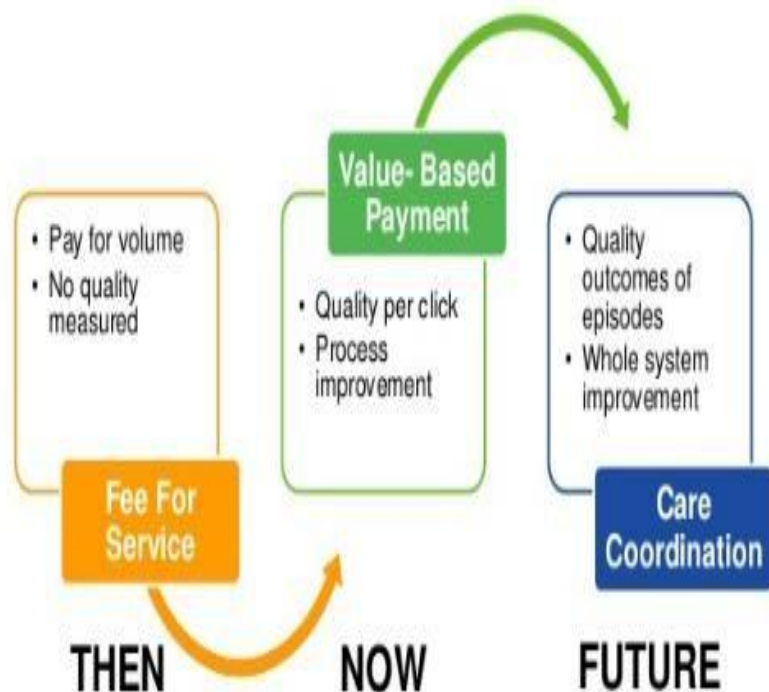


# Conclusion

- In the near future, accreditation activities are aimed to be realized in the fields such as medical tourism standards, long term care, disease management or branch-based accreditation (intensive care, emergency services, cardiology, Cardiovascular surgery), licensure of physician and nurses, healthy workplaces, schools etc.in Turkey
- As for TUSKA international accreditation programs, while the Institute already started cooperations with Northern Cyprus Turkish Republic , Azerbaijan, and Nakhchivan, it is also aimed to carry out accreditation studies in Balkan countries.



# The Future is Now



## Current CMS-recognized “Deemed Status” Accreditation Programs

Organization	Program Type
Accreditation Association for Ambulatory Health Care (AAAHC)	ASCs
Accreditation Commission for Health Care, Inc. (ACHC)	HHAs
American Association for Accreditation of Ambulatory Surgery Facilities (AAAASF)	ASCs
American Osteopathic Association (AOA) Healthcare Facilities Accreditation Program (HFAP)	ASCs CAHs Hospitals
Community Health Accreditation Program (CHAP)	HHAs Hospices
Det Norske Veritas (DNV)	Hospitals
The Joint Commission (JC)	ASCs CAHs HHAs Hospices Hospitals

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/SCLetter09-08.pdf>

# Questions? Comments?



Thank You!

Prof. Seval Akgun, MD, PhD