



# Navigating Quality Improvement Journey Beyond Accreditation

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# Who We Are

**ACHS International is the trusted quality improvement partner to healthcare organisations across the Middle East and Asia Pacific**

Founded in

**1974**

in Sydney,  
Australia

A team of  
more than

**400**

dedicated  
assessors

Supporting  
more than

**1,700**

members  
globally

With members  
from

**20**

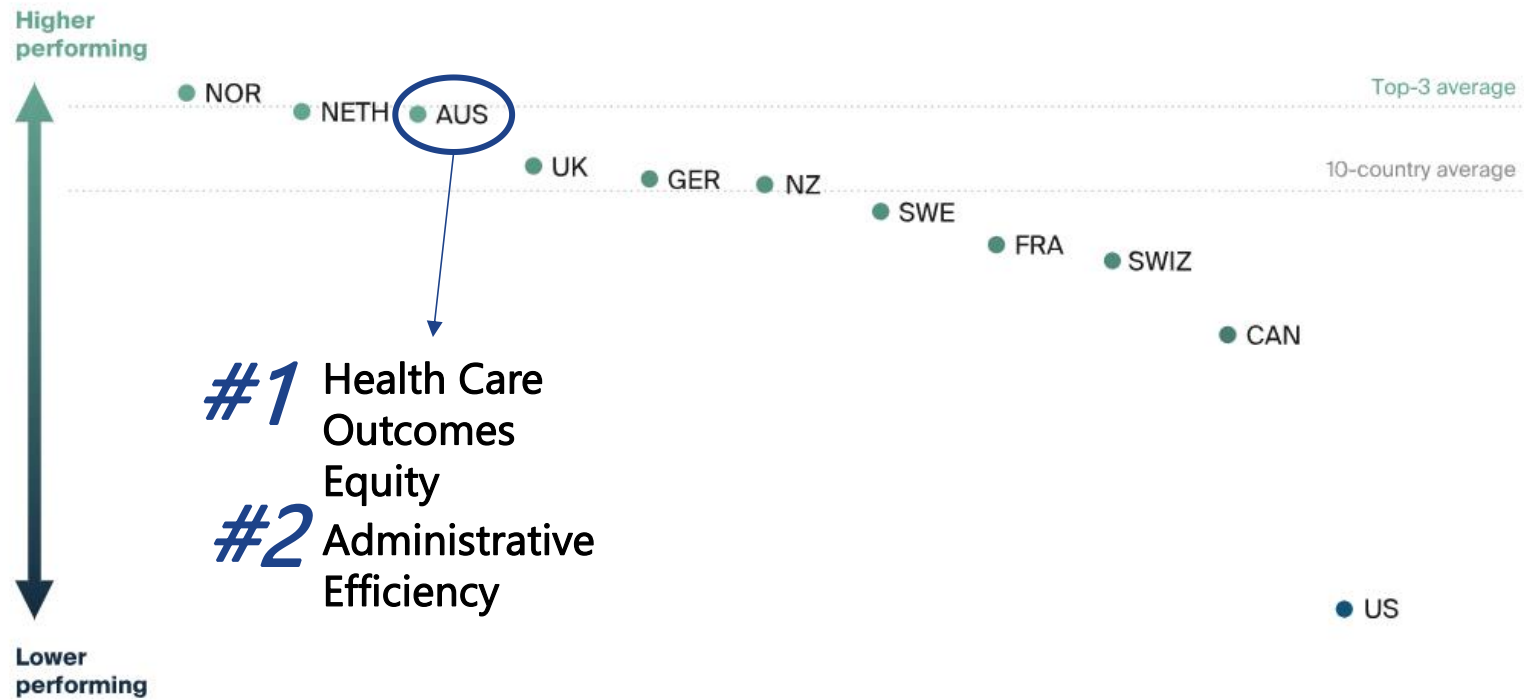
countries and  
regions

# Australian Healthcare

Various research studies have shown that the Australian healthcare system is one of the best, if not the leading, healthcare system in the world



The 2021 Commonwealth Fund "Mirror, Mirror" Report shows Australia's performance



# ACHS International approach

We understand that there is no 'one size fits all' approach to improving safety and quality across the healthcare spectrum. Therefore, we have developed offerings that are relevant and applicable to many healthcare organisations in advancing their quality improvement agendas.



# Quality & Accreditation

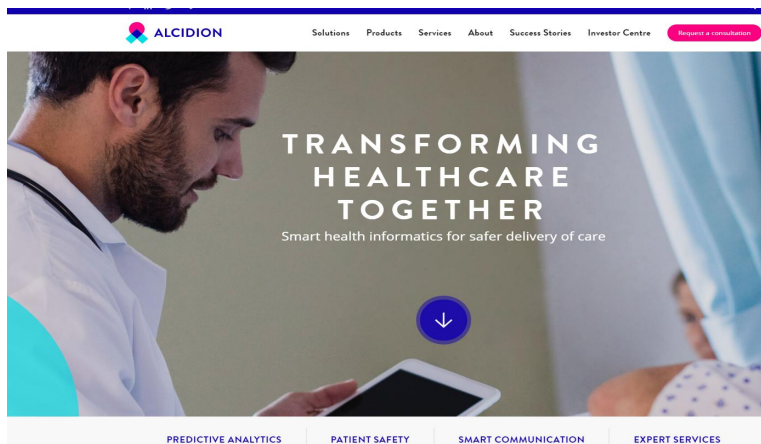
- Research shows a positive association with quality, patient experience and outcomes
- A positive indication of an organisation's safety culture
- Is not a 'stand alone' guarantee of safety
- Must be responsive to change (population, technology)
- Based around the customer/patient journey
- Culture and leadership are positively associated with accreditation
- Can be used to develop and support a culture of safety and quality throughout.



*(Deeble Institute, 2019. Assessing the value of accreditation to health systems and organisations).*

# Future Health Service Evaluation

- Ready access to data at a team level
- Teams designing data dashboards locally
- Real time data for safety and quality
- Automated auditing to support assessment process





# International data benchmarking



Supports evaluation of service performance for ongoing improvement



Facilitates quality and safety communication between multi-disciplinary groups



Helps organisations understand their responsibility in safety and quality



Provides benchmarking to inform comparison



Highlights areas for further analysis and improvement



Provides assurance of organisational performance



More than **650** participating healthcare organisations



**330+** clinical indicators



Endorsed and developed by over **40** Australasian healthcare colleges, societies, and associations



**22** specialty medical disciplines

- Trending analysis

# Partner in Digital Health

ACHS Partner in project  
shaping the future

Actionable Data to support  
accreditation assessment &  
clinical decision-making  
using digital dashboards



Karen Luxford

CEO ACHS and ACHS International/Senior Executive/Board Chair/Non Execut...

1mo • 🌐

ACHS is excited to be shaping the future as a partner in this \$2.1M project focussed on online dashboards for safety assessment and quality improvement  
[#safety](#) [#innovation](#) [#quality](#) [#future](#)



Digital Health CRC

1,747 followers

1mo • 🌐

Great news for Victorian hospitals!  
Researchers at [Monash University](#) Faculty of Information Technology and Eastern Health Clinical School are embarking on a \$2.1 million proje ...see more





# Future of Accreditation

- Customised accreditation
- Assessment from the perspective of service users
- Accreditation as an on-going process
  - *e.g. continuous assessment*
- 'Outcome' focussed
- Lessons from emerging trends in other industries
- Methodology includes a range of information sources (beyond onsite assessment)
- Actionable data

ISQua



**Accreditation**

**Is a  
process**

**Not an event**



7th Edition

**CAHOCON** 2023

# Long Term Journey



Source – Carnino (undated), International Atomic Energy Agency

# EQuIP7 Quality Program Achievements

Organisations can distinguish themselves based on the achievements they receive from the EQuIP7 assessments

Requires person centred systems assessment



ACHS INTERNATIONAL  
FOUNDATION



ACHS INTERNATIONAL  
RECOGNITION



ACHS INTERNATIONAL  
ACCREDITATION



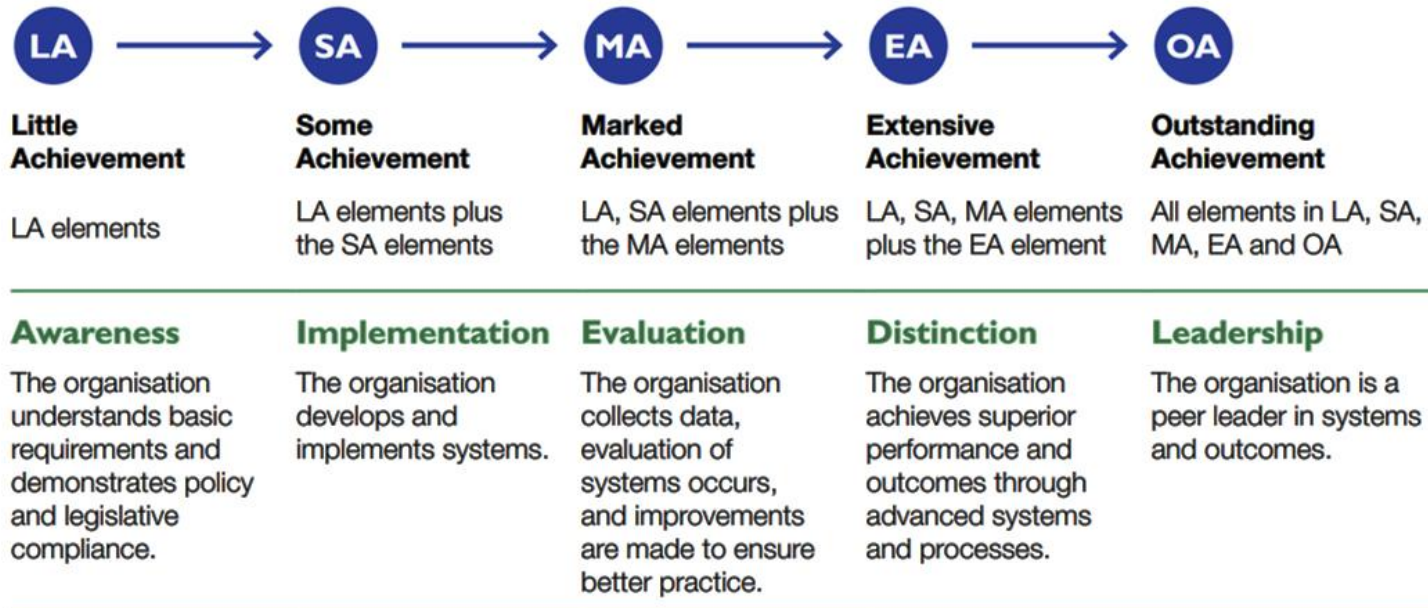
ACHS INTERNATIONAL  
ACCREDITATION  
with Extensive Achievement



ACHS INTERNATIONAL  
ACCREDITATION  
with Outstanding Achievement



# Achieving Accreditation





# Beyond Accreditation

## Person Centred Systems (PCS) Distinction Program

137  
Elements

**MA** Evaluation demonstrates the effectiveness of access and admission processes/systems and improvements are made where issues are identified.

**Elements**

1. Regular reviews of the system of prioritisation of care occur.
2. There is patient satisfaction with admission / entry processes.
3. The inclusion / exclusion criteria, and the management of those not meeting the inclusion criteria are regularly reviewed to ensure the needs of patients and the organisation are met.
4. Data on utilisation of health services by people with diverse needs and/or from diverse backgrounds are collected and maintained to monitor access.

**H** 1. Referrers report satisfaction with the admission process.

**E7 PCS Module Elements**

## Centre of Excellence program

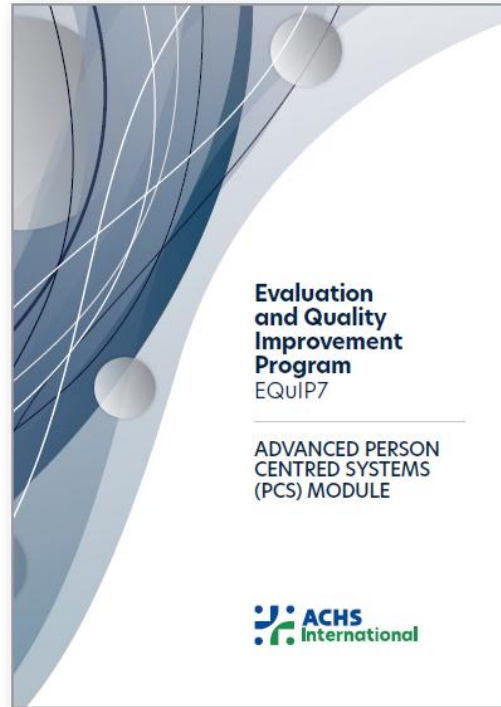
Opportunity for organisations to excel beyond accreditation, certifying a specialty, service, or department validating excellence in the care delivered in a defined patient service. compliance, quality, and safety standards.

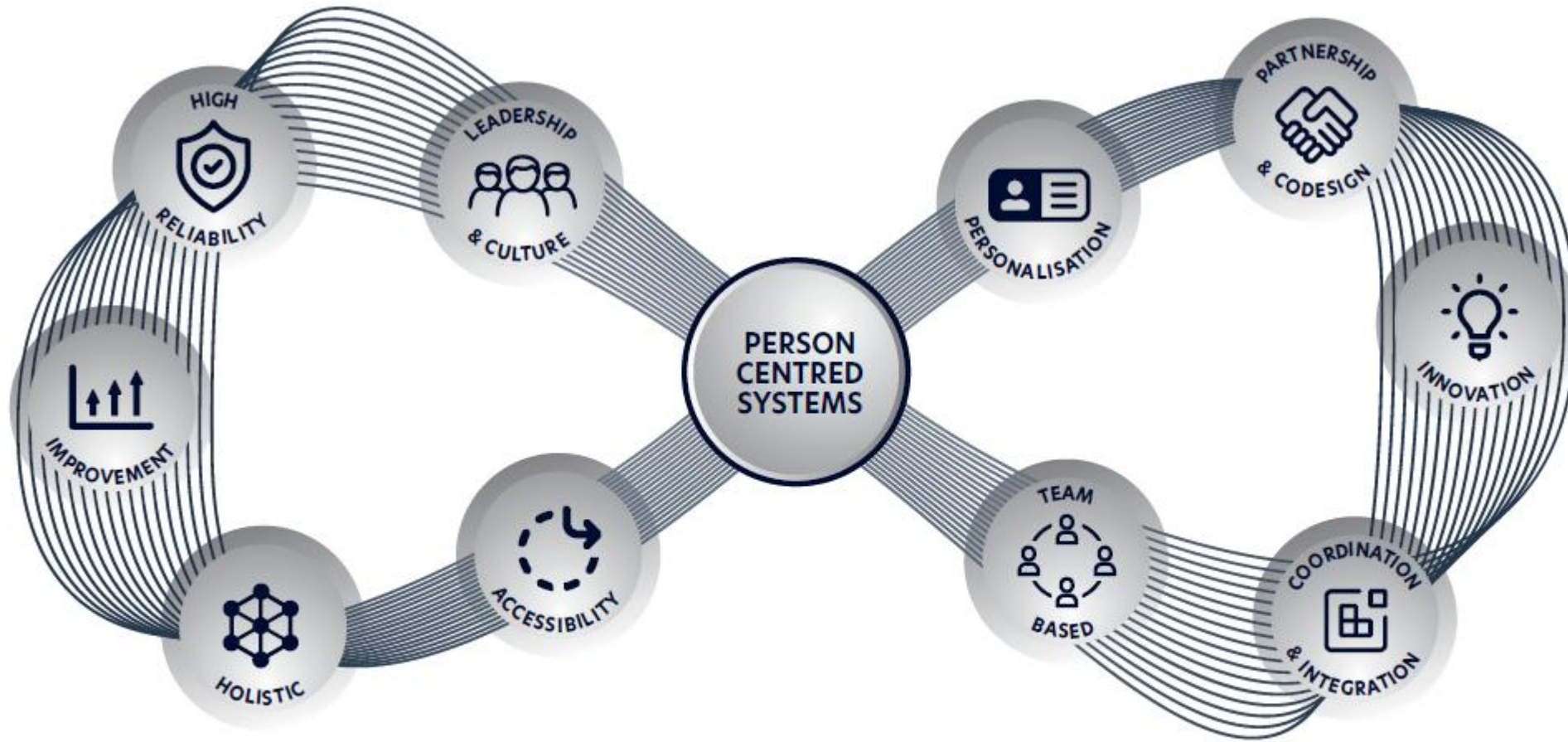
Assessment Components of the CoE						
Core	+	Service Specific	+	Advanced Person Centred Systems (PCS)	+	Clinical Indicator Program
The Core Module is automatically selected as it is relevant to all types of healthcare organisations and assessed at the OWA and FAC		Hospital and Ambulatory Care Module based on your service profile will be assessed at the OWA and Focused Advisory Checkpoint (FAC)		Will be assessed at the Org Wide Assessment (OWA) and Focused Advisory Checkpoint (FAC)		Submission to set number of service specific indicators will be required twice yearly in Jan and July
<b>Core Module</b>		<b>Hospital/Ambulatory Care Module (Resource Guides)</b>		<b>Advanced PCS Module</b>		<b>Clinical indicators</b>

# Person Centred Systems (PCS)

The approach requires further focus on the:

- patient, consumer, their family and carers
- staff involved and delivering the care
- the communities that are engaged in designing and consuming that care.





The principles framework in the Advanced PCS module highlights the importance of comprehensive, holistic inclusion of person-centred concepts in the delivery of healthcare.





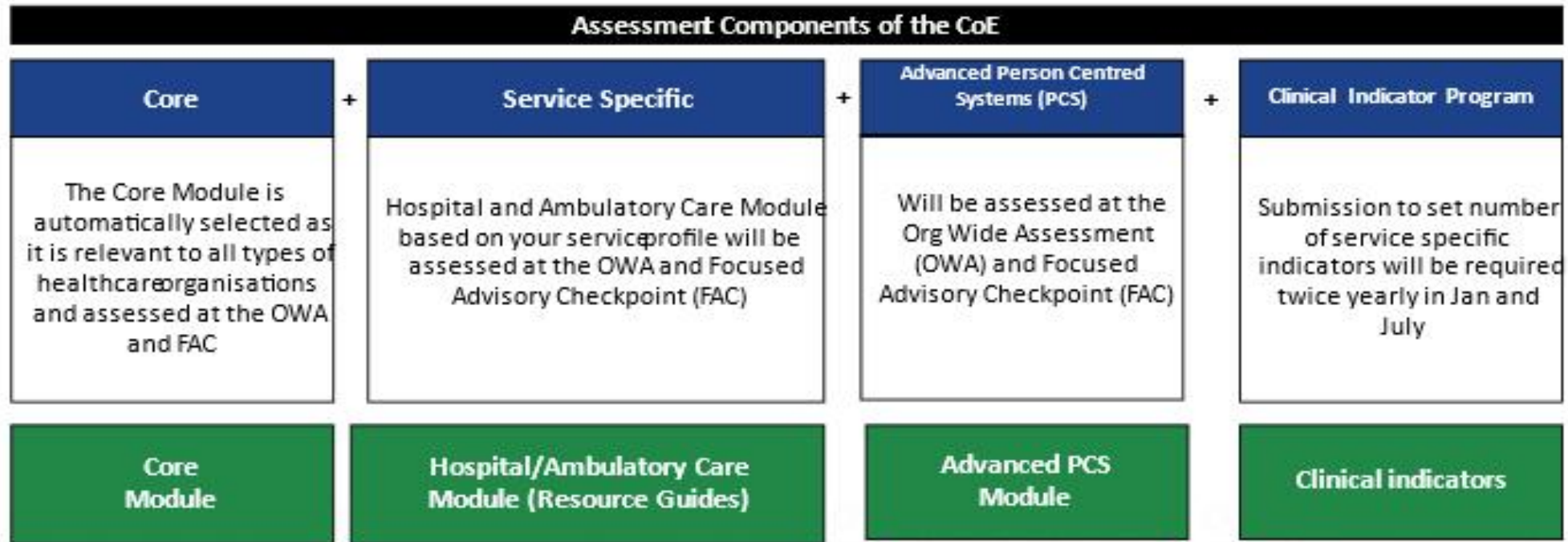
# Person-Centred Care

Refocusing care delivery around the patient

- Improves patient care experience....
- Improves clinical and operational-level outcomes:
  - ▶ improved patient adherence
  - ▶ fewer medication errors
  - ▶ decreased adverse events
  - ▶ improved staff satisfaction
  - ▶ enhanced staff recruitment
  - ▶ decreased length of stay
  - ▶ decreased ED return visits
- And the bottom line.

# Centre of Excellence

Opportunity for organisations to excel beyond accreditation, certifying a specialty, service, or department validating excellence in the care delivered in a defined patient service, compliance, quality, and safety standards.





# Centre of Excellence

- **Expertise:** demonstrate expertise in a specific area of healthcare, such as cancer care, cardiovascular care, or dialysis.
- **Clinical Outcomes:** demonstrate outstanding clinical outcomes, as measured by objective performance indicators.
- **Patient Experience:** provide exceptional patient experience, including patient-centred care, effective communication, and respect for patients' cultural and linguistic needs.
- **Education:** demonstrate a commitment to education, including the training of healthcare professionals.
- **Continuous Improvement:** have a culture of continuous improvement, with a focus on innovation, quality improvement, and patient safety.

# Summary

## **The research tells us:**

- Accreditation can be used to create and build quality and safety improvements
- Accreditation promotes positive quality and safety cultures across organisational boundaries
- Having a positive accreditation result is associated with good organisational and clinical performance

## **Implementing person centred care:**

- Enhances patient safety
- Improves patient outcomes
- Increases staff satisfaction
- Reduces Healthcare costs

# Member Benefits

**ACHS International members enjoy a host of complimentary benefits to support your quality improvement journey in EQUIP**



Clinical Indicator Program



Quality Partner Program



Member Link



Member Portal



Education and training



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