

CCHSA – Experience in International Markets



www.cchsa-ccass.ca

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CCHSA/CCASS INTERNATIONAL

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Overview

- CCHSA Profile
- Implementing Accreditation in International Markets
 - Lessons Learned
 - Key Success Factors
- Benefits of Accreditation



One third of all new accreditation programs and standards developed worldwide have taken the lead from CCHSA.

(International Society for Quality in Health Care, 2002)



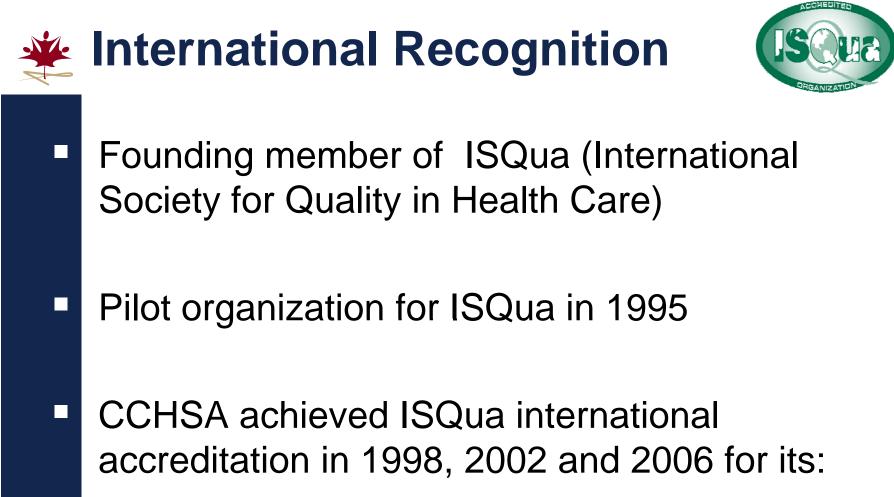
CCHSA – a World Leader in Accreditation

- Fifty years of experience in standard setting
- Non-governmental, independent, not-for-profit
- Accreditation across many health sectors
- Nationally proven standards and internationally recognized
- Credibility and support at all levels of Canadian government and global experts
- 100% of Canadian teaching hospitals are accredited
- The only accrediting body recognized by the Royal College of Physicians and Surgeons of Canada (RCPSC)



CCHSA – a World Leader in Accreditation (cont'd.)

- 1,000 clients and 4,000 sites in Canada (2007) – single hospitals, small healthcare organizations, large multi-site specialty facilities, and large health systems
- 1967 debut into international markets



- Standards
- Organization



International Clients

Europe	MENA	Caribbean	Latin America
Italy	Bahrain	Anguilla	Brazil
France	Kuwait	Bahamas	Costa Rica
Serbia	Saudi Arabia	Bermuda	
Spain	Tunisia	St. Lucia	
•	UAE	St.Vincent & the Grenadines	
		St. Kitts & Nevis	
		Trinidad & Tabago	



Implementing Accreditation in International Markets



Lessons Learned

- Canadian program must be adapted
- Language and terms used in standards facilitate intentions
- Education is critical
- Role of Accreditation Coordinator is key
- Teamwork concept is often foreign
- Interdisciplinary team composition may be a barrier
- Evidence-based practice requires motivation



Key Success Factors

- Knowledge of health system
- Cultural sensitivity
- Flexibility and staged-approach built into the accreditation program
- Knowledge transfer and capacity building



Accreditation Benefits



Benefits of Accreditation

Quality Culture (shared beliefs and values)

 ✓ Increased commitment to quality and patient safety at all levels of the organization
✓ Improved communication, collaboration and team building

Ouality Infrastructure (supporting structure & processes)

 ✓ Increased capacity and capability to manage quality improvement
✓ Higher level of service integration along the continuum of care
✓ Systematic use of performance indicators to improve quality and patient safety

Public Recognition (visibility & acknowledgement)

 ✓ Improved patient satisfaction
✓ Increased credibility and accountability
✓ Increased ability to attract funding, business and partners



Canadian Council on Health Services Accreditation

The leader in raising the bar for health quality