

8th Global Patients Congress

24 - 26 May, 2018



International Alliance of
Patients' Organizations

A global voice for patients

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Consumer engagement in accreditation

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Presentation outline

- My consumer and surveying background
 - Defining terms
- Setting and surveying against standards
- How accreditation performs in Australia
 - International context
 - Conclusions

My (patient) consumer journey

- Diagnosis with mf Canberra 1991
 - Breast lump excision 1992
- Inpatient blood transfusions 1992/3
 - Splenectomy 1993
- BMT Royal Adelaide Hospital 1993
- Re-admissions TCH 1993, 1994, 2006
 - Oral biopsies Westmead 2003
 - Corneal biopsies Calvary 2014
 - Sydney Eye Hospital 2015

Health Care Consumers Association of the ACT



Consumer organisations in Australia



Consumers
Health Forum
of Australia



**Queensland
Government**
Health Consumers
Queensland



My consumer surveyor journey

- *2000/1: trained as surveyor for ACHS 3rd Edition*
- *2001/2: ACHS Board (& me) developed EQulP Program*
 - *2008/9: Appointed to ACSQHC Board*
- *2010/1: 1st edition (developmental) NS&QH Standards*
 - *Partnering with Consumers focus*
- *2015/7: Joined ISQua Board as PP Expert/Adviser*
 - *2018/9: 2nd edition NSQHS – now mandated*

The National Safety and Quality Framework

- Consumer centred
- Organised for Safety
- Driven by information



Australian Council on Healthcare Standards

Celebrating 40 years of quality in health care

40 YEARS

ACHS is the trusted Australian healthcare accreditor, since 1974.

www.achs.org.au or 02 9281 9955 for more information

THE AUSTRALIAN COUNCIL ON HEALTHCARE STANDARDS

Why do we need accreditation?

Accreditation is generally seen by regulatory authorities in various jurisdictions as the most cost effective way of keeping the bastards honest

Accreditation is not foolproof

What are standards?

Standards are expectations by an accrediting authority about the performance of a health service

May be binary (met / not met) and broken down into multiple actions by which providers can demonstrate compliance

The best standards have a CQI focus and are rated on a Likert scale

How standards are assessed

Hospitals / healthcare providers sign onto a standards program (open source) or buy standards for a fee (protected IP)

Several events occur in a program cycle including:

- *Self assessment*
 - *Desk audits*
- *Programmed surveyor (assessor) visits*
 - *Unannounced visits*
- *Tracer methodology (patient journey)*

A final positive assessment starts a new cycle, whilst a negative one can have financial or regulatory consequences or even lead to facility closure

International programs & linkages

- ISQua
 - IHI
- Joint Commission
- Accreditation Canada
 - ACHSI
 - ISO

Conclusions

- Consumer voice must be taken seriously
- Co-creation / co-production of standards by consumers now the norm
- Person centred care must be fully incorporated into all standards and actions
- Consumers must be identified, trained and supported as surveyors
- Networks of consumers expert in accreditation needed to maintain relevance of accreditation

Contacts

Please visit these websites to find out more:

- ACHS/ACHSI: www.achs.org.au
- ACSQHC: www.acsqhc.gov.au
- HCCA: www.hcca.org.au
- ISQua: www.isqua.org

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Thank you!