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THE IMPACT OF ACCREDITATION ON ENHANCING PATIENT SAFETY AND IMPROVING THE QUALITY OF CARE INDICATORS AT KING FAHD HOSPITAL OF THE UNIVERSITY (KFHU), SAUDI ARABIA

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Background: Health Care Organizations [HCO] in the Kingdom of Saudi Arabia [KSA] are increasingly aware of the importance of accreditation and a significant proportion of resources have been deployed by each hospital to achieve accreditation. It has been revealed that accredited hospitals are performing better than non-accredited hospitals on a range of quality indicators. However, its effectiveness is very rarely addressed in literatures, especially in Saudi Arabian context.

Aim: This study is to be conducted to find out the impact of JCI accreditation on patient safety and quality of care indicators at KFHu, University of Dammam, Saudi Arabia.

Method: A well-structured department-specific accreditation management program has been developed and it will be implemented throughout the intervention period. Appropriate protocols and training programs will be provided to all the relevant stakeholders during the intervention period. Two types of outcome parameters are to be studied viz. (i) Performance indicators (KPIs) challenging patient safety consisting of Health care associated infections, blood transfusion reactions, and patient falls and (ii) Quality of care indicators includes Patients and employees' satisfaction indices. These outcomes are to be studied at three intervals viz. Pre-accreditation Phase, accreditation period and post accreditation period.

Results: Performance indicators and Quality of care indicators were found to be sensitive to Joint Commission International(JCI) accreditation and that significantly improved post -accreditation: HealthCare associated infection per 1000 patients days (4.25- 3.5- 2.13; $p < 0.001$), blood transfusion reaction % (1.4 – 0.09 – 0.01; $P < 0.001$), patient falls per 1000 patients days (7.18 – 3.65 – 0.97: $p < 0.001$), and Patients satisfaction % (54 – 71 – 89; $p < 0.001$), Employees' satisfaction % (69.5 – 78 – 93; $p = 0.034$).

Conclusion: JCI accreditation has an overall statistically highly significant improvement on performance and quality of care indicators.

Biography

Ahmed Al Kuwaiti is a Quality and accreditation associate professor and Consultant with emphasis on Medical Education, Quality in Healthcare and patient safety. He has worked as a Researcher and Supervisor General for the Deanship of Quality and Academic Accreditation, And Director of quality and safety at King Fahad Hospital of the university, University of Dammam, Saudi Arabia. He is a certified Hospital Organization and Higher Education surveyor and trainer on different topics of performance improvement models and techniques, accreditation by CBAHI and JCI Accreditation standards, and NCAAA for Higher Education, as well as leadership and professional development. Ahmed Al-Kuwaiti is an experienced leader in establishing many organizations and establishments of programs in various Healthcare organizations and Hospital facilities and higher Educational institutions. He is the Middle East Regional President of the Association of Healthcare professionals and Editorial Board member of three International Journals, namely: International Journals of Medicine (IJM), International Journal of Primary Healthcare (IJPHC), and International London Journal of Primary Care. As a researcher and public speaker, Kuwaiti has published three textbooks and over 20 scientific papers. He had also presented lectures, seminars and workshops on Quality, Accreditation Patient safety, Professional Development and Leadership.

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