



# ***CCHSA – Experience in International Markets***



[www.cchsa-ccass.ca](http://www.cchsa-ccass.ca)

**Presented at the General Assembly, May 24<sup>th</sup>, Genoa, Italy  
Organization of European Cancer Institutes**

Eva Kiess, Canadian Council on Health Services Accreditation  
May 2008



# 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



# International Recognition



- Founding member of ISQua (International Society for Quality in Health Care)
- Pilot organization for ISQua in 1995
- CCHSA achieved ISQua international accreditation in 1998, 2002 and 2006 for its:
  - ***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

## Quality 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

