



SD-ACD-013-03

Effective date January 4, 2021

Timeframe and Document Preparation for HA
Survey Step 3

Accreditation Division



Procedures for obtaining HA accreditation

1. Accreditation Survey

When the hospital has continued to develop its quality According to the Hospital and Healthcare Standards 4th edition and is ready to request a survey visit to certify the survey process. (accreditation survey) from The Healthcare Accreditation Institute (Public Organization) in accordance with the Regulation of The Healthcare Accreditation Institute Concerning The Criteria and Method for Assessing Quality Improvement and Granting Accreditation Award BE 2563 (2020 AD) and Add 2nd edition 2020, request that hospital prepare and implement the following steps.

Timeframe	HA's Procedure	HCO's Procedure
(1) 8 months prior to expected accreditation date		<ul style="list-style-type: none"> - Self assessment using HAI's the 'Scoring Guideline 2019' from Hospital and Healthcare Standards (4th Edition) provided by HAI HCO organization should verify that score from self-assessment indicated in I-IV is not below 2.5 The organization must comply with all important standards necessary for the safety of the accreditation body's committee during the visit - Begin writing a self-assessment form SAR-2020 required by HA - Self-study important safety standards indicated in HA's guidelines - Verify if your organization has been requested to receive accreditation by the following professional agencies indicated by HA <ul style="list-style-type: none"> * The Pharmacy Council (Thailand) * Thai Medical Quality Improvement Standards * Hemodialysis treatment standards using hemodialysis unit * Certification of TDCA Dental quality improvement processes (if applicable) (Details in attachment 2) If your organization is meets the criteria to be assessed by HAI but has not received an assessment, or your certification has expired (by expected date of accreditation by HA), please contact the relevant professional organization to request an assessment within 6 months prior from the expected accreditation date
(2) 6 months prior to expected accreditation date		<ul style="list-style-type: none"> - Submit the necessary forms to begin your assessment process include all supporting materials to HAI (Details in Attachment 1) -Verify organization has met the criteria for accreditation by the following professional agencies: The Pharmacy Council (Thailand), Thai Medical Quality Improvement Standards, Hemodialysis treatment standards using hemodialysis unit , Certification of TDCA Dental



		quality improvement processes.
(3) 6 months prior expected accreditation date	HAI will provide knowledge exchange and information to your organization through appropriate channels based on your self-assessment report. (HA will consider and notify your organization on a case-by-case basis only)	
(4) 3.5 months prior to expected accreditation date	HAI will send an email with scheduled visit date and name of surveyors	Confirm visiting dates by email
(5) 3 months prior to expected accreditation date	HAI will provide all preparation details for the visit and provide the Survey Agenda	<ul style="list-style-type: none"> - Verify and confirm the visit schedule - Deliver documents to visitors and appropriate institutions indicated in prior communications
(6) 2 months prior to expected accreditation date (Survey visit date)	Surveyors will visit your organization/ medical facility	Request appropriate personnel in your organization to attend and participate and learn from surveyors. Your organization will be able to review the results from surveyors before they are submitted.
(7) Accreditation date	HAI will officially announce your accreditation and certification results through HA's website.	Acknowledgement of official certification results and follow HAI's guidelines for next steps



Process for Reaccreditation (Step 3)

2. Re-accreditation

When the medical facility has continued to develop its quality According to the Hospital and Healthcare Standards 4th edition, and is ready to request a survey visit for the renewal of the quality process certification (Re-accreditation survey) from the Healthcare Accreditation Institute (public Organization) in accordance with the Regulation of The Healthcare Accreditation Institute Concerning The Criteria and Method for Assessing Quality Improvement and Granting Accreditation Award BE 2563 (2020 AD) and Add 2nd edition 2020, request that healthcare facilities prepare and implement the following steps..

Process	HA's Procedure	HCO's Procedure
(1) After the organization has been accredited and reviewed the results from survey visit		<ul style="list-style-type: none"> - Review and utilize survey results from HAI to develop a plan for change. Please send your plan to HAI 3 months before. - Monitor your development progress by sending an updated Indicators report every year upon accreditation
(2) Post- accreditation process	<ul style="list-style-type: none"> - HAI's surveyor board will arrange for a Surveillance Survey after your accreditation. Surveillance survey will be conducted half way through the accreditation period - HAI will arrange Verification Survey by conducting surveyor visits every time there is a change in management - HAI will arrange for site visits to review incidences that have occurred in your organization and necessary recommendations for your organization 	<p>When an incident that severely impacts your patients arises or incidents that affect trust as a healthcare provider you will be required to write a report to HAI immediately, not more than 30 days from date of the incident.</p> <ul style="list-style-type: none"> - If there is a change in ownership within your organization or change in management positions your organization will be required to notify HAI within 30 days of changes that has been made in your organization - Your organization will be responsible for expenses associated with visits made by HAI if there is an incidence at the healthcare facility or changes in your organization's management
(3) 9 months prior to accreditation expiry date	HAI will notify your organization to renew accreditation	
(4) 8 months prior to accreditation expiry date		<ul style="list-style-type: none"> - Self assessment using HAI's utilizing the 'Scoring Guideline 2019' from Hospital and Healthcare Standards (4th Edition) provided by HAI The organization should verify that score from self-assessment indicated in I-IV is not below 2.5 The organization must comply with all important standards necessary for the safety of the accreditation body's committee during the visit



Process	HA's Procedure	HCO's Procedure
		<ul style="list-style-type: none"> - Update self assessment data according using the Self Assessment Report (SAR 2020) which has been established by HAI - Self-study important safety standards indicated in HAI's guidelines - Verify if your organization has been requested to receive accreditation by the following professional agencies indicated by HAI <ul style="list-style-type: none"> * The Pharmacy Council (Thailand) * Thai Medical Quality Improvement Standards * Hemodialysis treatment standards using hemodialysis unit * Certification of TDCA Dental quality improvement processes (if applicable) (Details in attachment 3) If your organization is meets the criteria to be assessed by HAI but has not received an assessment, or your certification has expired (by expected date of accreditation by HAI), contact the relevant professional organization to request an assessment within 6 months prior from the expected accreditation date
(5) 6 months prior to accreditation expiry date		<ul style="list-style-type: none"> - Submit the necessary forms to begin your assessment process include all supporting materials to HAI (Details in Attachment 1) -Verify organization has met the criteria for accreditation by the following professional agencies: The Pharmacy Council (Thailand), Thai Medical Quality Improvement Standards, Hemodialysis treatment standards using hemodialysis unit , Certification of TDCA Dental quality improvement processes.
(6) 3.5 months prior to accreditation expiry date	HAI will send an email with scheduled visit date and name of surveyors	Confirm visiting dates by email
(7) 3 months prior to accreditation expiry date	HAI will provide all preparation details for the visit and provide the Survey Agenda	<ul style="list-style-type: none"> - Verify and confirm the visit schedule - Deliver documents to visitors and appropriate institutions indicated in prior communications



Process	HA's Procedure	HCO's Procedure
(8) 2 months prior to accreditation expiry date (survey visit date)	Surveyors will visit your organization/ medical facility	Request appropriate personnel in your organization to attend and participate and learn from surveyors. Your organization will be able to review the results from surveyors before they are submitted.
(9) On the date of accreditation expiry	HAI will officially announce your accreditation and certification results through HAI's website.	Acknowledgement of official certification results and follow HAI's guidelines for next steps



Attachment 1 : Documents required for Survey Visitations

Documents required by the hospital to be submitted to the HAI in order to demonstrate intent to enter the certification assessment In the period of 6 months prior to the expected date of the announcement of the results of the quality process certification Or the expiration date of the certification consists of

1. Letter of intent to receive accreditation assessment from Health Accreditation Institute (HAI)
2. Background information on your organization; complete the Hospital Profile 2019 excel form from The Healthcare Accreditation Institute (HAI)
3. Complete the Self-Assessment Report 2020: SAR 2020 document with important quality improvement and safety indicators assessment. (Length not more than 150 pages)
4. Self-assessment from Clinical Lead Team or Patient Care Team using the documents indicated. A power point document with Clinical Tracer / Clinical Quality Summary with prioritization of diseases that occur in your organization is required.
5. Service profile of the organization and details about the operations according to the Essential standards To be prepared at the hospital in the office of the visiting group on the day of the visit, do not send the building..
6. Results from Medical Record Audit from National Health Security Office (NHSO)
7. Copy of letter requesting accreditation or inspection report from various professional organizations set out in attachment 1

Please send these documents in an electronic format only.



Attachment 2: Learning and improvement with professional organizations before accreditation survey

Professional Organization/ Standards	Requirement
Pharmacy Association (Thailand)	-Public hospitals of 90 beds and above, specialized hospitals, and all private hospitals shall be visited by the Association. Then submit a progress report of improvement according to the recommendation of the Association before applying for accreditation from HAI
Certification of medical laboratory quality management systems: <ul style="list-style-type: none"> - LA from Medical Technology Council - ISO 15189 from Department of Medical Sciences - The Royal College of Pathologist of Thailand's Standards 	-Hospital establishments, both public and private, that are 30 beds or more may request an assessment according to LA or ISO 15189 or Laboratory Standards from the Thai Ministry of Public Health standards, in the six months prior to the expected date of accreditation of the HAI's quality process (approximately 4 months before the HAI visit) <ul style="list-style-type: none"> - Medical school hospital center and general hospital with a pathology examination service may obtain an assessment from the Royal College of Pathologists of Thailand in the six months prior to the expected HA quality process accreditation date (approximately 4 months prior to the HA's surveyor visit). - In the case that the hospital has been certified in accordance with the mentioned professional standards, and the accreditation is still in effect on the date of the expected accreditation of the quality process from the HAI, the results of such certification are considered. The hospital does not have to request a new assessment.
The Medical Council Accreditation Subcommittee for Hemodialysis	<ul style="list-style-type: none"> - The hospital that provide hemodialysis services (within our contracted out) can request for accreditation in according to the hemodialysis treatment 6 months prior to the expected quality accreditation date (approximately 4 months prior to HAI's visit) - In the event that the hospital has been certified according to the standard of hemodialysis, and the certification standard is still in effect, the results are still in effect and can be used by HAI
Accreditation of Dental Quality Development Processes (TDCA) (if applicable)	Dental organizations which have been accredited by TDCA for quality and safety procedures in accordance with Dental Safety Goals & Guidelines will be able to use results as part of survey as part of accreditation process



Attachment 3: Criteria for survey and accreditation with professional organizations before re-accreditation survey

Professional Organization/ Standards	Specified criteria
Hospital Pharmacy Association (Thailand)	<ul style="list-style-type: none"> - Large public hospitals (excluding private hospitals) that includes general hospitals (S* size only), central hospitals, university hospitals, hospitals affiliated with other government agencies and psychiatric hospitals with more than 300 beds (based on open data) may request survey visit from Hospital Pharmacy Association (Thailand) within 6 months prior to HAI accreditation expiry date - For other hospitals not mentioned above HAI will consider results from past survey and will notify your medical facility on a case by case basis
<p>* S (Standard) size hospitals are medical facilities that have the capacity to support patients who require specialist treatment. *S size hospitals consists of physician specialists in main, secondary and sub branches</p>	
<p>Certification of medical laboratory quality management systems:</p> <ul style="list-style-type: none"> - LA from Medical Technology Council - ISO 15189 from Department of Medical Sciences - The Royal College of Pathologist of Thailand's Standards 	<ul style="list-style-type: none"> - Both private and public hospital that operates with more than 30 beds may request an assessment according to LA or ISO 15189 or Laboratory Standards from the Thai Ministry of Public Health 6 months prior to accreditation expiry (4 months before HAI survey) - University hospitals, central hospitals with pathology examination services may request accreditation assessment from Royal College of Pathologist of Thailand in the six months prior to HAI certification expiration (approximately 4 months prior to HAI's visit) - In the case that the medical organization has been certified in accordance with the mentioned professional standards, and the accreditation is still in effect on the date of the expected accreditation of the quality process from the HAI, the results of such certification will be considered. The medical organization does not have to request a new assessment.
The Medical Council Accreditation Subcommittee for Hemodialysis	<ul style="list-style-type: none"> - The hospital that provide hemodialysis services (that operate itself or contracted out) may request accreditation according to Hemodialysis Standards, 6 months prior to accreditation or 4 months before HAI's visit - In the case that the hospital has been certified in accordance with the mentioned Hemodialysis Standards, and the accreditation is still in effect on the date of the expected accreditation of the quality process from the HAI, the results of such certification will be considered. The hospital does not have to request a new assessment.
Accreditation of Dental Quality Development Processes (TDCA) (if applicable)	Dental organizations which have been accredited by TDCA for quality and safety procedures in accordance with Dental Safety Goals & Guidelines will be able to use results as part of survey as part of accreditation process

