



2018 MEL CONFERENCE SELF-RELIANCE AND SUSTAINABILITY

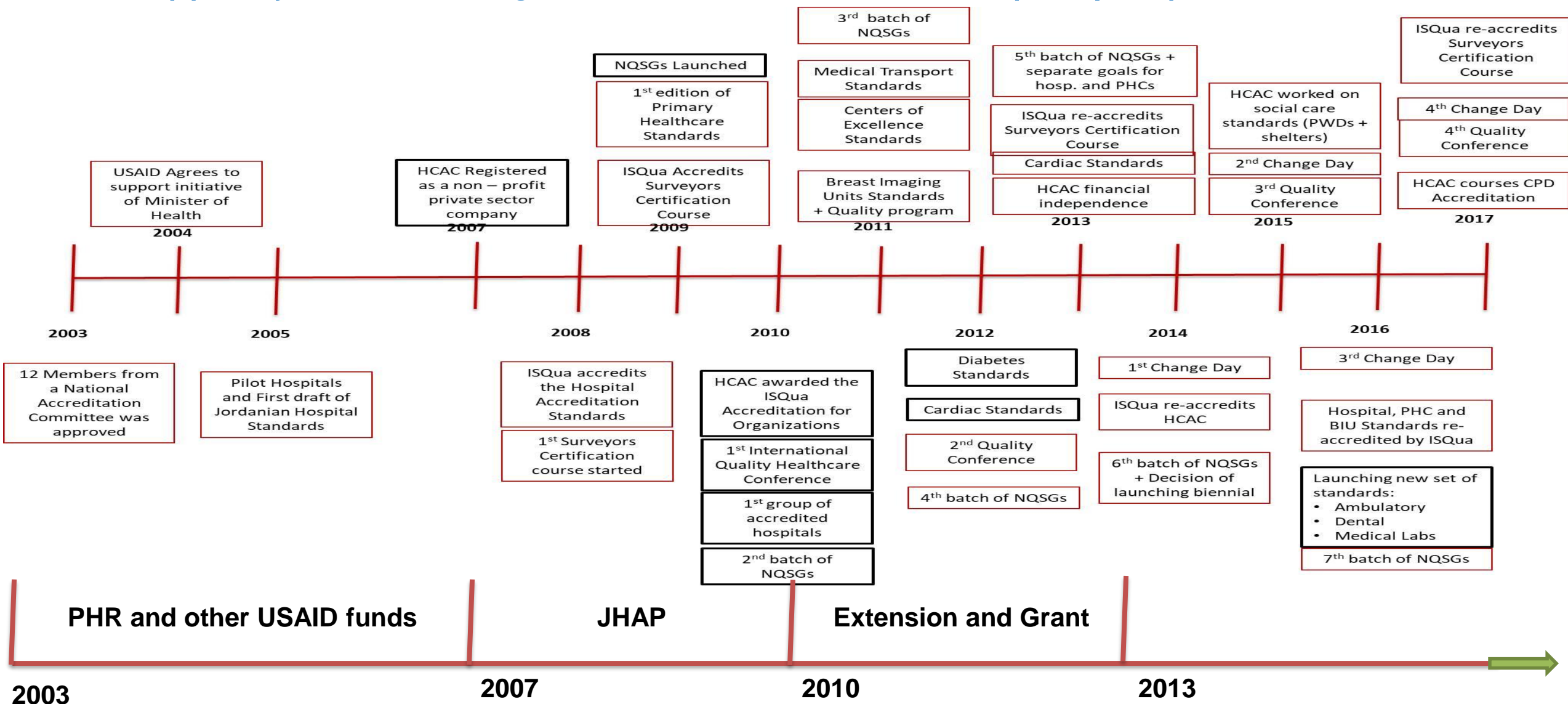
THE HEALTH CARE ACCREDITATION COUNCIL'S JOURNEY TO SUSTAINABILITY: A SUCCESSFUL CASE

PRESENTED BY:

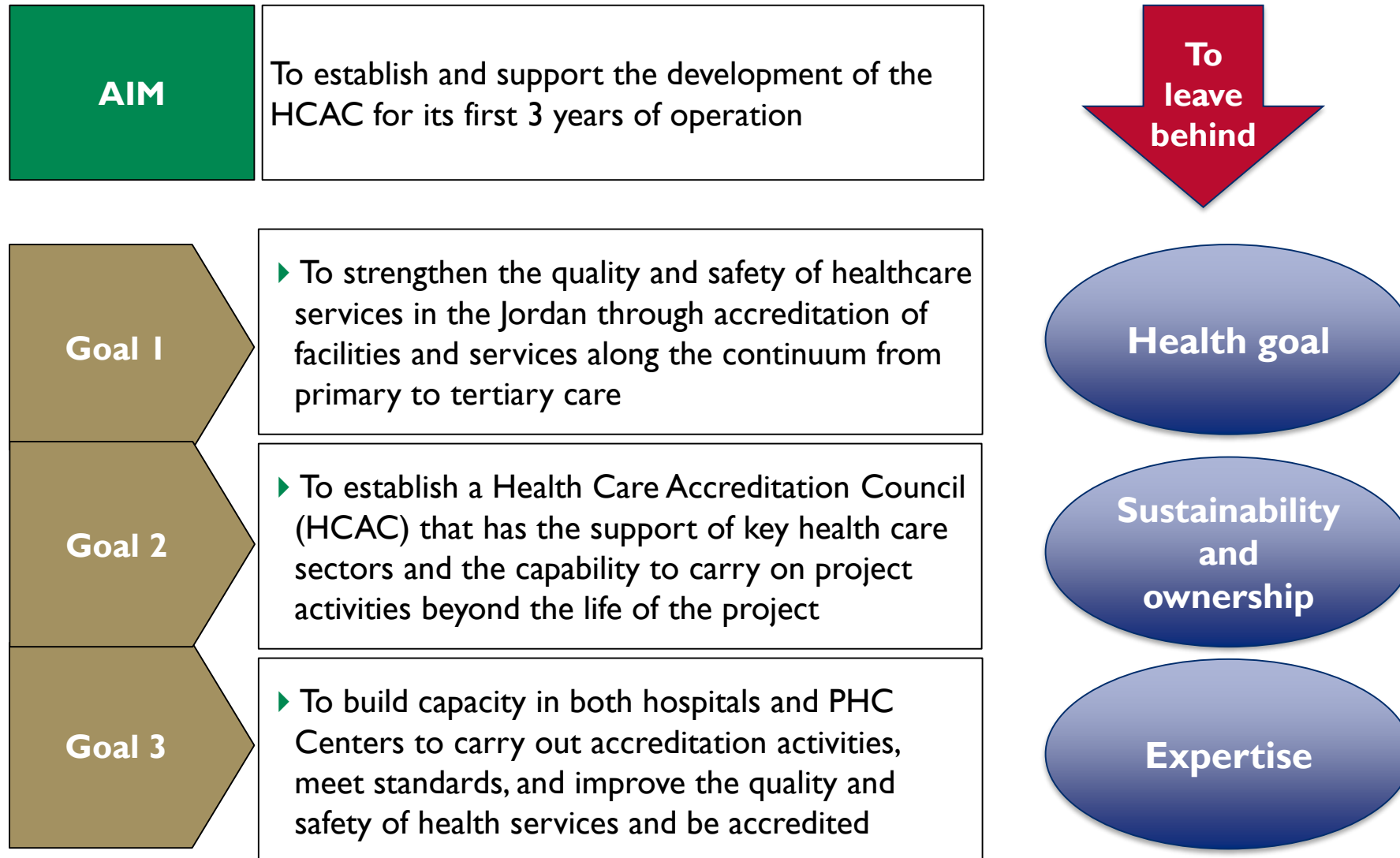
MS. SALMA JAOUNI, CEO
HEALTH CARE ACCREDITATION COUNCIL
(HCAC)

23 JULY 2018

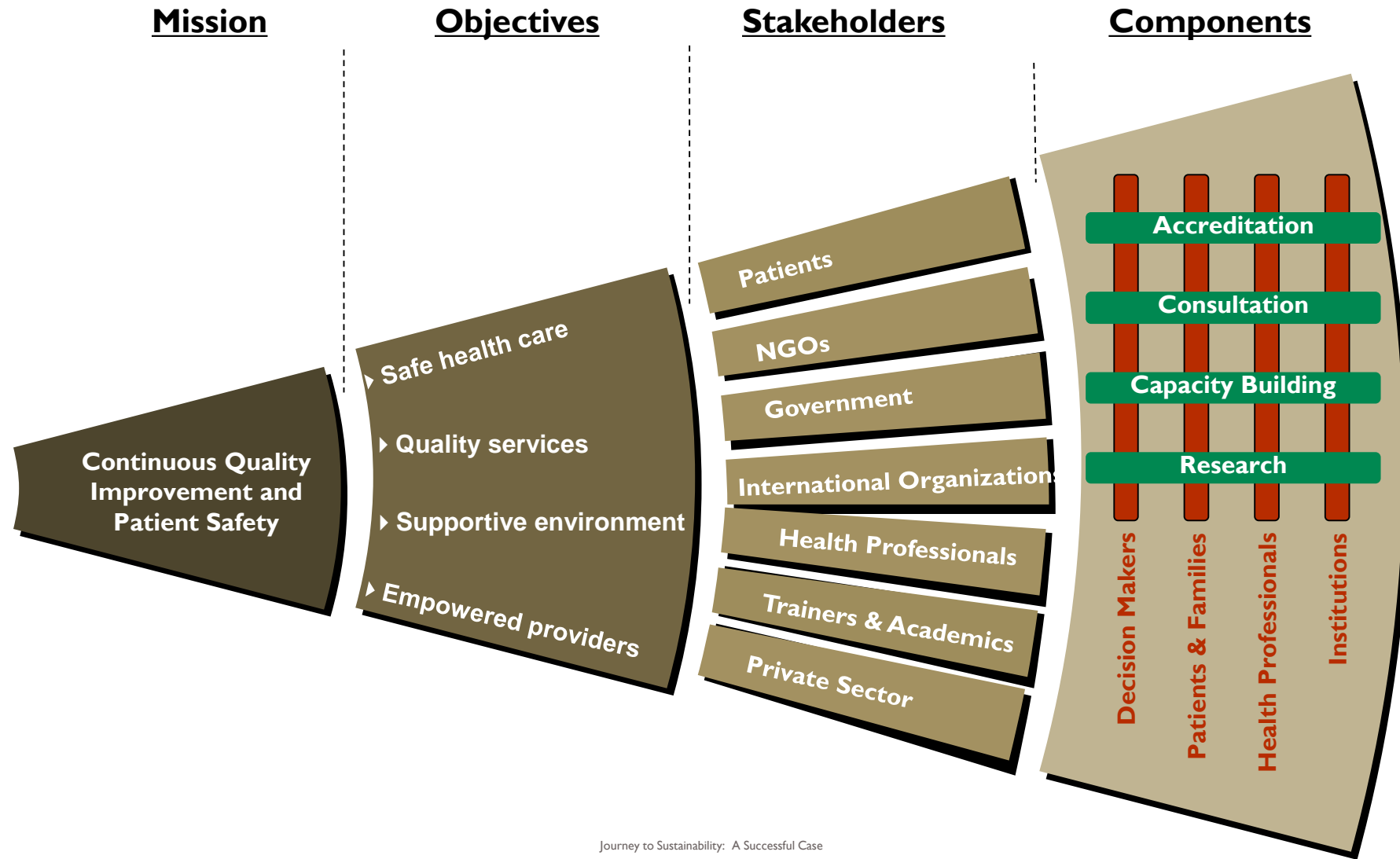
The Health Care Accreditation Council stems from a USAID fund to support Jordan in using accreditation as a tool for quality improvement



The JHAP project was designed from the start with sustainability in mind focusing on continuity and future growth as well

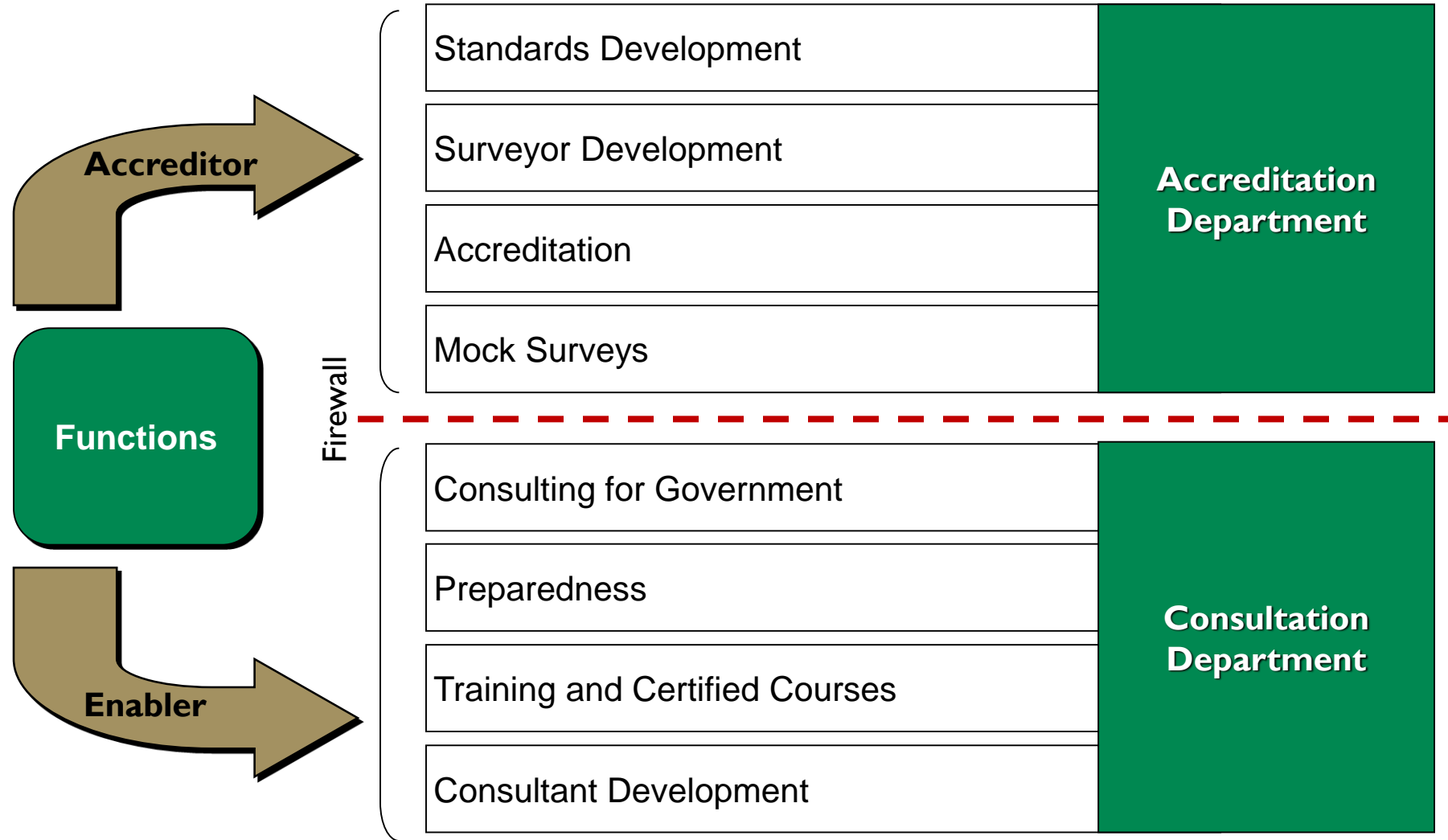


Today HCAC is a private sector not-for-profit institution focused on improving the quality of healthcare services

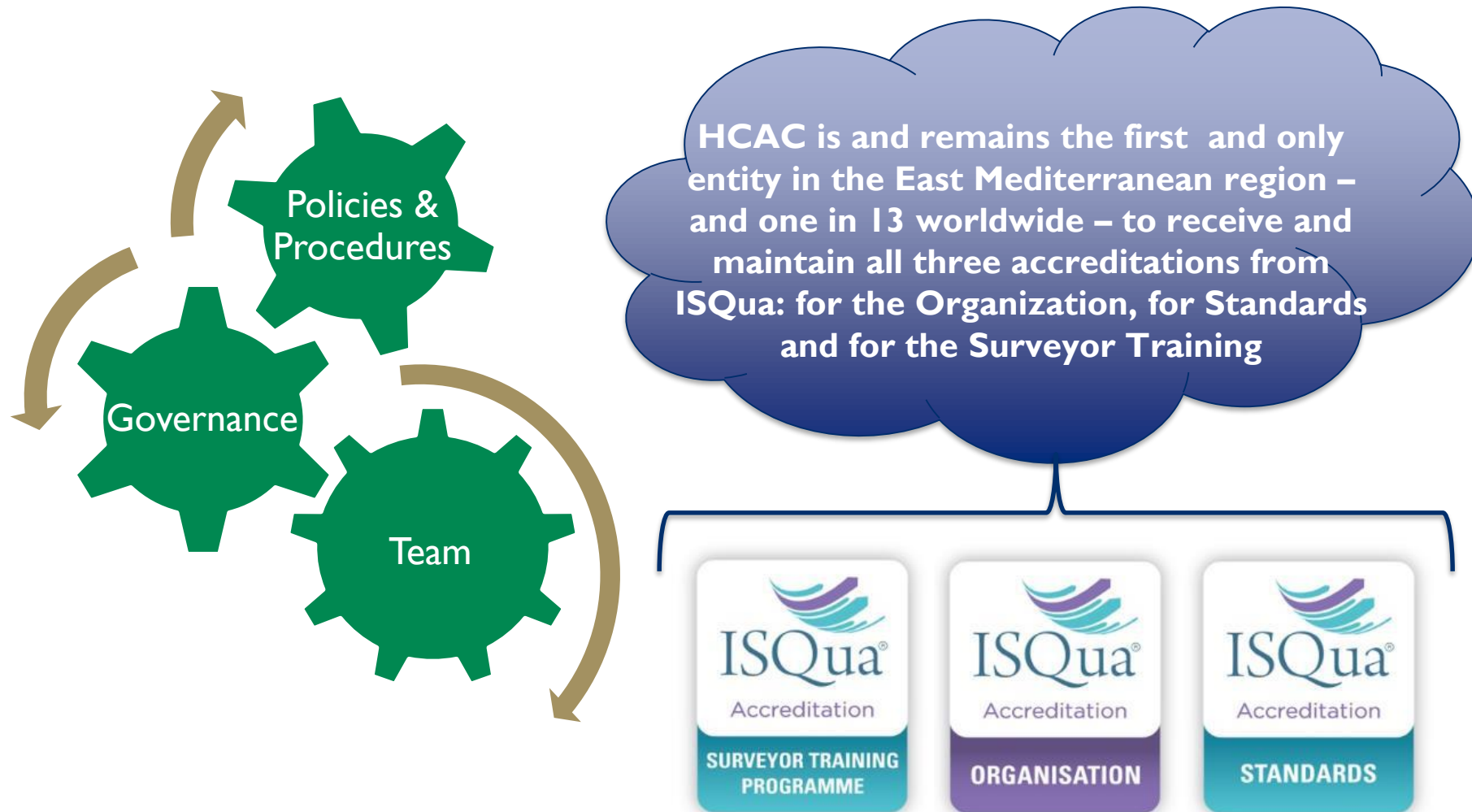


HCAC provides a multitude of different services through the two separate arms of the organization...

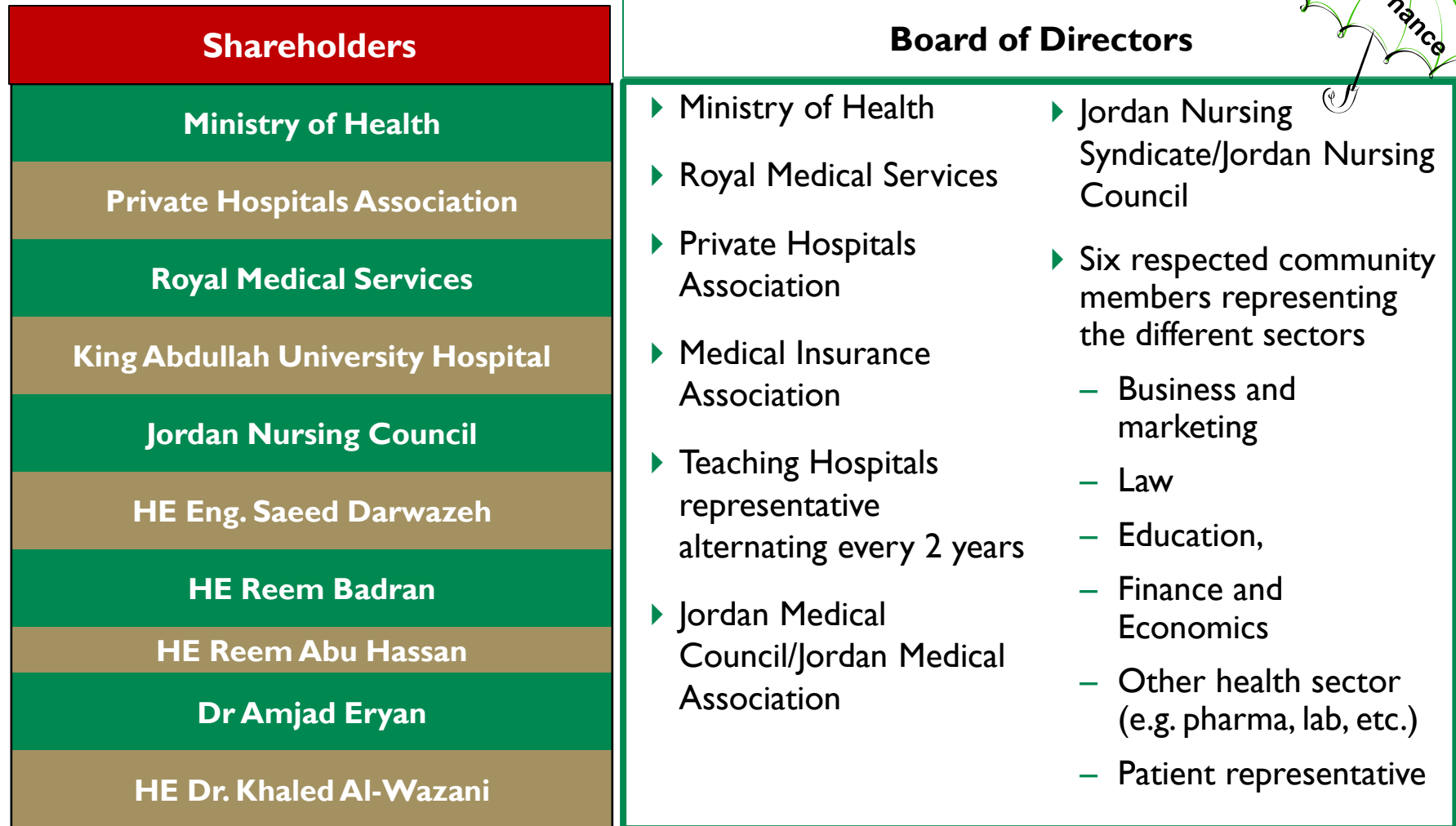
“A Comprehensive Model of Quality Improvement Services”



HCAC is an internationally renowned accreditation institution and was supported to achieve its recognition while under USAID funding

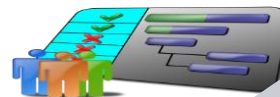


HCAC is governed by payers, providers and patients ... presenting a good model of public private partnership



HCAC functions like a company but for public good and therefore it is not susceptible to non-systematic changes

- ▶ HCAC Strategic Plan
- ▶ HCAC Quality and Risk Management Plan
- ▶ HCAC three year financial Plan
- ▶ HCAC Business and Marketing Plan
- ▶ HCAC HR strategy and succession plan
- ▶ Information Management Plan



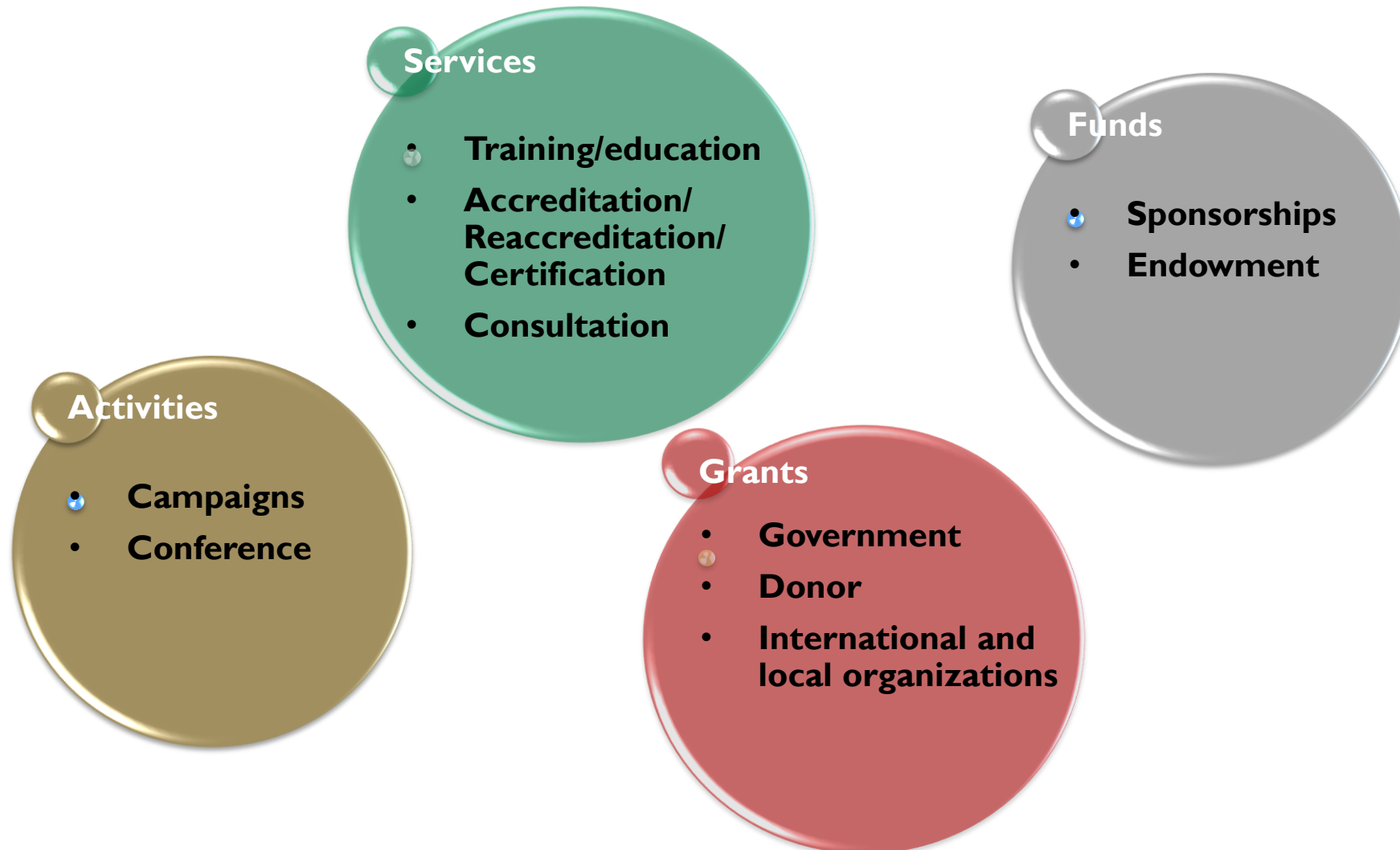
2007-2010
**Service
Development**

2011-2014
**Internal
Reforming**

2015-2017
**Institutional
Sustainability**

2018-2020
**Stakeholders and
Community
Engagement**

HCAC is supported by diversified sources of funding through regulation, marketing and sales



This is design has made HCAC eligible for further Funding by donors within a framework of strong policies and procedures

Support USAID Projects

- ✓ Enabling and Supporting the Preparation and Accreditation of Primary Healthcare Centers against the HCAC Primary Healthcare Standards (under the Health Systems Strengthening /HSS II project)
USAID-funded, managed by Abt Associates
- ✓ Designing and piloting the Family Planning Services Quality Recognition Program (under the Strengthening Health Outcomes through the Private Sector / SHOPS project – aka Ta’ziz project)
USAID-funded, managed by Abt Associates
- ✓ Supporting Quality Improvement in Integrated Service Delivery (under the Health Service Delivery Activity)
USAID-funded, managed by Abt Associates

Innovate with ideas

- ✓ Promoting the Rights of Persons with Disabilities: Development of a Comprehensive Quality Improvement System (QIS) for Care Centers in Jordan
USAID-funded, through FHI360/CIS program
- ✓ Rights Based Quality Improvement for Vulnerable Groups
USAID-funded, through FHI360/CIS program



The intent and design of the project that funded HCAC establishment was built on sustainability

Pillars of Sustainability	Lessons Learned
<ul style="list-style-type: none">✓ Organizational Model Having an established structure, HR, P&P, systems and processes, building staff capacity, exposure and relationships to reinforce the work✓ Financial Model Access to diverse funding, opportunities for growth and experimentation✓ Business Model Having a strategy, VMV and plans✓ Behavioral Model Build a positive reputation and capabilities, willing to learn and grow, able to adapt, transparent and flexible	<p>USAID projects should consider to intentionally</p> <ul style="list-style-type: none">✓ Include an institutional strengthening component to build the capacity of local organizations (recipients) to manage grants and eventually become eligible for direct USAID funding✓ Invest in building the capacity of local staff with the aim to leave behind a pool of technical experts after the end of a project✓ Ensure organizations have the space to experiment and innovate✓ Maintain sensitivity to local culture and environment✓ Demonstrate credibility and trust in local organizations' abilities to do the work✓ Ensure timeliness of support



مجلس إعتماء المؤسسات الصءية
HEALTH CARE ACCREDITATION COUNCIL

Towards Better Care

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