

2018 MEL CONFERENCE SELF-RELIANCE AND SUSTAINABILITY

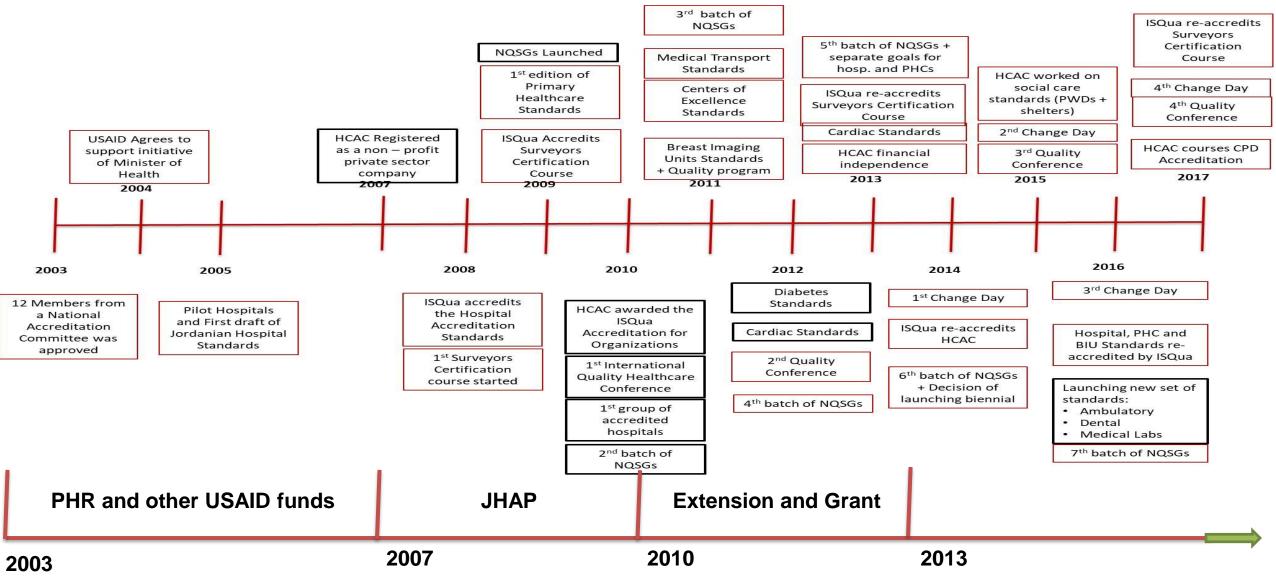
THE HEALTH CARE ACCREDITATION COUNCIL'S JOURNEY TO SUSTAINABILITY: A SUCCESSFUL CASE

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

AIM

To establish and support the development of the HCAC for its first 3 years of operation

To leave behind

Goal I

▶ To strengthen the quality and safety of healthcare services in the Jordan through accreditation of facilities and services along the continuum from primary to tertiary care

Health goal

Goal 2

▶ To establish a Health Care Accreditation Council (HCAC) that has the support of key health care sectors and the capability to carry on project activities beyond the life of the project

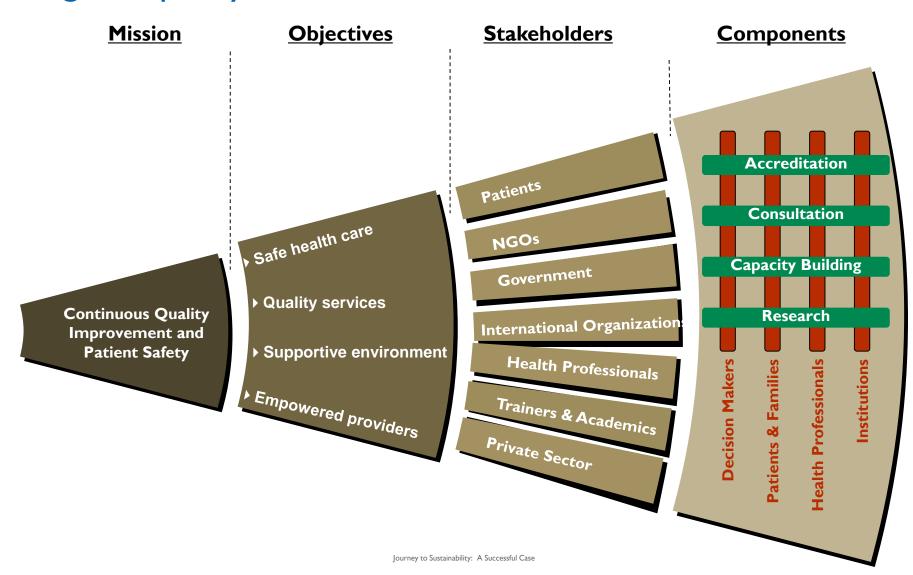
Sustainability and ownership

Goal 3

▶ To build capacity in both hospitals and PHC Centers to carry out accreditation activities, meet standards, and improve the quality and safety of health services and be accredited

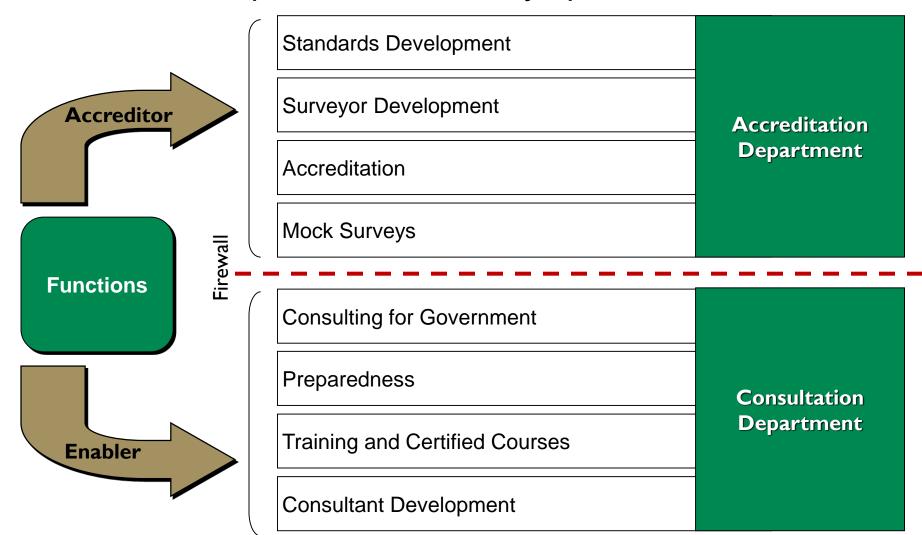
Expertise

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



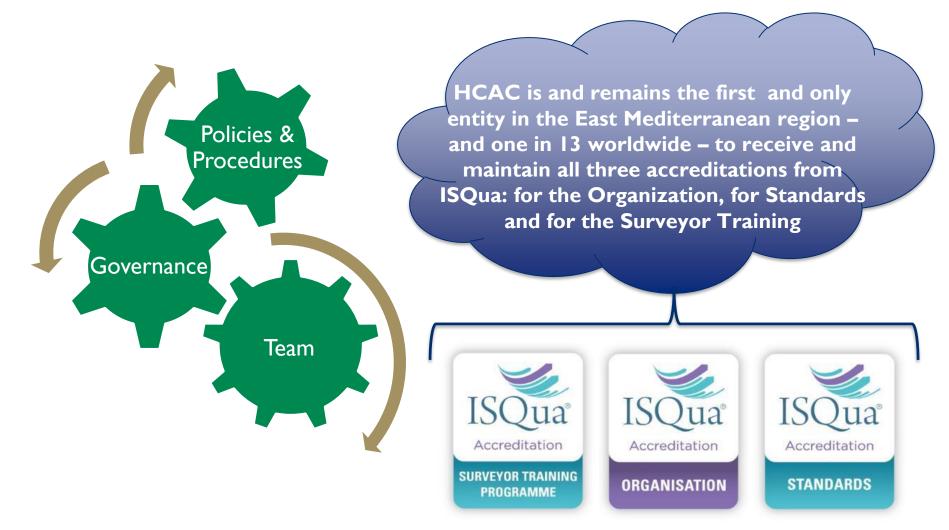
HCAC provides a multitude of different services through the two separate arms of the organization...

"A Comprehensive Model of Quality Improvement Services"



August 16, 2018

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

Shareholders

Ministry of Health

Private Hospitals Association

Royal Medical Services

King Abdullah University Hospital

Jordan Nursing Council

HE Eng. Saeed Darwazeh

HE Reem Badran

HE Reem Abu Hassan

Dr Amjad Eryan

HE Dr. Khaled Al-Wazani

Board of Directors

- Ministry of Health
- Royal Medical Services
- Private Hospitals Association
- Medical Insurance Association
- Teaching Hospitals representative alternating every 2 years
- Jordan Medical Council/Jordan Medical Association

- Jordan Nursing
 Syndicate/Jordan Nursing
 Council
- Six respected community members representing the different sectors
 - Business and marketing
 - Law
 - Education,
 - Finance and Economics
 - Other health sector
 (e.g. pharma, lab, etc.)
 - Patient representative

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



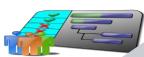












2011-2014

Internal Reforming

2015-2017

Institutional Sustainability



Stakeholders and Community Engagement

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

Services Training/education Accreditation/ **Sponsorships** Reaccreditation/ **Endowment** Certification **Consultation** Activities Grants **Campaigns** Government **Conference** Donor International and local organizations

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

ICAT









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

Pillars of Sustainability

✓ 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

Lessons Learned

USAID projects should consider to intentionally

- ✓ 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 إعتماد المؤسسات الصحية HEALTH CARE ACCREDITATION COUNCIL

Towards Better Care

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