



USAID | JORDAN

Health Sector PROJECT PROFILE

Jordan Healthcare Accreditation

April 2012



HRH Princess Muna awards a certificate of achievement to the King Abdullah University Hospital for compliance with the 2011 National Quality and Safety Goals, a requirement for accreditation.

PROJECT SNAPSHOT

Implemented by: University Research Co., LLC

Duration: 2007 – 2013

Total Funding: \$11 million

Beneficiaries: Patients and staff of hospitals and other health care facilities

Geographic Coverage: Nationwide

www.hcac.jo

BACKGROUND

The overall purpose of JHAP is to improve the quality and safety of health care services in Jordan. This will be accomplished by building the capacity of the recently established Health Care Accreditation Council (HCAC) to 1) develop health care standards; 2) assist health care entities to prepare for accreditation; 3) conduct certification courses and certify healthcare professionals; and 4) survey facilities and award accreditation.

The project also assists HCAC to establish policies and procedures, develop a marketing strategy, and conduct strategic, financial, and business planning. By the end of the project, the HCAC's standards, surveyor certification program, and the council itself will be accredited by the International Society for Health Care Quality, Inc. (ISQua).

ACTIVITIES

- Institutionalizing knowledge management practices to strengthen Ministry of Health (MOH) and Royal Medical Services (RMS) decision making and organizational performance
- Establishing and institutionalizing the Health Care Accreditation Council (HCAC), the agency responsible for managing and sustaining the health care accreditation process in Jordan
- Surveying and accrediting health care facilities and programs
- Developing certification programs and certifying health care professionals in each program
- Developing accreditation standards
- Achieving organizational and financial sustainability and regional recognition of the HCAC as a provider of quality services
- Carrying out research studies to improve the quality of HCAC services and accreditation results

PROGRESS & ACHIEVEMENTS

- Achieved buy-in and financial support from major stakeholder institutions for the HCAC
- Completed by-laws, and registered HCAC
- Developed HCAC's plans, budgets, auditing systems, policies, procedures, manuals, job descriptions and website
- Organized and held the HCAC Quality Health Care Conference and Exhibition
- Developed 22 educational packages for health professionals



Hand-washing sign at Specialty Hospital in Amman, one of the participating private hospitals that achieved HCAC accreditation in 2008. Proper hand washing is a requirement for accreditation and is a component of the quality and safety standards.

- Held the first two HCAC paid workshops on Medical Records and Clinical Documentation and on Patient Centered Care for the MOH
- Awarded HCAC accreditation to 6 public hospitals, and 6 private hospitals
- Awarded HCAC accreditation to 15 primary health care (PHC) centers
- HCAC elected as member of ISQua Council
- Developed surveyor competencies, surveyor certification curriculum and criteria for selecting surveyors
- Wrote policies and procedures for developing /revising standards per ISQua requirements
- Developed PHC surveyor training course
- Developed Risk Manager, Quality Improvement Coordinator, and Infection Prevention & Control Nurse certification courses
- Assisted Jordan Nursing Council in revising their standards
- Developed and launched National Quality and Safety Goals for 2009, 2010, 2011, and 2012
- Awarded HCAC certification to 36 healthcare professionals
- Developed criteria for Family Planning & Reproductive Health Centers of Excellence (FPRHCE), launched the FPRHCE program and trained assessors
- Developed standards for PHC, medical transportation, breast cancer imaging, family planning and reproductive health, and diabetes mellitus
- Achieved ISQua accreditation for HCAC, Jordan's Hospital Accreditation Standards and surveyor training program

PARTNERS

- University Research Co., LLC
- Royal Medical Services
- Abt Associates, Inc.
- Jordan Medical Council/Jordan Medical Syndicate
- Insurance Commission/Jordan Insurance Federation
- Jordan University
- Ministry of Health
- Joint Commission International
- Private Hospital Association
- Jordan Nursing Syndicate/Jordan Nursing Council
- Jordan University of Science and Technology
- Private sector companies

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