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A Systematic Review to explore the impact of Accreditation on Healthcare Quality and it's associated Cost



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INTRODUCTION

- India's healthcare landscape varies, spanning from primary centers to advanced hospitals, creating a tiered system.
- The Indian healthcare industry is valued at \$372 billion, growing at a 39% CAGR, with a major role played by private sector services.
- In the cost-conscious healthcare sector, initiatives with extra expenses may receive a subdued response, including accreditation efforts.
- Accreditation for better healthcare quality has faced ups and downs, with skeptics doubting its value despite increasing provider acceptance.
- Accreditation is voluntary, yet government and insurance industries show interest in recognized Healthcare Organisations.
- Informed decisions about adopting and promoting accreditation can be guided by a balanced assessment of its perceived costs and benefits.

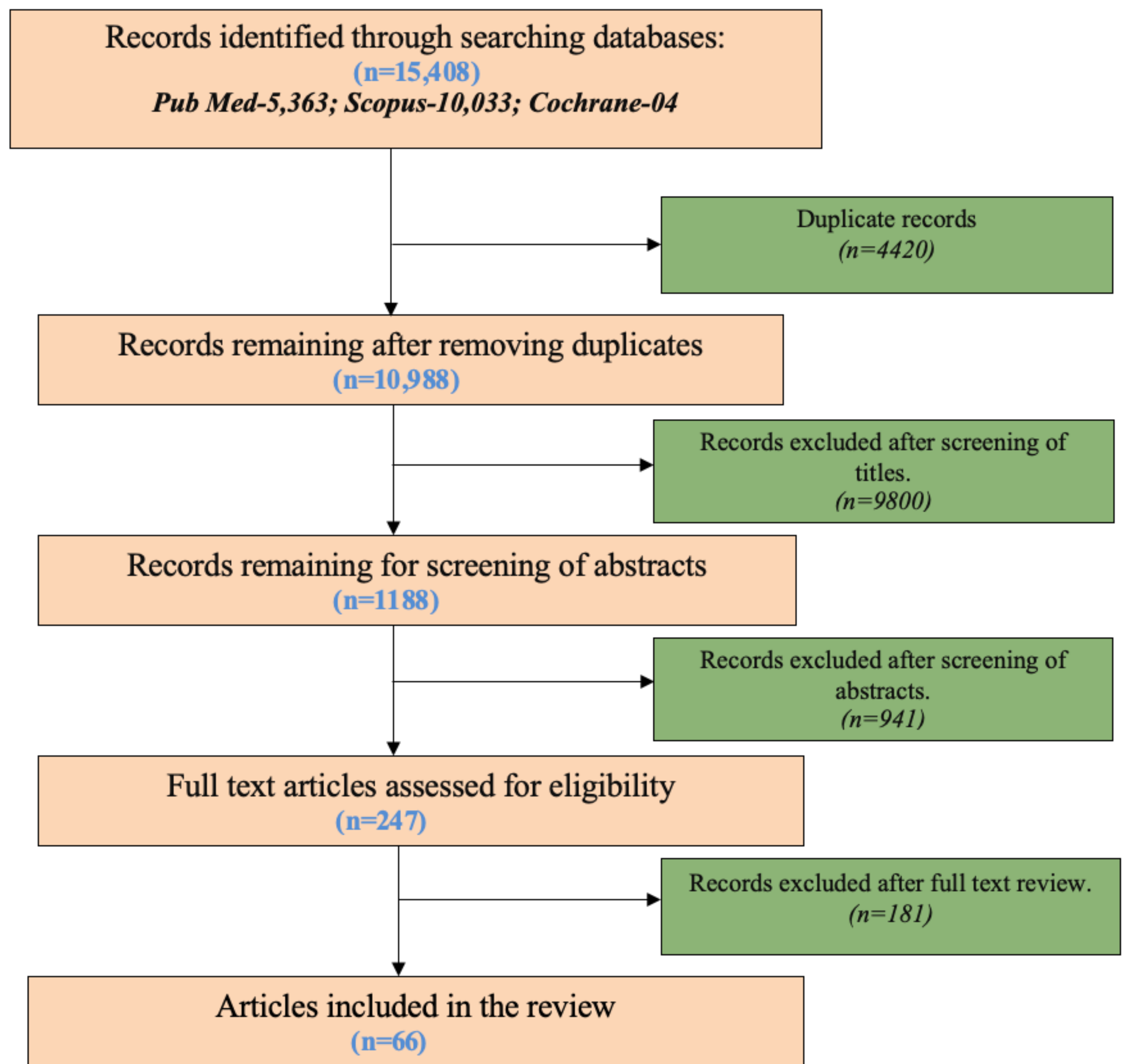
METHODOLOGY

- Conducted a systematic search using a combination of four keywords: **'Health Care Quality', 'Cost', 'Accreditation', and 'Patient Safety'**.
- **Databases: PubMed, Scopus and Cochrane.**
- Reviewed studies published in English between **1951 and November 2022.**
- Identified **15,408 records**, with **66 articles** included after full text review.
- Enrolled two independent reviewers for the review process, with conflicts resolved by a third independent reviewer.
- Ensured a **blind review process** to mitigate bias.
- Utilized **Rayyan software** to conduct the systematic review.

OBJECTIVE

This study aims to provide valuable insights into the **cost-benefit dynamics of accreditation in the healthcare system** and contribute to the ongoing efforts to strengthen quality management and patient safety in the country.

PRISMA Chart of Systematic Review



MAJOR FINDINGS

Positive factors

- ❖ Improved patient outcomes.
- ❖ Promotes standardized processes and protocols.
- ❖ Increased patient satisfaction: Emphasizes patient-centered care.
- ❖ Knowledge enhancement of staff/employee.
- ❖ Data-driven decision-making:
Helps to identify areas for improvement and make informed decisions to enhance efficiency and patient care.
- ❖ Better risk management and liability reduction.
- ❖ Promotes positive culture of accountability & transparency.
- ❖ Professional development of healthcare staff.
- ❖ Increased awareness of good practices among staff.
- ❖ Enhanced reputation and market competitiveness.
- ❖ Increase compliance with regulations.
- ❖ Optimal utilization of available resources.
- ❖ Improved grievance handling.

Negative factors and Challenges

- ❖ Financial Impact:
Pursuing accreditation results in notable expenses for documentation, training, infrastructure, consultancy, and accreditation body fees.
- ❖ Administrative Strain:
Shifts Focus from Clinical Practice to Tasks like Documentation and Infrastructure.
- ❖ Resistance to change.
- ❖ Just in time accreditation preparation.
- ❖ New initiative's complexity.
- ❖ Increased chances of incorrect documentation due to pressure.
- ❖ Difficulty in maintaining accreditation:
 - Manpower shortages
 - Safety culture gaps
 - Limited physician engagement
 - Insignificant revenue increase
 - Lack of incentives

CONCLUSION AND RECOMMENDATION

- I. Accreditation enhances healthcare standards, patient satisfaction, organizational structures, and delivery of care.
- II. Positive influence on healthcare operations warrants evaluation of benefits versus resource demands.
- III. To tackle challenges, policymakers and accrediting bodies should consistently review and improve the accreditation process.
- IV. Ensure both high quality and less stress for healthcare providers.