

EVALUATION OF CORPORATE EXPERIENCES DURING THE ACCREDITATION
PROCESS IN THE FIELD OF
HEALTH – A QUALITATIVE STUDY

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Introduction

It is aimed to reveal the experiences of the managers of the hospitals accredited by the Türkiye Health Quality and Accreditation Agency (TÜSKA), the achievements of the institutions through the accreditation program, and the important difficulties they face in the accreditation process in this study.

Methods

Our study was carried out in 8 public and private hospitals in our country, which were entitled to receive TÜSKA accreditation between October 2021 and March 2022. In our study, semi-structured interviews were conducted with hospital senior managers using interpretive phenomenological analysis, which is one of the qualitative research designs, in order to understand the experience of the managers of the hospitals accredited by TÜSKA.

Results

In the study conducted with eight participants, 55 sub-themes emerged under 12 main themes. Main and subthemes are shown collectively in Figure 1. The participants expressed their opinions on a wide range of topics, from the achievements related to the accreditation process to the difficulties they encountered, from their strengths to the dissemination of accreditation throughout the country.

Conclusion

It has been revealed that the national hospital accreditations carried out in our country provide important gains to the institutions in management and clinical activities, while the expectations on incentives and other similar issues have not yet been met.

Figure 1: Main and Sub-Themes

Meeting expectations • Meeting expectations from accreditation • Unfulfilled promises	Institutional gains • Contributing to systematic work • Give good service • Ease of control • Recording of activities • Elaboration of processes and improvement in operation • Compliance of SAS with country conditions	Difficulties in realizing standards • Chapter based challenges • Understandability of standards • Physical adaptation	Overcoming difficulties • Meetings and trainings • Reaching the solution together • TÜSKA's action • Experience • Reporting negativities in the field • IT support	Consultancy • Professional support to facilitate the process • Resource requirement for consultancy service • Experienced quality team • Leadership • Benefits of being a digital hospital	Employee compliance • Regularly education • Continuous supervision • Differences in adjustment between occupational groups • IT support • Experienced team
Standard-regulation relationship • Compliance with the conditions of the public hospital • Pre-licensed areas • positive discrimination • Standards lead to legislation	Corporate culture • Negative impact of staff turnover • Difficulties; training and applicability • Contribution of accreditation to the formation of corporate culture • Benefits of being a digital hospital • Stable management • Contribution of accreditation to the employee • Recognition of accreditation	Strengths • Team spirit • Experience and belief • Being a digital hospital • Strong leadership • New building	Weaknesses • Employee • Inexperience • Physical deficiencies • Being a public or branch hospital • Heavy workload	Re-accreditation • Making accreditation attractive • Conditions that motivate all stakeholders • Cost • Legislative change	Expanding accreditation • Awareness raising • Providing incentives • Standard differentiation for public, private and branch hospitals

