



ISQua's 39th International Conference

27th- 30th August | COEX Seoul



The best practices for Virtual Survey

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P366

Identifier:

ISQUA2023-ABS-2308
Poster Submission Code:
isqua2023.169002d

INTRODUCTION

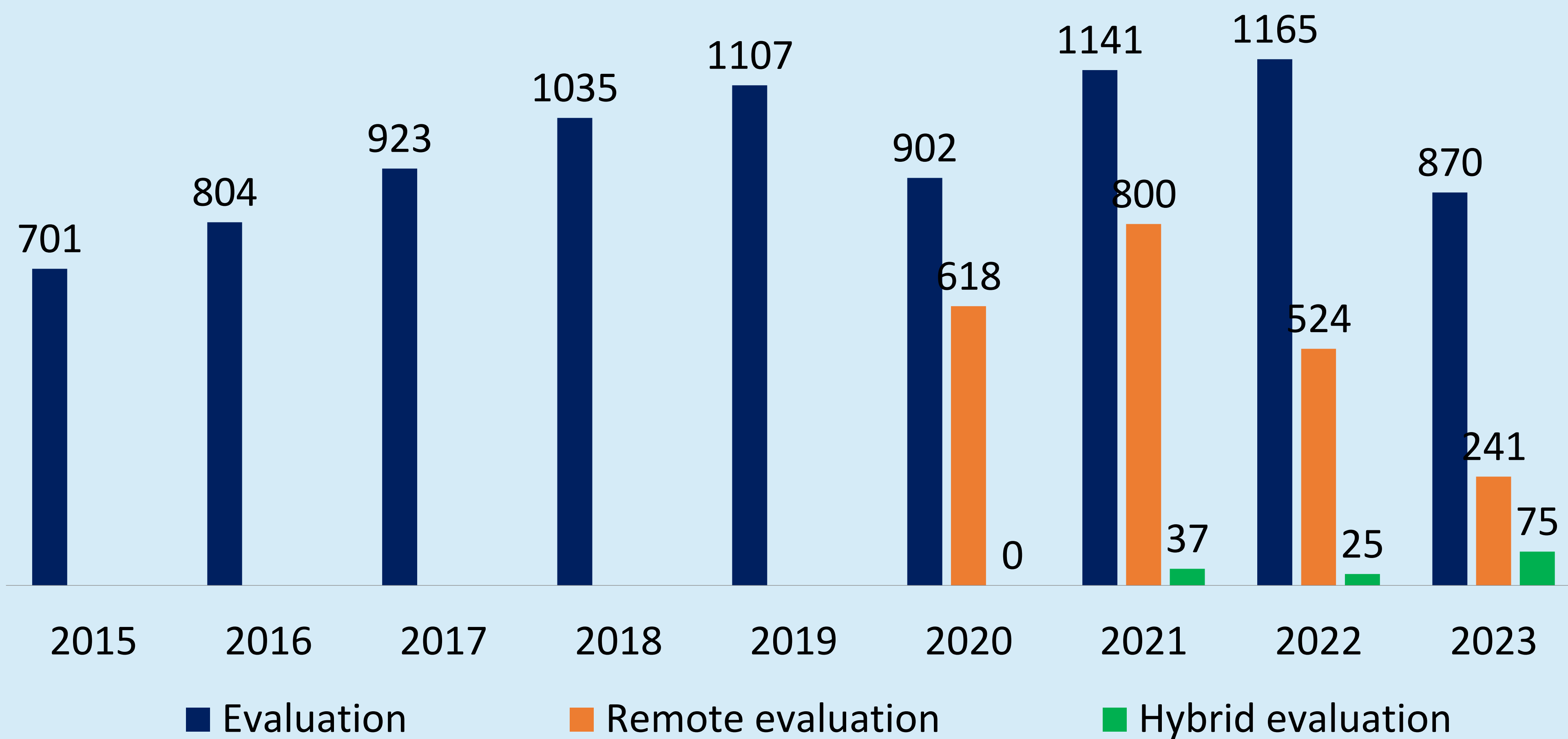
The National Accreditation Organization (ONA) is responsible for developing and managing Brazilian health quality and safety standards. ONA develop quality and safety standards for the accreditation of organizations providing healthcare services in all Brazil. The Brazilian National Accreditation System (SBA/ONA) is independent, private, constituted in a representative way by members that form the various social segments related to health, civil society, and the Brazilian health system (public and private sectors). It is also made up of a set of structures, processes, and institutions whose purpose is to make the accreditation process viable in Brazil.

AIM

Demonstrate the best practices for remote evaluation.

RESULTS

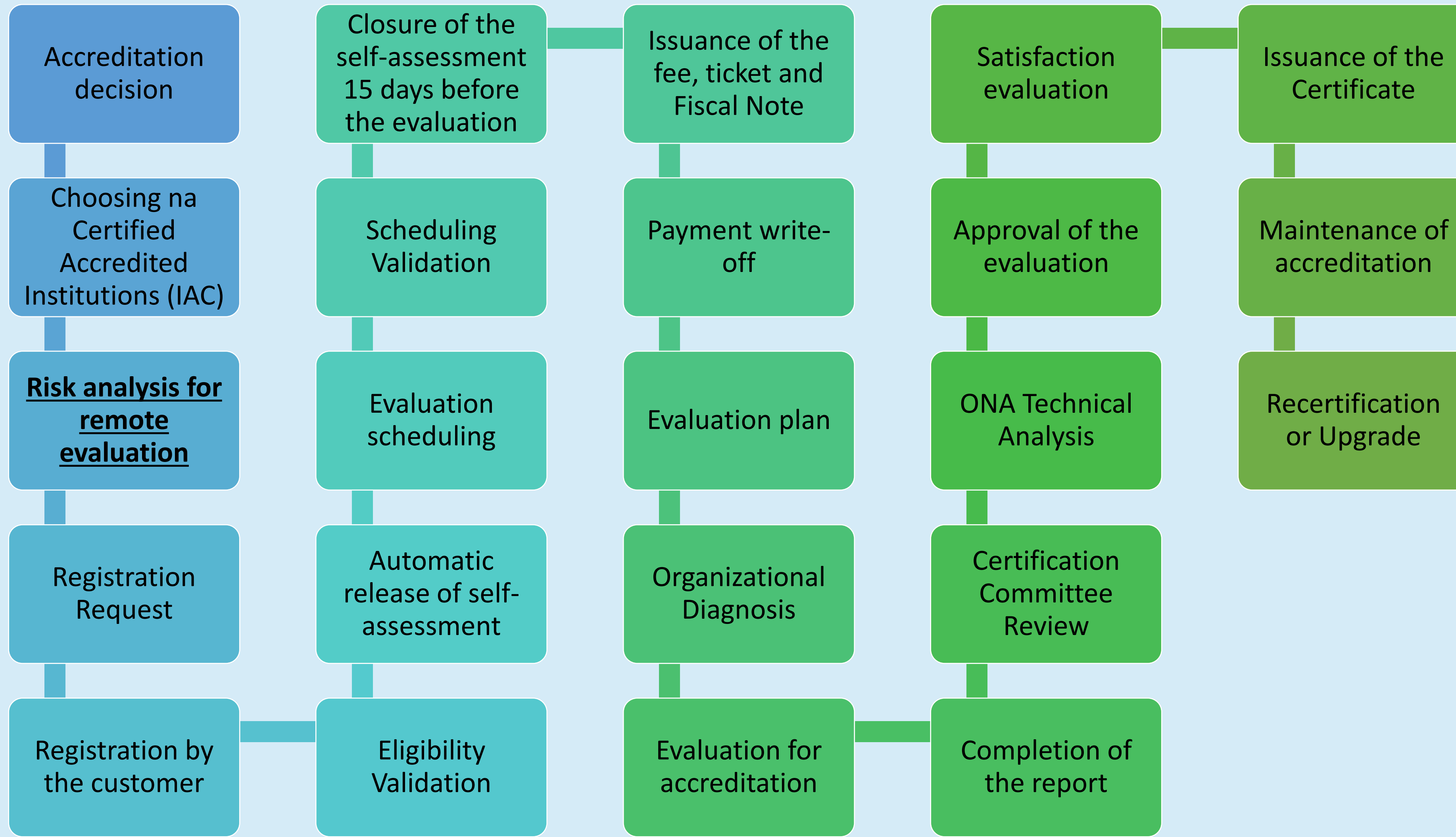
Actually, ONA has more than 2.000 remote evaluation and a result, there was a reduction in the financial impact to the institutions that compose SBA/ONA (Brazilian National Accreditation System by ONA).



METHOD

The workflow to remote survey passes through the following steps. Ona's Certified Accredited Institutions (IAC) should conduct a risk analysis based on the risk matrix to determine if the healthcare organization was in a favourable position to receive the remote evaluation team. First, the IACs analyze the risk of the Health Organization considering the following items: if the organization is of high, medium or low complexity, whether the previous reports of the evaluation of the virtual visit presented noncompliance or important and critical adverse events, if there are important records related to complaints or manifestations, whether in internal audits had critical notes and if the last evaluation of supplier performance was not satisfactory. From the analysis of these risks and according to the score the IAC present one of the following results for the healthcare services provider:

- ≥ 15 - High Risk - Will not be subject to remote evaluation
- ≥ 10 - Medium Risk - You must submit for ONA evaluation through the ONA Integrare system
- ≥ 9 - Low Risk - Authorized to carry out the remote evaluation



CONCLUSIONS

The cost of remote evaluation decreased considerably when analysed in comparison to the indirect costs related to transportation/travelling, accommodation, food, and ONA fee for on-site evaluation. This initiative is very relevant in the Brazilian context with a very large territory and very expensive logistics costs for the evaluation on-site process. The indirect cost is the strongest barrier for the health services in the small communities and the poorer states. This new external remote evaluation methodology makes it possible to extend the capacity to expand the accreditation services for new health services clients and populations.

ACKNOWLEDGEMENT

Based on this work it is possible to conclude that remote evaluation are essential to the system, because they facilitate the access to the organizations of health care that in the past couldn't do it.

The virtual survey also provides lower costs, better logistics and consequently the opportunity to the organizations to participate in an accreditation program.

REFERENCES

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