

REVIEW OF HAI ACCREDITATION PROGRAM IN THAILAND

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INTRODUCTION

Thailand's Healthcare Accreditation Institute (HAI) was originally established in 1977 as a research program under the Health Systems Research Institute (HSRI). In 1999, HAI became an associated institute of HSRI and transitioned into a public organization in 2009. HAI's core mission is to promote evidence-based standards for healthcare organizations, dedicated to promoting and ensuring high-quality healthcare standards to enhance the quality and safety of healthcare services across Thailand. HAI Thailand plays a pivotal role in accrediting and certifying healthcare facilities across the country.

Collaborating with governmental agencies, national and international organizations, as well as the private sector, HAI focuses on quality assessments, improvement, and accreditation of healthcare organizations. At present, there are 867 HAI-accredited hospitals in Thailand, which includes public, private, and university hospitals, out of a total of 1,491 hospitals in the country.

The HAI accreditation program was formulated within the framework of "being an educational process" and was developed in collaboration with healthcare experts and key stakeholders in the Ministry of Public Health (MoPH).

Type of hospital	No. hospital	HA step 1		HA step 2		HA certification		Advanced-HA		รวมเมื่อถึง		On renewed process	TOTAL	HA	%
		number	%	number	%	number	%	number	%	number	%				
Community hospital	775	0	0.00	8	1.03	555	71.61	0	0.00	563	72.65	179	742	95.74	
General hospital	92	0	0.00	0	0.00	77	83.70	0	0.00	77	83.70	15	92	100.00	
Regional hospital	34	0	0.00	0	0.00	30	88.24	2	5.88	32	94.12	2	34	100.00	
Others under Minister of Health	68	0	0.00	1	1.47	45	66.18	0	0.00	46	67.65	15	61	89.71	
University hospital	24	0	0.00	1	4.17	9	37.50	7	29.17	17	70.83	4	21	87.50	
Bangkok Metropolitan hospital	11	0	0.00	2	18.18	4	36.36	0	0.00	6	54.55	4	10	90.91	
Military hospital	65	0	0.00	5	7.69	36	55.38	2	3.08	43	66.15	12	55	84.62	
Other government hospital	38	1	2.63	3	7.89	6	15.79	0	0.00	10	26.32	13	23	60.53	
Total Government hospital	1,107	1	0.09	20	1.81	762	68.83	11	0.99	794	71.73	244	1,038	93.77	
Total Private hospital	384	4	1.04	43	11.20	87	22.66	7	1.82	141	36.72	97	238	61.98	
All TOTAL	1491	5	0.34	63	4.23	849	56.94	18	1.21	935	62.71	341	1,276	85.58	

AIM

1. Review the current accreditation system in Thailand and the support given before and after HAI provides an accreditation award.
2. Review past HA assessments and available data on HA performance

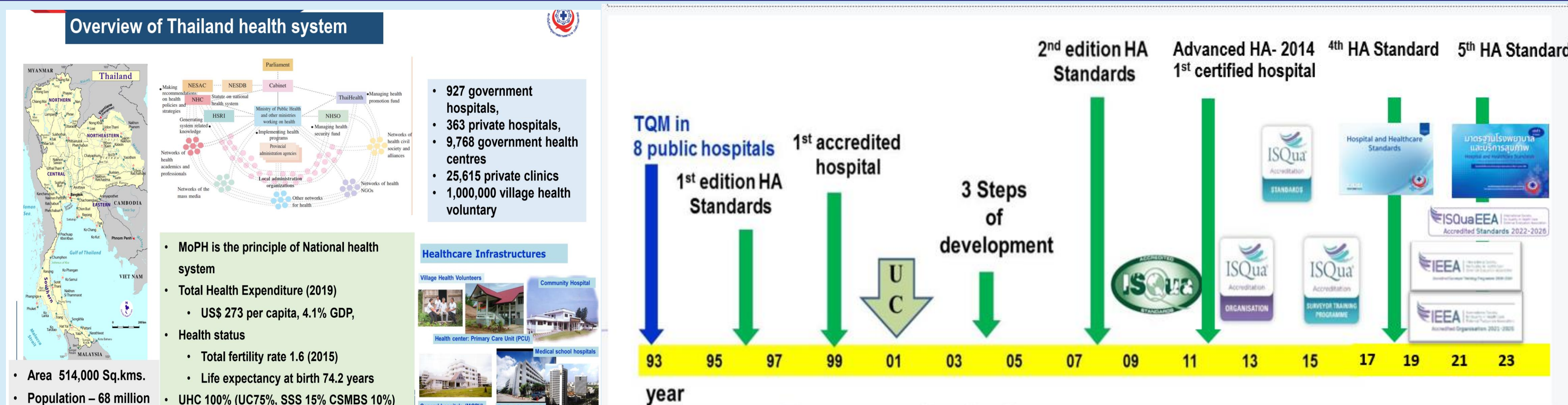
METHOD

1. Comprehensive literature review to gather relevant information and insights.
2. The data from HAI database was analyzed to summarize key findings and trends.

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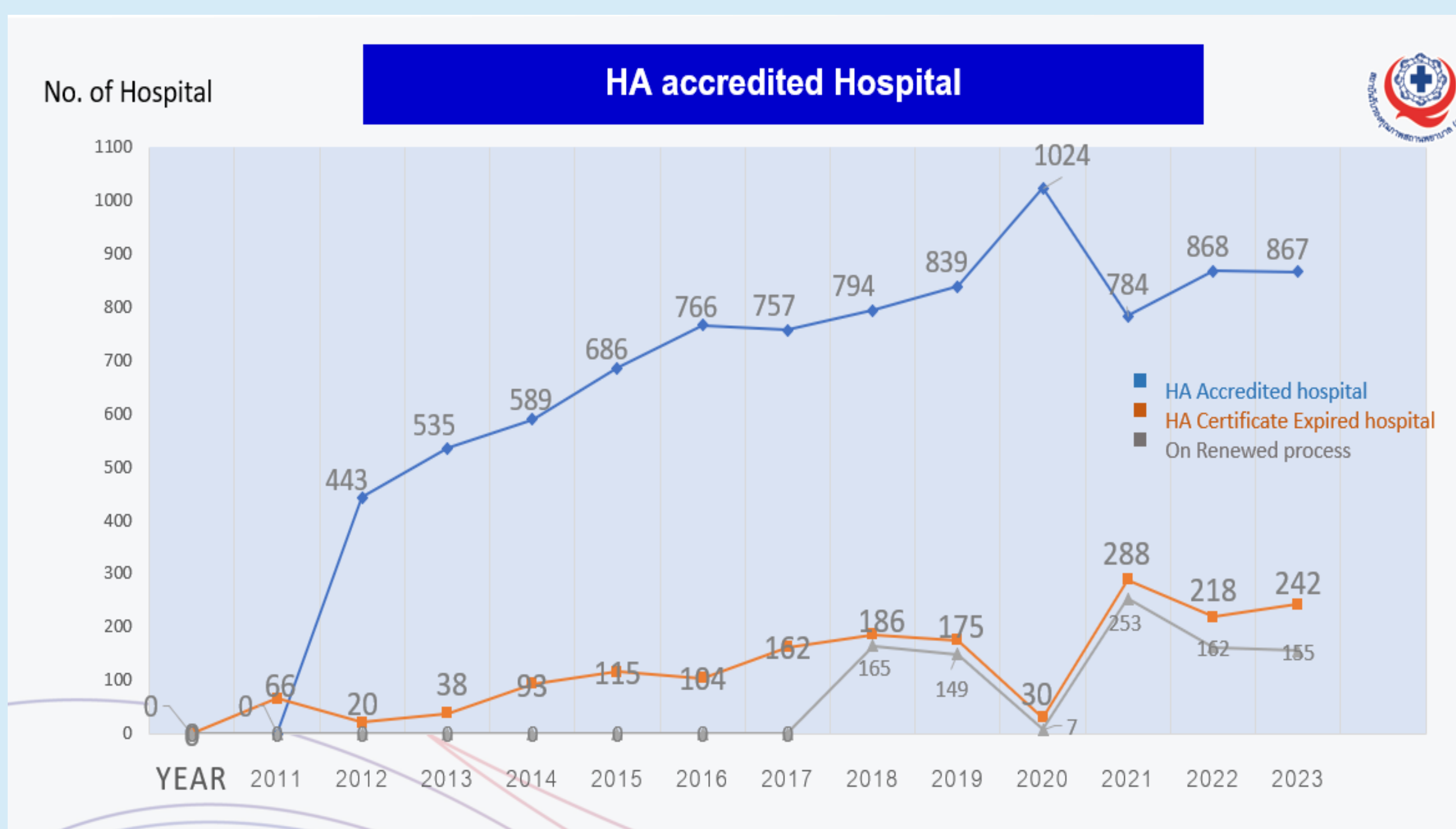
RESULTS



HAI, a public organization, offers a voluntary accreditation program, though the National Health Security Office (NHSO) requires hospitals in the Universal Coverage (UC) scheme to meet basic standards. Among the 1,490 hospitals served, 1,000 are enrolled in UC (not all accredited). HAI employs self-assessment and recognition as incentives to complete the 3-step accreditation program:

- I. Step 1 focuses on risk prevention, utilizing 12 reviews to identify improvement opportunities, for high-risk issues.
- II. Step 2 emphasizes quality assurance and improvement.
- III. Step 3 signifies the integration of quality standards into the hospital's culture.

To encourage participation, the NHSO uses a scoring process to provide performance-based, monetary incentives. Higher steps receive greater financial rewards compared to lower steps



A Total of 1,491 hospitals in HA database (the hospital has been serviced for over 3 years). In 2023, 85.55% of all hospitals in Thailand (1,276 out of 1,491) voluntarily joined HAI's quality management system, with around 71.73% achieving renewed accreditation. Managing the renewal process for expired hospitals poses a challenge for HAI. Additionally, 61 private and public hospitals across rural and urban areas of Thailand have earned accreditation from the international healthcare institute, Joint Commission International (JCI).

Factors affecting the implementation of accreditation programs The "Humanized Healthcare" is important to sustained quality improvement and patient safety. The five important aspects found in each hospital included: the quality improvement, the participation hospital, the relationship among people, Organization culture, and Healing environment.

Country	Accrediting Body	Standards Manual Format (sample cover)	Types of Accreditation Standards	Intent Statement	Scoring Scale	Number of Accredited Hospitals	Voluntary	Funding Source	Geographical Scale
Thailand	 The Healthcare Accreditation Institute (Public Organization) https://www.ha.or.th		Hospital and Healthcare Standards	Focus on patient approach to healthcare with a commitment to continuous quality improvement both in terms of patient services and clinical practices.	1-5	867 of 1,491 Thai hospital	Yes	Government	The standard for Hospital and Health care in Thailand

CONCLUSIONS

Thai Healthcare Accreditation Program is the unique one for launched "the accreditation is an education process" and add Humanized healthcare concept as the people centre to sustained quality improvement and patient safety for more than 20 years. That's the foundation of quality in Thai Healthcare System.

ACKNOWLEDGEMENT

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