

THE RESULT OF PUBLIC CONFIDENCE SURVEY ON THAI HEALTHCARE ACCREDITATION (HA) STANDARDS

M. WIYAWAN¹, P. TORRANONG¹, L. PIYAWAN¹

¹The Healthcare Accreditation Institute (Public Organization), Mueang Nonthaburi District, Thailand: www.ha.or.th

ISQUA2023-ABS-
1264

P384

INTRODUCTION

- Since 2009, the Healthcare Accreditation Institute (HAI) has been a leading public organization in Thailand, dedicated to enhancing healthcare service quality and accrediting 949 hospitals by 2023. HAI collaborates with experts, member hospitals, and stakeholders to develop healthcare accreditation programs and tools, promoting co-ownership and understanding of HA standards.
- The journey of HA standards began with their initial publication in 1996, followed by subsequent editions in 2000, 2006, and 2017. The validation of these standards for evaluating work systems came in February 2017, when they received recognition from the International Society for Quality in Health Care External Evaluation Association (ISQua EEA).
- This study aims to present the findings of a confidence survey in the HA standards, contributing to HAI's effectiveness and efficiency in its pursuit of elevating healthcare quality.



AIM

The purpose of this study was to evaluate the level of confidence and scope of Hospital and Healthcare (HA) Standards among Thai hospitals and key stakeholders.

METHOD

- Conceptual framework of the survey: "Public Confidence in Healthcare Accreditation or HA"
- The quantitative and qualitative data was collected between June and September of 2022.
- Using survey questions, 584 hospitals provided quantitative data. The total number of respondents is 1,321.
- An in-depth interview with four policy regulatory agencies, eight network partners, and twenty hospitals in the target group yielded qualitative data.

CONCLUSIONS

The trust and confidence of hospitals and stakeholders in HA standards play a vital role in their development, policies, practices, and operational achievements. Sustaining this confidence ensures continuous improvement across all dimensions, adapting to the evolving healthcare landscape in Thailand.

This strengthens the impact and efficacy of hospital quality improvement standards by enhancing the reliability of them.

REFERENCES

- Choi, S. O., & Kim, S. An exploratory model of antecedents and consequences of public trust in government. In International Institute of Administrative Science, Study Group Workshop on Trust in Public Administration and Citizen Attitude. Seoul, Korea: Seoul National University. 2012.
- Healthcare Accreditation Institute. HA standards 4th edition. (English) Available on <https://www.ha.or.th>

RESULTS

Survey on Public Confidence in Hospital and Healthcare or HA Standards:

- The results of the public confidence survey on HA standards revealed that the HA standard promotion policy has played a significant role in enhancing the quality of hospitals. Respondents expressed that the administration's effectiveness and the organization's sustainability were notably improved (87.96%).
- The survey indicated that the HA standard remains current and relevant to the prevailing circumstances, making it a valuable tool for organizational growth (87.66%).
- The survey highlighted that hospitals participating in the accreditation program with HA standards experienced continuous development in their services and overall organization (86.53%). Accredited hospitals consistently adhere to the standards, as acknowledged by the respondents (86.09%).
- A remarkable finding was that the implementation of the HA standard's quality system led to greater satisfaction and trust among patients receiving services at hospitals (83.32%).
- In light of the ongoing COVID-19 pandemic, the HA standards have proven instrumental in preparing hospitals to support services during such crises (82.89%).

The establishment of HA standards has resulted in positive changes in healthcare facilities.

The establishment of HA standards brought positive changes, including standardized care, risk reduction, clearer policies, improved data systems, streamlined processes, and better preparedness for infections. The standards also improved responses to emerging diseases like COVID-19.

Result of Public Confidence Survey to HA Standards in Each Dimensions

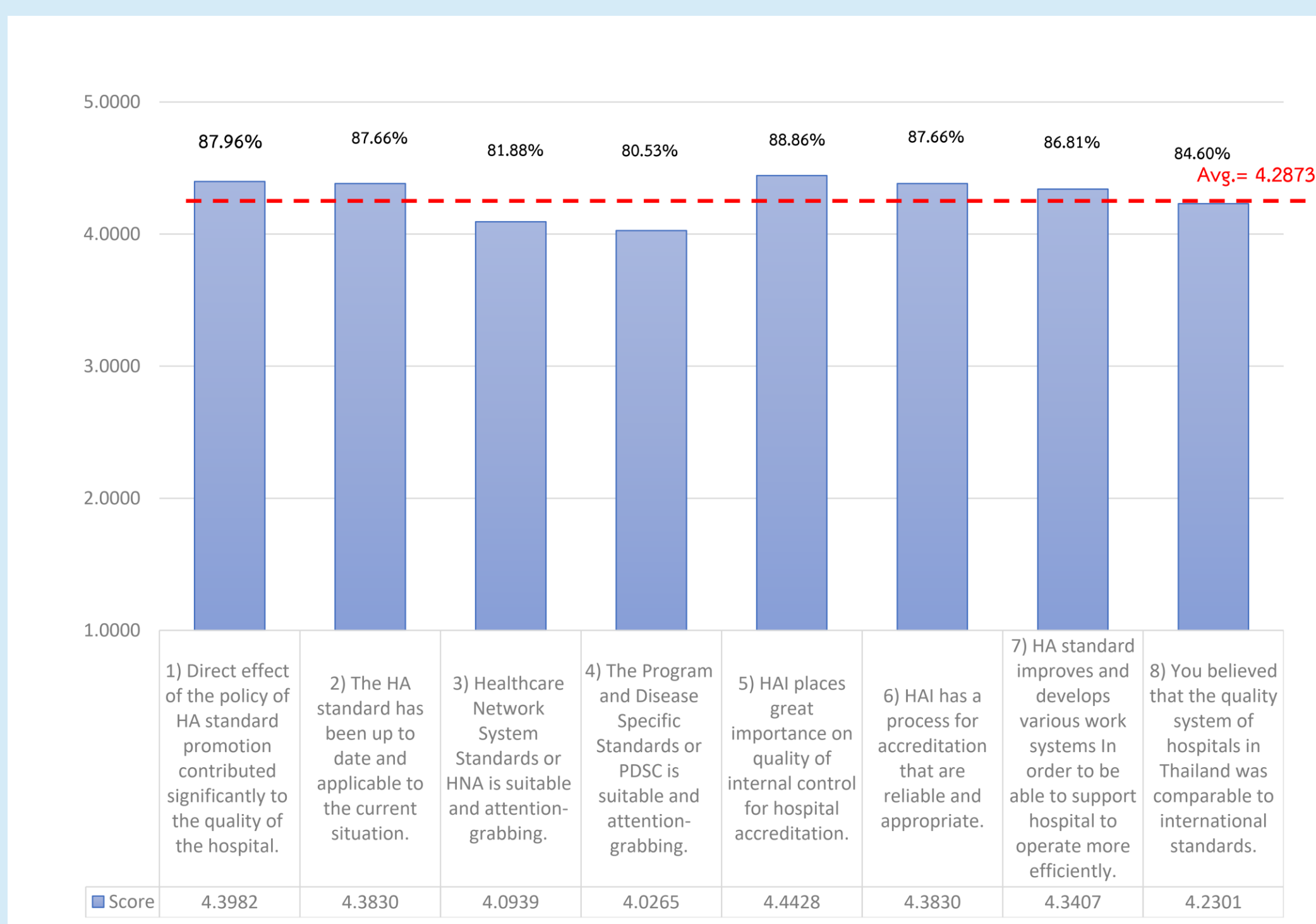


Figure 1: Policies Achievement

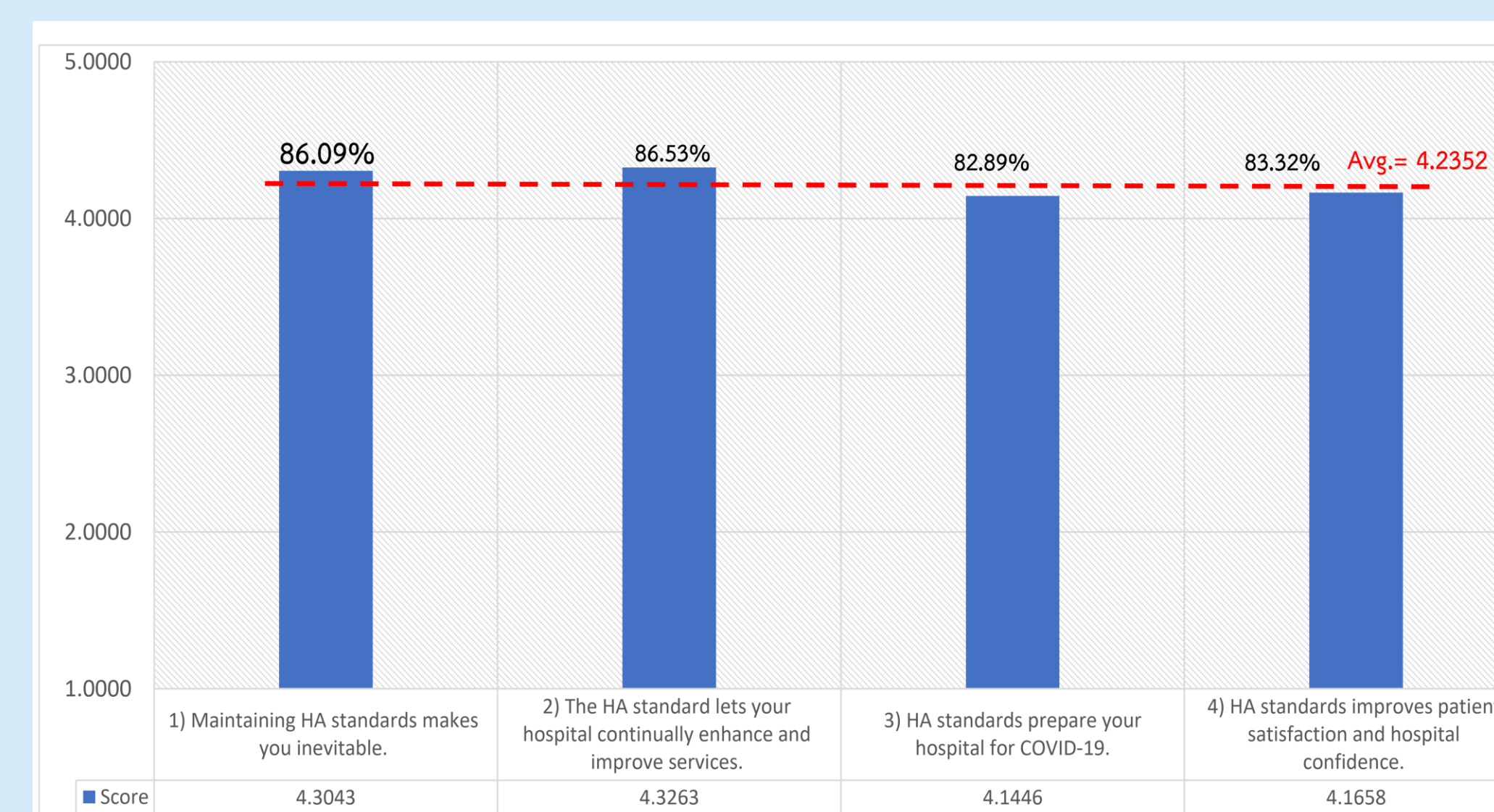


Figure 2: Operational Achievements

ACKNOWLEDGEMENT

We would like to express our sincere appreciation and gratitude to hospitals, healthcare stakeholders, and the HA standard development committee.

Special gratitude to Dr. Anuwat Supachutikul, who authored the HA standard and was crucial in its successful implementation.

CONTACT INFORMATION



Wiyawan Madsthan: Wiyawan@ha.or.th

Torranong Philalai: Torranong@ha.or.th

Piyawan Limpanyalert: Piyawan@ha.or.th