

Enhancing Pediatric Healthcare Quality and Safety: A Case Study of International Accreditation Implementation in Iashvili Children’s Central Hospital

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Introduction

Georgia is a developing country with an evolving healthcare industry. To stimulate sector growth and improve patient safety and quality, the Ministry of Health of Georgia issued an order stating that, from January 1, 2025, institutions that have obtained international accreditation will be defined as providers of medical services. Iashvili Children’s Central Hospital, with a capacity of 215 beds and an average monthly patient volume of 700-750, faces the challenge of maintaining safety and quality amidst high demand. The primary criteria for selecting the Accreditation Agency included identifying and mitigating risks to ensure continuous improvement in the care and safety of young patients. The American Accreditation Commission International (AACI), one of the most experienced organizations globally, was selected. Following and implementing AACI standards represents a commitment to providing high-quality, safe, and affordable healthcare. The goals of both the hospital and AACI align, with a shared mission to “Reduce risks and save lives.” To mitigate risks, the AACI standard recommends implementing a Risk Register Form, divided into several steps. This paper outlines the positive impact of international accreditation on daily treatment processes and analyzes the main challenges encountered during implementation. The introduction of an Incident Report Form and the establishment of a Risk Committee is a pioneering step in Georgia, ensuring high quality and patient safety.



Figure 1. Intensive care



Figure 2. Operation theater



Figure 3. Procedure room

Methods and Materials

Method and Data Source:

- Risk Register Form established in the hospital.
- Incidents reported by hospital staff to the Patient Safety Officer.
- Confidential Incident Report Form filled out for each reportable incident.
- Retrospective study used for incident analysis.
- Descriptive statistics and corrective action plans applied to analyze recorded incidents.
- Comparison of quarterly statistical data with baseline data.

Study Details:

- Focus: Patients with incidental cases during the treatment process.
- Reporting: Incident Report Form with 12 case-oriented questions.
- Incident trends analyzed over time to provide a comprehensive overview.



Figure 4. Patient ward

Discussion

The introduction of the Risk Register and Incident Report Forms at Iashvili Children’s Central Hospital represents a vital step in enhancing patient safety and care quality in Georgia. Aligning with the Ministry of Health’s push for international accreditation, this initiative promotes effective risk management. The AACI framework encourages proactive risk identification, evident in the initial rise in incident reports, which reflects increased staff awareness. The use of retrospective analysis highlights the successful adoption of safety measures, such as fall risk assessments. Ongoing challenges in reporting and engagement require continuous training. Overall, this integration of international standards marks a significant advancement in prioritizing patient safety and quality care in Georgian healthcare.

Results

Study period:

- June to December 2023.

Incident reports:

- Total of 21 incident reports documented.
- Highest number of reports (8 out of 750) occurred during the first month of implementation.

Risk mitigation measures:

- Implementation of a fall risk assessment system.
- Installation of bed rails and other safety measures.

High-risk patient management:

- Patients with a history of suicide attempts identified as high-risk.
- These patients were admitted with the involvement of a parent.

Pre-implementation status:

- Prior to implementing these forms, only post-exposure treatments were recorded.

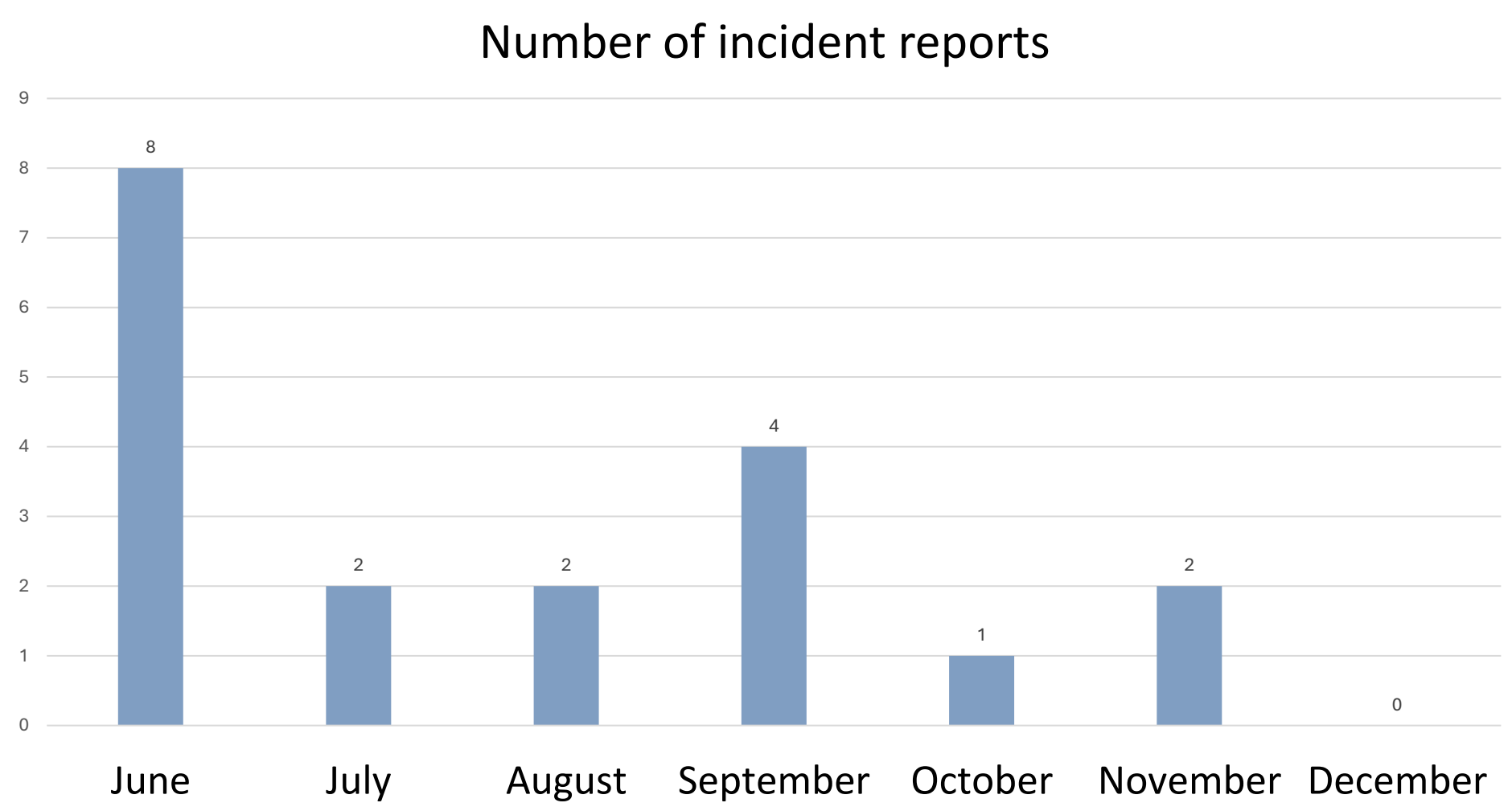


Figure 6. Incident report distribution (raw data) by months. The hospital admits an average of 700-750 patients monthly.

Conclusions

Introducing and implementing Risk Register and Incident Report Form marked a significant shift from the previous practice, effectively improved medical services, staff involvement in processes (additionally, special trainings for the staff were implemented to increase their knowledge and experience), multidisciplinary approach and the main impact is on patient safety and quality of care.



Figure 7. Hospital Reception



Figure 5. The Iashvili Children’s Hospital team celebrating AACI accreditation with the AACI team.

References

Petschnig W, Haslinger-Baumann E, Critical Incident Reporting System (CIRS): a fundamental component of risk management in health care systems to enhance patient safety, 2017; National Disability Services, Risk Incidents and Complaints Management Resource Guide.

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