

Implementation of Patient-Focused Method in Taiwan Hospital Accreditation: Surveyors' Opinions

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Introduction

In 2016, the Ministry of Health and Welfare of Taiwan officially implemented the "Patient-Focused Method (PFM)" as a verification method during the on-site survey. Surveyors use systematic review and patient sampling to verify accredited hospitals' "quality of service flow" and "effectiveness". This approach assists hospitals in identifying potential risks and implementing patient-centered care to maintain healthcare quality and patient safety. This study aims to investigate the views of the surveyors using the PFM method for on-site surveys. The objective is to gain a deeper understanding of the acceptance of the surveyors, effectiveness assessment, and improvement suggestions related to the PFM.

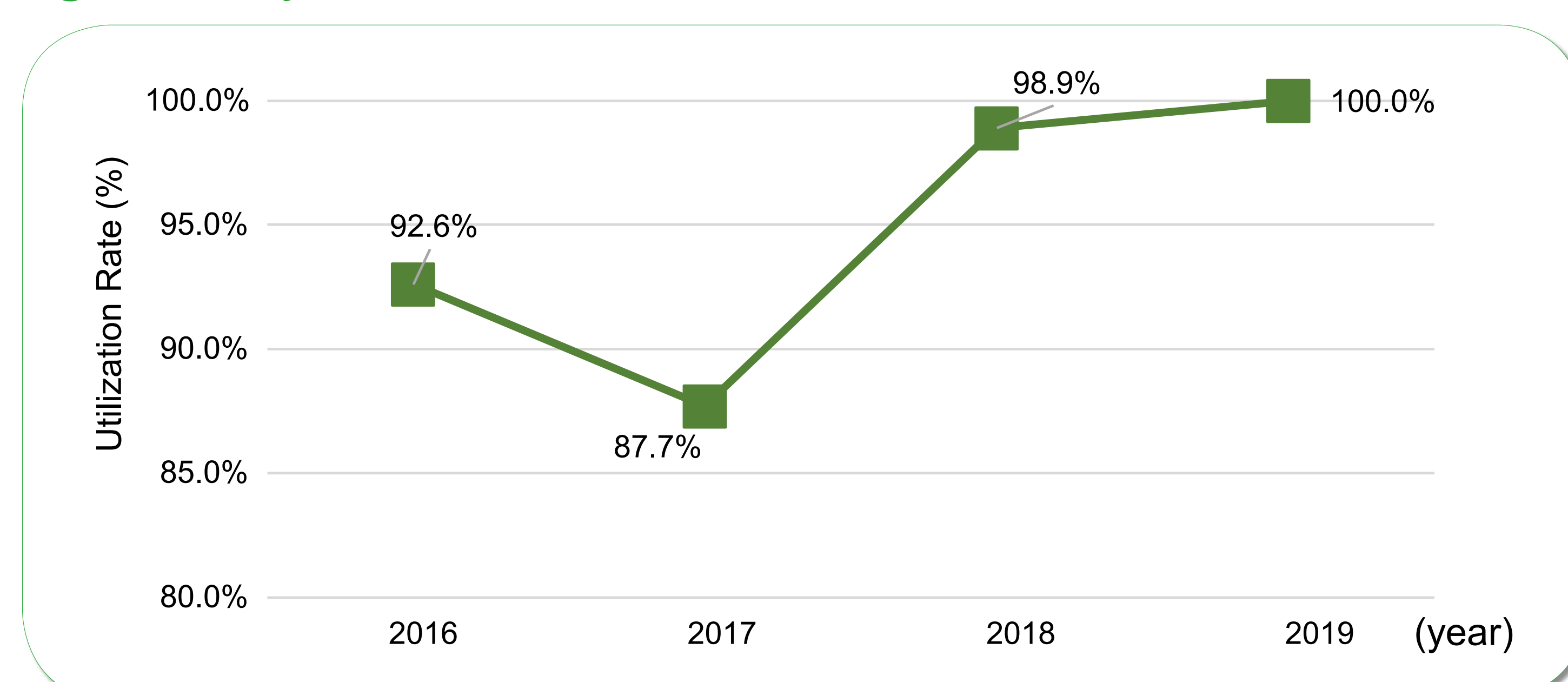
Method

The questionnaire was sent to the surveyors from 2016 to 2019, yielding a total of 480 responses. Quantitative data analysis and qualitative opinions were analyzed based on the questionnaire results. The questionnaire covered two main sections: (1) whether the PFM was used in on-site surveys and (2) the five most helpful aspects of PFM.

Results

There was an increase in PFM utilization from 92.6% (2016) to 100% (2019) (Fig 1). For four consecutive years, surveyors identified the top three helpful aspects of implementing PFM as (1) implementing patientcentered care processes (average: 89.5%) (Fig 2), (2) assisting hospitals in identifying risks (average: 81.3%) (Fig 3), and (3) strengthening team collaboration (average: 81.3%) (Fig 4). The negative impacts of using PFM for on-site surveys have also shown a decreasing trend over the years. For instance, the aspect of "obstructing clinical routine during an interview" decreased from 23.8% (2016) to 0.8% (2019) (Fig 5), and "duplicating verifications by different fields surveyors" decreased from 49.2% (2016) to 11.9% (2019) (Fig 6).

Fig 1. A Steady Increase in PFM Utilization from 92.6% to 100%



Conclusion

Since the implementation of PFM in Taiwan's hospital accreditation in 2016, surveyors have shown a high level of acceptance and provided positive feedback for this verification method. They believe that PFM not only strengthened the care process and promoted cross-disciplinary communication and cooperation, but also assisted institutions in identifying risks. Each year, before on-site surveys, a surveyor consensus meeting is held to discuss criteria, patient sampling skills, and how to set the scope of conditions and operational procedures, ensuring transparency and consistency in the survey process. During on-site surveys, surveyors documented, sampled patients, and planned verification areas and routes. This information is provided to the hospital in arranging meeting rooms, reducing the burden of preparing documents and avoiding duplicate verifications. In the future, we will continue to observe surveyors' consistency and perspectives in using the PFM, collect suggestions, and expect continuous improvement to enhance the effectiveness of PFM in on-site surveys.

Key Word

Patient-Focused Method (PFM), hospital accreditation, surveyor

► Surveyors Identified the Top Three Helpful Aspects of Implementing PFM

Fig 2. Implementing Patient-centered Care Processes

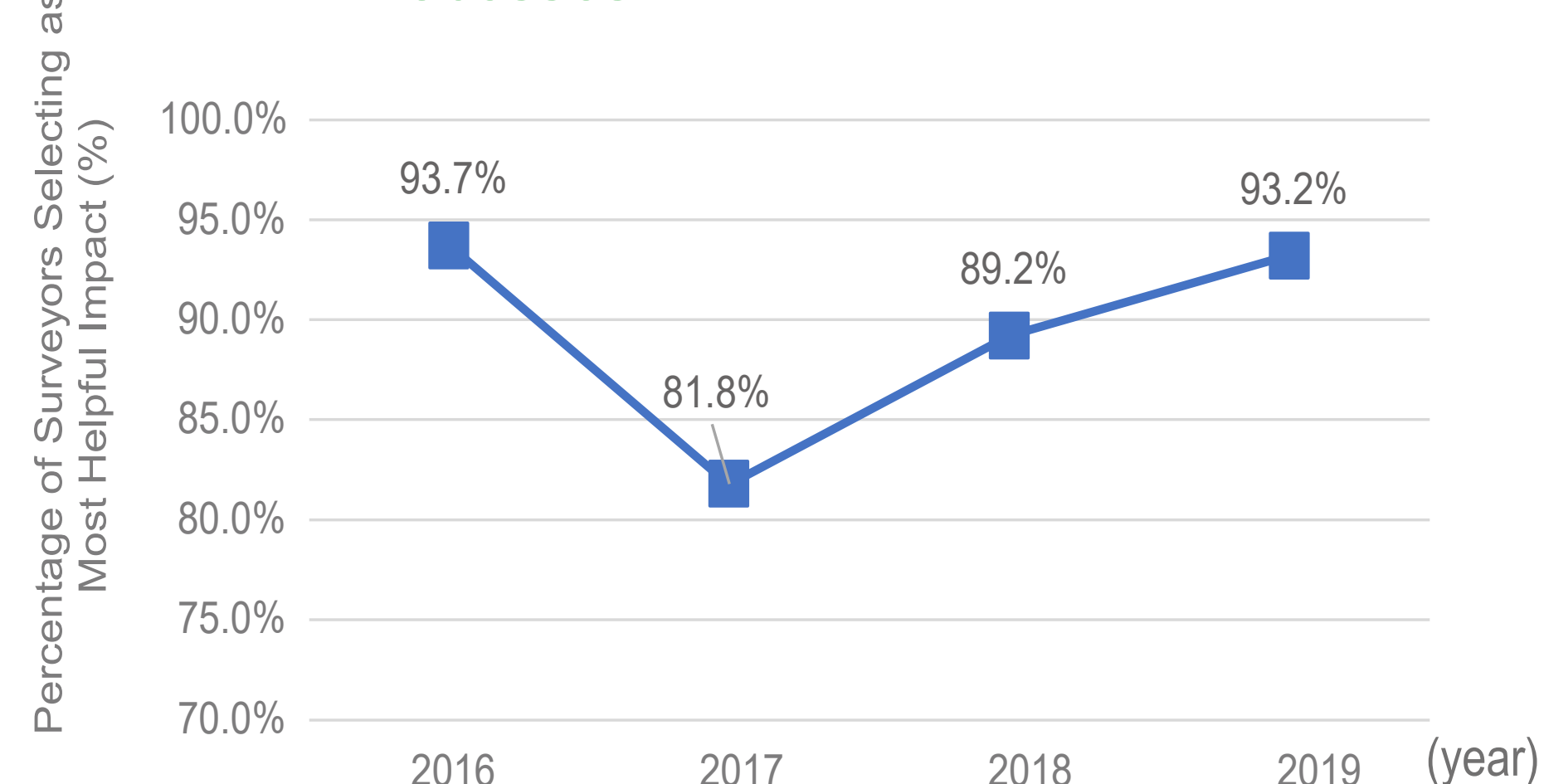


Fig 3. Assisting Hospitals in Identifying Risks

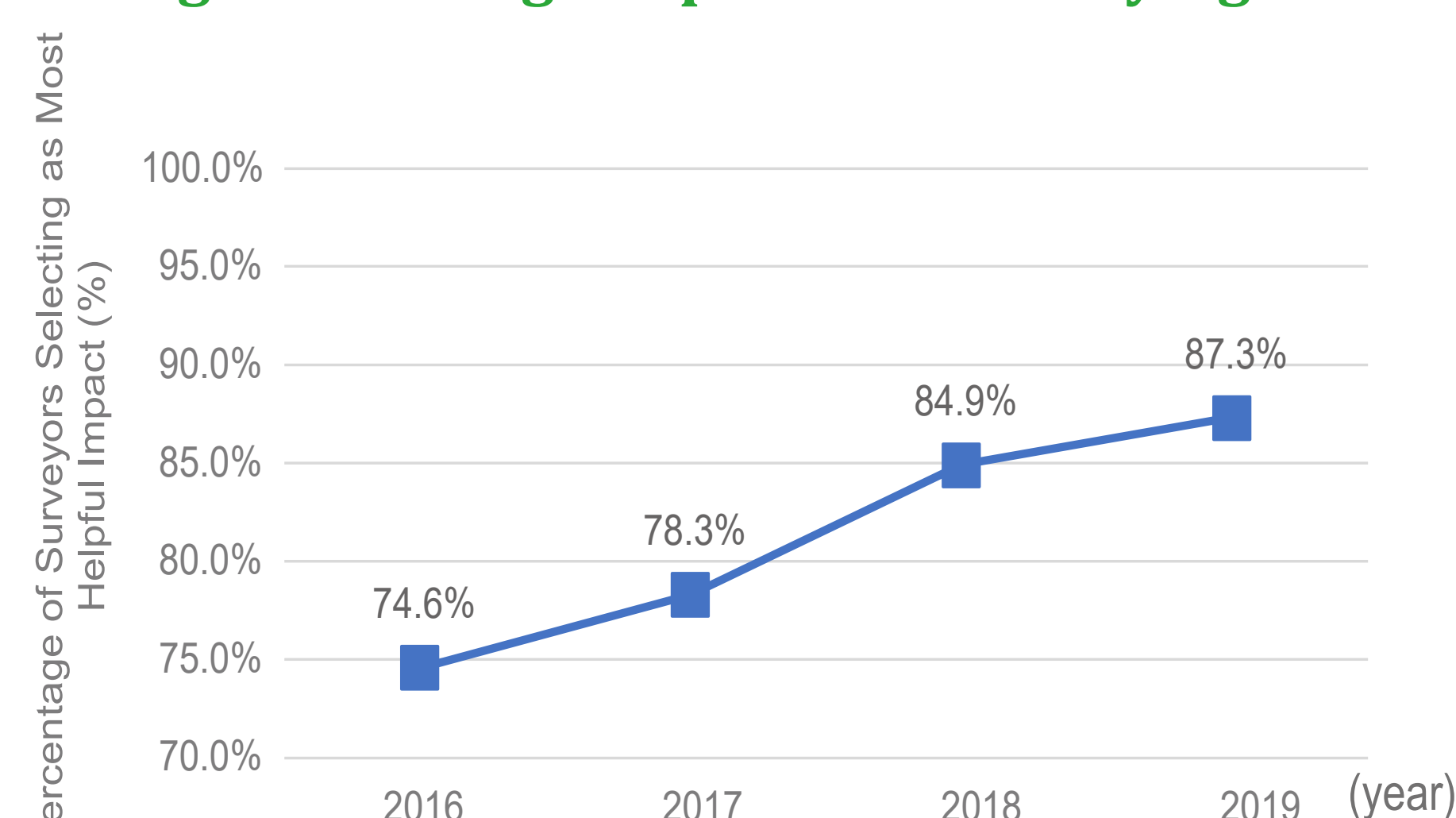
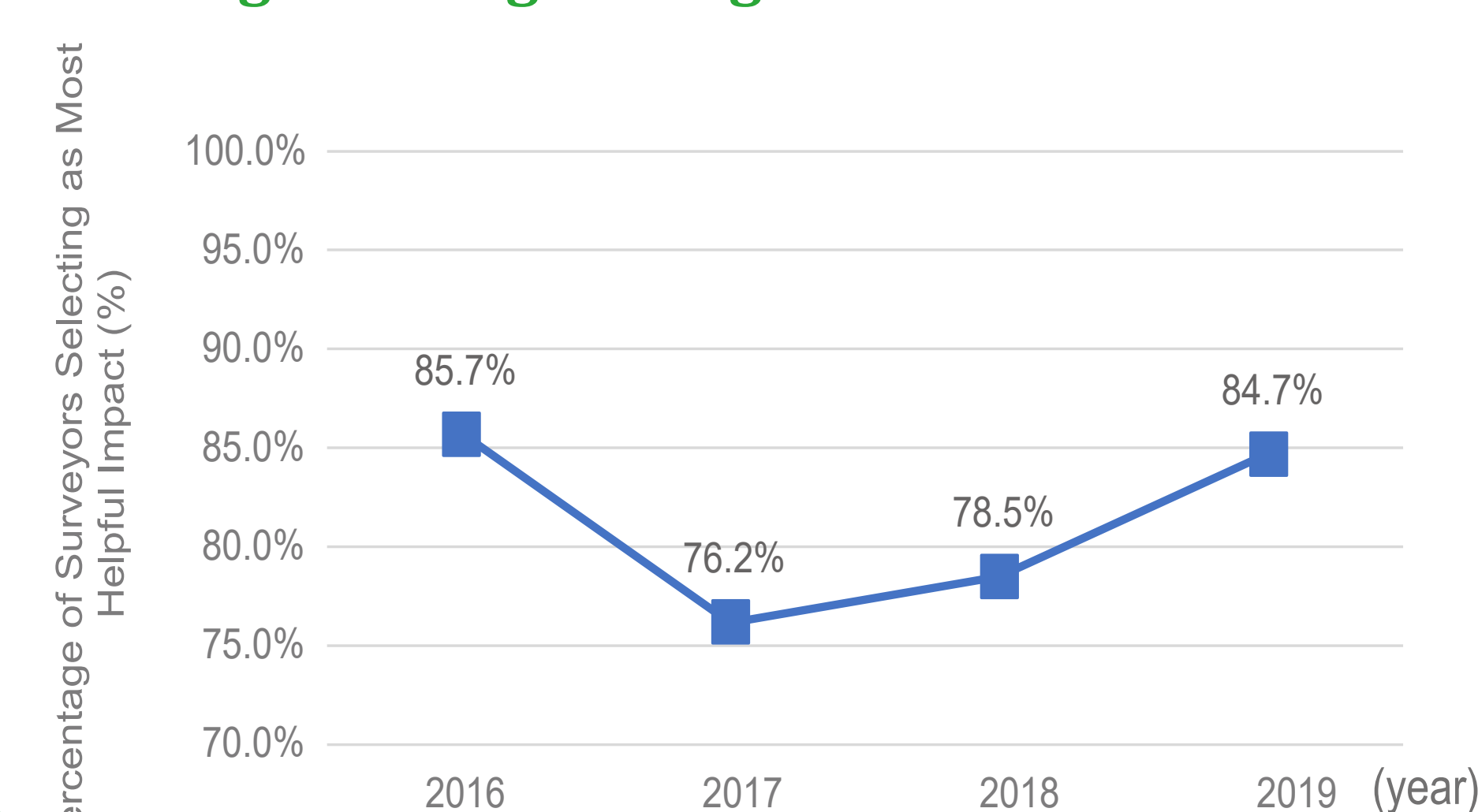


Fig 4. Strengthening Team Collaboration



► Surveyors Identified the Negative Impacts of Implementing PFM

Fig 5. Obstructing Clinical Routine during an Interview

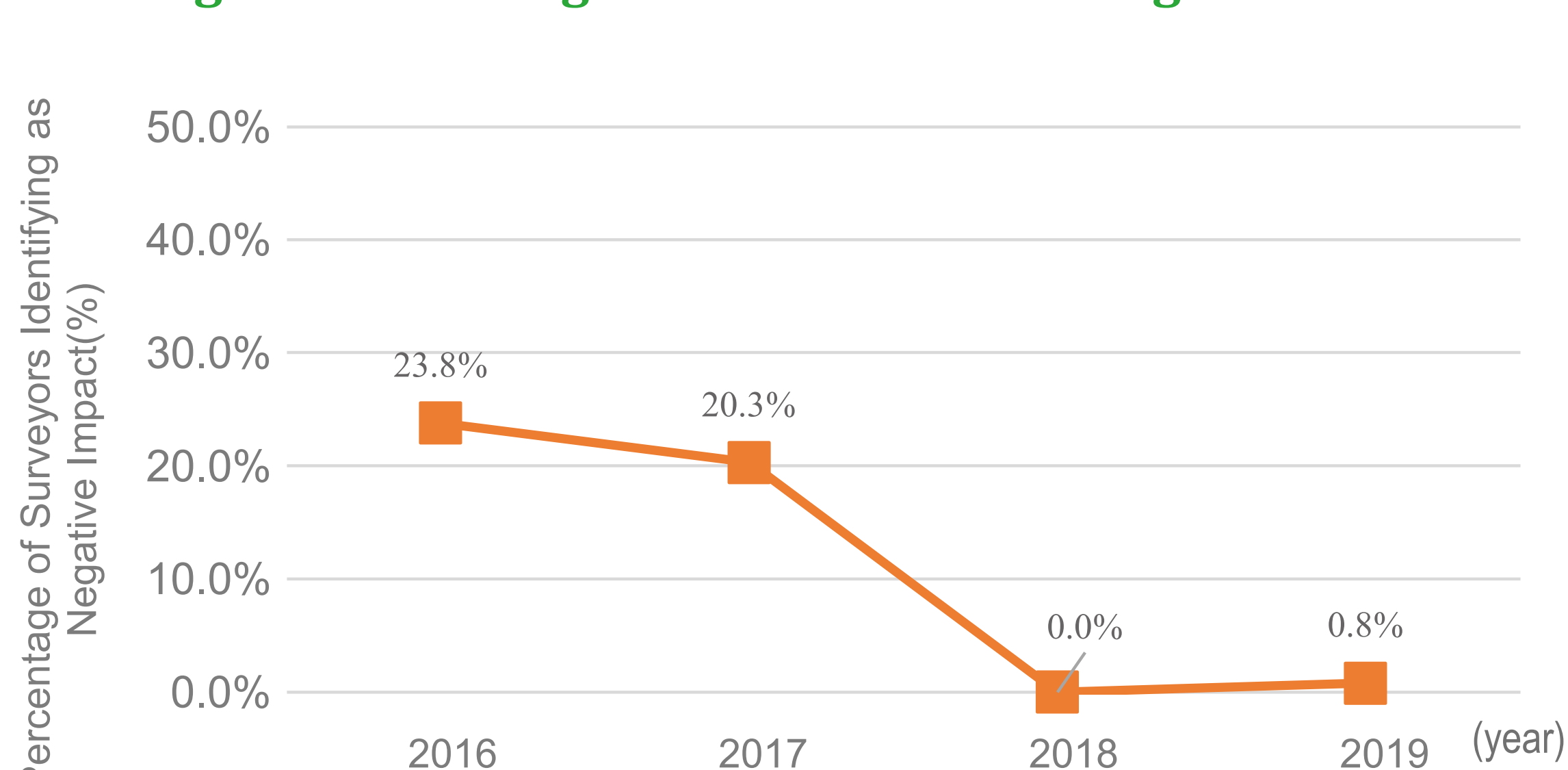


Fig 6. Duplicating Verifications by Different Fields Surveyors

