

The gap between the strategy and the culture of quality in Brazilian health: the urgent need to create a public policy.

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INTRODUCTION

Accreditation processes serve as an indication that the institution meets a specific set of requirements at a given time. Continuous improvement, maintaining conformity and developing a quality culture must be based on continuous efforts over time. To develop a quality culture, the strategy must deliver value through a process-oriented management model. But, in practice, the quality agenda is based on fragmented concepts that respond to political pressures for market positioning rather than criteria that prioritize population health. Approaches and methods for systematically evaluating management in health systems remain scarce. Intensify the discussion and look for ways to generate data that proves the quality of management, and the performance of the health system, is mandatory. Ministry of Health (MS) created the National Patient Safety Program (PNSP) in 2013 with the purpose of qualifying care in all healthcare establishments, through the implementation of protocols, surveillance, monitoring, and the construction of indicators aimed at patient safety.

AIM

This study analyses the correlation between the evolution of Accreditation in health services in Brazil and the impact on population health, considering the results of 10 years of the Ministry of Health's PNSP.

RESULTS

Brazil has 6347 hospitals. Only 7.53% are accredited. In December 2016, Brazil had a total of 6099 hospitals. Considering the last 6.8 years, Brazil has grown by 4.07% in the number of hospitals and advanced only 1.67% in accreditations. Brazil has adopted a quality strategy based on certification standards, without bothering to draw up a national quality policy that would guide practices in defining what quality of care is. The results of adverse events published in the Patient Safety and Quality in Health Services bulletins show that little, if anything, has changed since then. PNSP makes it mandatory for the Patient Safety Committee (NSP) to be set up and act to mitigate the risks in 6 care protocols. However, data showing that 3 of these protocols are among the 6 main causes of adverse event notification makes it wonder how effective this action has been. The importance of having clear and effective government guidelines for directing and monitoring quality health delivery is highlighted. Successful experiences in countries such as Australia, Spain, Sweden, and England have shown that robust public policies can significantly improve the effectiveness of health programs, benefiting the population.

METHOD

It is an exploratory and analytical study. Data published in the National Register of Health Establishments in Brazil provided the number of accredited general and specialised hospitals in the country from December 2016 to September 2023. Incidents related to healthcare, published in the PNSP/MS Patient Safety and Quality in Health Services bulletins from 2013 to 2023, were also taken into account. Data collected digitally and organised in spreadsheets.

CONCLUSIONS

Bringing together the strategy and culture of quality and safety in health service providers is particularly important, as the system is congested with initiatives that don't work together or respect the population's health priorities. A National Health Quality Policy, that defines minimum standards of quality and safety from providers, should be established to drive national quality efforts into a political integrated environment, promoting a real transformation of culture through organizational strategy and optimizing the results of critical indicators.

ACKNOWLEDGEMENT

We thank all IQG-certified health services for their partnerships and contributions to making our healthcare system better.

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