



SD-ACD-003-05

Guidelines Evaluate the development
and certify the quality of hospitals
according to standards.HA

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Confidentiality: General documents (internal and external)

make by

Division of Quality Development and Accreditation



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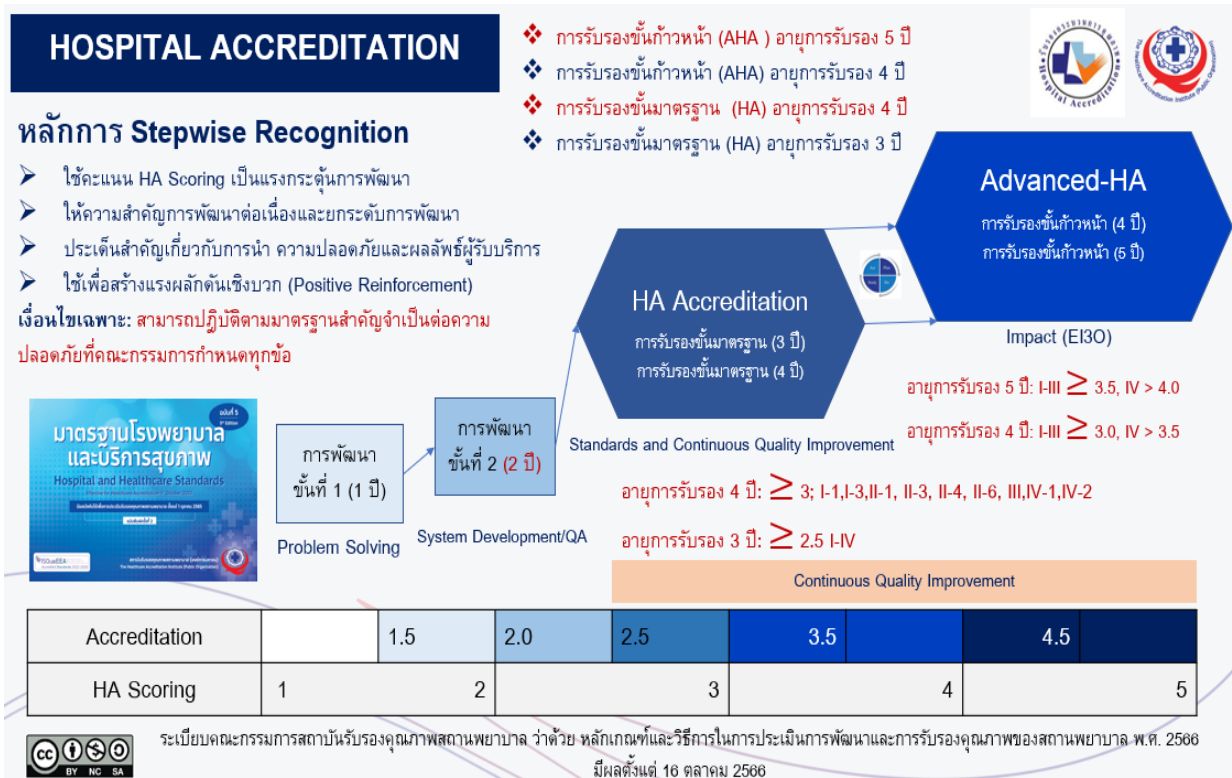


1. Development Assessment and Certificationpicture Sanatorium

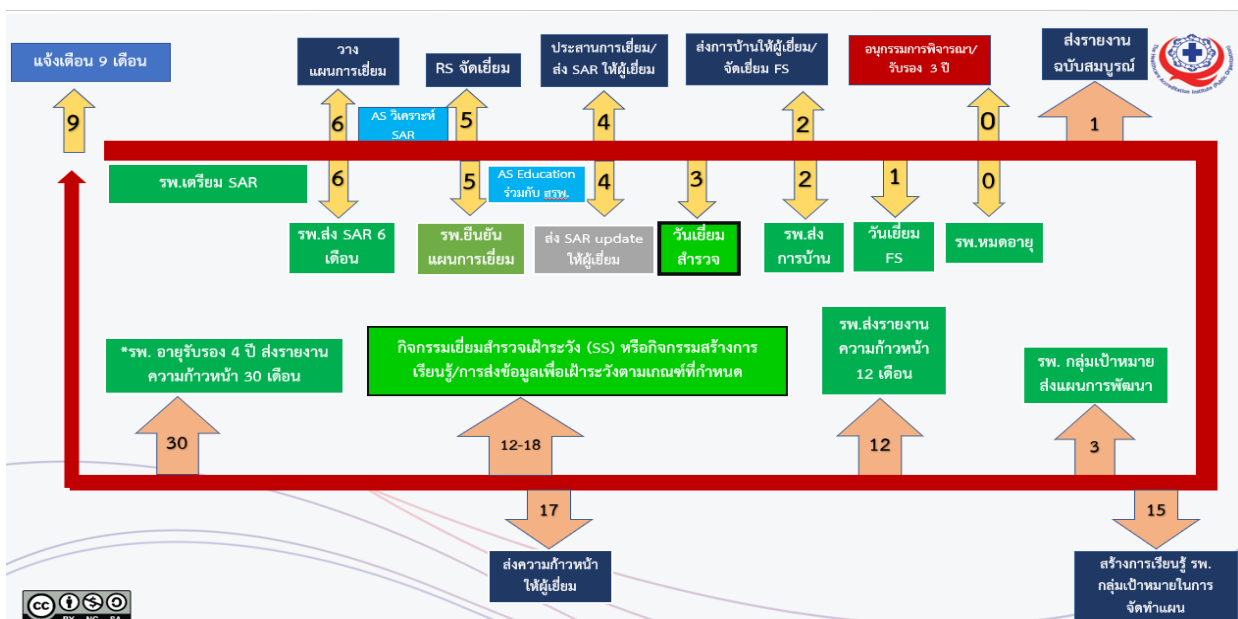
- 1.1 Objectives of Quality Assurance Sanatorium is Promoting the quality development of SanatoriumContinuously, using self-evaluation against the standard HAI board Set in conjunction with Survey It is an important tool for promoting development.
- 1.2 Sanatorium That is in the network to request for development assessment and The Healthcare Accreditation Institute (Public Organization): HAI namely
 - 1.2.1 Sanatorium Established by government agencies by HAI. Quality certification will be considered based on the context of location or management.
Sanatorium
 - 1.2.2 Sanatorium Private hospitals that accept patients for overnight stay HAI. Will consider providing quality certification according to the establishment license
Sanatorium
 - 1.2.3 Sanatorium That has developed a system to operate in various network formats according to the standards HAI board set
 - 1.2.4 Sanatorium Others or organizations working in the health service system that voluntarily request for development assessment and quality certification or are necessary to achieve the objectives of HAI. As determined by the Director
- 1.3 Quality Development Certification, Step 1Which means Sanatorium There are review activities to promote learning from past problems and lead to more effective problem solving.
- 1.4 The second stage of quality development certification means Sanatorium Processes for quality assurance have been established at the departmental and system levels and are being implemented. Standards serve as a guideline for the development of the entire organization.
- 1.5 Standard quality assurance means quality assurance. Sanatorium That there is a development that focuses on driving quality throughout the organization, resulting in performance results that meet the standards HAI board There is continuous integration and learning, which may be an extension of the second level of quality development. Sanatorium A model has been prepared Evaluate yourself and receive Survey According to the process of HAI.



1.6 Advanced quality assurance means Sanatorium There is further development from standard quality certification or quality certification from other international organizations. There is continuous and systematic development drive. The results of development are utilized to improve the quality. Sanatorium To achieve the vision and aim to be Excellent by conducting self-assessment and receiving visits according to the process of HAI.



Assessment and Certification Process and Flowchart(Flow and Timeline)





2. Development Assessment and Quality Assurance Process Sanatorium standard HA

Standard level

when Sanatorium is included in the criteria for requesting development assessment and quality certification. Has applied quality concepts and processes in Establishing processes to ensure quality at the department and system levels and developing processes that focus on driving quality throughout the organization. Can reflect Performance results that meet standards HAI board Set up continuous integration and learning by Sanatorium Have had Reflection of learning through Preparation of self-assessment As per HAI. It is set to proceed. The process of entering into development assessment and quality certification Sanatorium According to the rules Executive Committee Concerning the criteria and methods for evaluating the development and certification of quality of Sanatorium in 2023 The process is as follows:

- 2.1 Process for entering into the assessment of development and quality assurance and renewal of quality assurance
- 2.2 Process of organizing Survey
- 2.3 Coordination process Sanatorium Surveyor and Quality coach
- 2.4 Judgment, Revocation, Appeal Process
- 2.5 Post-certification quality maintenance process

Details of the procedure The operation has summarized the operational roles of Sanatorium And Sarap. As follows

Timeframe	HA's Procedure	HCO's Procedure
(1) 9 Months prior to expected certification date Quality or quality certification	-HAI. Send a letter to notify the renewal of certification In the picture for Sanatorium(In case of renewal of certification)	-Coordinate information and plan for certification applications/Renew certification Quality together with Area coordinator of HAI. -Self-assessment using self-assessment tools in conjunction with hospital and health service standards HAI. Set and reflect on



Timeframe	HA's Procedure	HCO's Procedure
<p>expiration date(In case of renewal)</p>		<p>lessons/Opportunities for development to be used in the development plan/Implement improvements covering key points of each chapter of the standards and implementing systematic operations. In accordance with the essential standards for patient safety set by HAI.</p> <p>-Prepare and verify completeness and accuracy of self-assessment information and supporting documents for applying for quality certification or renewal of quality certification as announced HAI. Subject: Criteria for consideration of quality assurance visits Sanatorium The entire organization follows hospital and health service standards. 2024 (Details are in the appended documents.)</p> <p>-Request for assessment from the agency/Professional Organization As per the announcement HAI. Subject: Criteria for consideration of quality assurance visits Sanatorium The entire organization follows hospital and health service standards..Prof.2567(Details are in the appended documents.)</p>
<p>(2)6Months prior to expected certification date Quality or quality certification</p>	<p>-HAI. There is a process to check the completeness of documents and processes. Follow up on the completeness within the time</p>	<p>-Arrange Prepare and send a letter of intent to HAI. In receiving Survey Along with preparing complete information and documents as announced. HAI. Subject: Criteria for consideration of quality assurance</p>



Timeframe	HA's Procedure	HCO's Procedure
<p>expiration date(In case of renewal)</p>	<p>frame14Days counted from the date of receiving the follow-up notification from HAI. In this case Completeness of documents will affect consideration Survey and planning Survey</p> <p>-case Sanatorium When the deadline for submitting a letter of intent to request for renewal of quality certification is due But the documents were not delivered on the date specified in the quality certification renewal notification letter. HAI. There will be a duplicate reminder letter with in Not more than 30 Days from due date</p> <p>-case Sanatorium The quality certification period has expired without a certificate of certification. Intention to apply for renewal of quality certification HAI. A letter will be sent to notify the expiration of the quality certification in the month of expiration.</p>	<p>visits Sanatorium The entire organization follows hospital and health service standards. 2024 (Details are in the appended documents.) Record and deliver via program Web-based survey application.</p> <p>-In case of request for renewal of quality certification Sanatorium A notification letter is required HAI. To request to enter the certification renewal process Not less than 6 The month before the expiration date of the quality certification, if no notification letter is sent on time, the quality certificate shall be deemed to have expired when the expiration date of that type of certificate has expired.</p> <p>-Follow up or inquire about plans Survey(Month in which the survey visit is expected to be held)Via website Of HAI. or Area Coordinate</p>



Timeframe	HA's Procedure	HCO's Procedure
(3) 5 months prior to the expected date of certification.	<p>-HAI. There is a process of analyzing self-evaluation documents to create learning with Sanatorium In conjunction with Quality coach for Sanatorium at please Enter The first quality assurance process or Sanatorium Requesting to enter the process after the expiration of the quality certification period does not exceed 1 year</p> <p>-Coordinate sending of analysis results of evaluation documents Self-assessment and make an appointment for a date and time to organize an activity to create learning through electronic media.</p>	<p>- Sanatorium Study the results of the analysis of self-assessment documents and update information/Self-assessment documents and confirmation of appointments to participate in electronic learning activities with quality process consultants must be completed no less than 14 The day before the start of the survey visit</p>
(4) 4 months prior to the expected date of certification.	<p>-Notify the visit date and list of names Surveyor Via e-mail</p> <p>-Coordinate preparation details Survey and confirm the schedule Survey (survey agenda)</p>	<p>-Confirm the visit date via e-mail.</p> <p>-Confirm the schedule Survey (survey agenda)</p> <p>-Deliver documents to Surveyor and HAI. According to the preparation details Survey</p>
(6) 3 months prior to the expected certification date (survey visit date)	<p>Surveyor Visit Sanatorium</p>	<p>between Survey Sanatorium Arrange for personnel to participate in learning together Surveyor team including reviewing the results Survey By the team of Sanatorium</p>



Timeframe	HA's Procedure	HCO's Procedure
(7) As of the expected date of certification	Announcement of certification results on the website, notification of certification results and summary of results Survey to Sanatorium Officially	Acknowledge the certification results and follow the guidelines. HAI. Scheduled for Sanatorium Certified
(8) After receiving notification of the certification results and the summary of the results Survey		<ul style="list-style-type: none"> - Create a quality development plan in the following issues: HAI. Provide feedback and create learning in Sanatorium for Sanatorium Target groups according to the criteria HAI. Set HAI. Provide learning creation within 45 days and Sanatorium Send the plan to HAI. Within 3 months from receiving the suggestion - Report progress in quality development, including important indicators to HAI. Every 1 year from the date of certification
(9) Post-quality certification activities	<ul style="list-style-type: none"> - Provided Survey To monitor the quality process as per the resolution of advisory for accreditation subcommittee For quality assurance or during half of the certification period (surveillance survey) in the form of on line or on site or workshop according to the specified criteria - Provided Survey When there is a change Verification Survey 	<ul style="list-style-type: none"> - When an incident occurs that has a serious impact on service recipients or an incident occurs that affects the confidence of society, Sanatorium Prepare a report in writing and inform HAI. Immediately or within thirty days from the date of the incident or the date of the impact on public confidence Sanatorium - when Sanatorium Has there been a change of leadership or Verification Survey The highest level of the organization has merged or changed the type or capacity of the service that is important to provide.



Timeframe	HA's Procedure	HCO's Procedure
	- In the event of a complaint or an incident that severely affects service recipients and affects social confidence HAI. A learning process will be organized to review system development with in thirty days after receiving the report from Sanatorium Via electronic media or Survey	Sanatorium Prepare a report in the form of a notification letter HAI. Within 30 days - Cooperate and take responsibility for the expenses Entry surveillance survey When there is a change Verification Survey

Note: In case Sanatorium To apply for the first certification, the following requirements are met:

- 1) Sanatorium Must be in operation for at least 3 years in order to have at least 3 years of operational results data reflecting quality.
- 2) Private hospitals must have more than or equal to 10 beds.
- 3) In the case where a hospital does not meet the criteria for consideration in points 1 and 2 but is ready to apply for certification. HAI. Will be considered based on self-evaluation and related documents.



1. Attachment 1 Documents to be prepared Survey

Documents that Sanatorium Must be delivered HAI. Through the quality certification system application Sanatorium To express the intention to enter the certification assessment process within a period of 6 months prior to the expected announcement date of the quality certification results or the certification expiration date, including:

1. Hospital Profile (Basic Information) Sanatorium)
2. SAR 2022 Self-Assessment Report. The Self-Assessment Report Part IV should show the latest performance data, no more than 3 months prior to the date of sending the letter of intent.
3. Overview of CLT/PCT (CLT/PCT Profile) and Clinical Tracer / Clinical Quality Summary
4. Progress report based on recommendations (if any)
5. Self-assessment form for building structure, environment and important agencies in Sanatorium
6. Medical record integrity check results
7. Documents of certification or assessment certificate or report requesting certification from the professional council and related certificates or a copy of the assessment request letter (in the case of being in the process)

7.1 Certification from Pharmacy Association Hospital (Thailand)

- In the case of requesting the first standard quality certification for Sanatorium Affiliated with university Sanatorium Government sector requesting to open service of 90 beds or more Sanatorium Government sector that provides specialized services Sanatorium private
- In the case of requesting for extension of standard and advanced quality certification for Sanatorium Affiliated with university Sanatorium Government sector requesting to open 300 beds or more Sanatorium Government agencies that provide specialized psychiatric services requesting to open 300 beds or more and Sanatorium Private sector requesting an extension of advanced certification

7.2 Certification of quality management systems for medical laboratories, one of the following: Medical Technology Work Standards from the Medical Technology Council, Ministry of Public Health Laboratory Standards, or ISO15189 Standards from the Department of Medical Sciences.

7.3 Accreditation of academic standards of pathology laboratories from The Royal College of Pathologist of



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- 7.4 Thailand's Standards for Sanatorium Affiliated with university Sanatorium General public sector and above that provide pathology laboratory services
 - 7.5 Certification of standards of hemodialysis treatment in both cases Sanatorium Where dialysis services are provided using artificial kidney machines, either operated by the company itself or by the private sector Sanatorium
 - 7.6 Certification of other relevant standards or quality management systems, such as certification of physical therapy service standards, certification of blood service standards (if any)
 8. Report on the results of water quality analysis and testing, including:
 - 8.1 The results of the wastewater quality test from the wastewater treatment system, the last 4 times, with the last time not more than 3 months before the start of the survey visit, and the results must pass the criteria for at least 2 important parameters, namely BOD value and Coliform value, from sending water quality tests for at least 11 parameters. In the case that the test results do not pass the specified criteria, Sanatorium Submit a plan to improve the quality of water from the wastewater treatment system.
 - 8.2 The last 2 tests of water for consumption and use, if the test results do not pass the specified criteria, Sanatorium delivering a plan to improve the quality of water for consumption and use
 - 8.3 Wastewater from the hemodialysis unit, the last 3 times (if any), in case the test results do not pass the specified criteria Sanatorium deliver wastewater quality improvement plans
 9. License or document certifying the registration of the radiation generator and the inspection report of department of Medical Sciences Or other specialized agencies
 10. Building use permit, building modification or building moving permit (Section 5 or Section 6) (in case Sanatorium Private) In the case of modifying the accommodation, additional documents of permit A.1 and A.6 must be completed.

Note: Please Sanatorium Avoid anonymity Sanatorium Logo Sanatorium In the content of the SAR document, Part IV and the CLT/PCT Overview (CLT/PCT Profile) and Clinical Tracer / Clinical Quality Summary (more details in the appendix) to facilitate the preparation of appendix documents for consideration in the certification result consideration process.



Attachment 2 Certification Assessment Criteria/Survey Collaborate with professional organizations first Survey

Professional organization/certifying standards	Specified criteria Survey First (Accreditation Survey)	Specified criteria Survey To renew certification (Re-accreditation Survey)
Pharmacy Association Hospital (Thailand)	<p>Hospitals that Pharmacy Association Will visit and survey:</p> <ol style="list-style-type: none"> 1. All university hospitals 2. Hospitals under the Office of the Permanent Secretary, Ministry of Public Health, with a capacity of 90 beds or more. 3. Specialized hospitals for psychiatry, cancer, skin and drug addiction everywhere. 4. Hospitals and public health service agencies under other government agencies, including the Ministry of Public Health, the Ministry of Defense, the Ministry of Interior, and Medical Service Department, Bangkok Metropolitan Administration Size 90 beds or more 5. All private hospitals <p><u>note</u> If the number of beds requested for service and the number of beds actually opened are not</p>	<p>Hospitals that Pharmacy Association Will visit and survey:</p> <ol style="list-style-type: none"> 1. All university hospitals 2. Hospitals under the Office of the Permanent Secretary, Ministry of Public Health, including all A-level, S-level hospitals and M1-level hospitals with 300 beds or more. 3. Specialized psychiatric hospitals with 300 beds or more. 4. Government hospitals under other government agencies with a size of 300 beds or more. 5. All government hospitals with 300 beds or more and private hospitals that request to renew Advanced HA (AHA) <p><u>note</u> If the number of beds requested for service and the number of beds actually opened are not equal, the higher number shall be used.</p>



Professional organization/certifying standards	Specified criteria Survey First (Accreditation Survey)	Specified criteria Survey To renew certification (Re-accreditation Survey)
	equal, the higher number shall be used.	
<p>Accreditation of quality management systems for medical laboratories</p> <ul style="list-style-type: none"> - LA from the Medical Technology Council - ISO 15189 from Department of Medical Sciences - Laboratory standards, Ministry of Public Health from Department of Medical Sciences -The Royal College of Pathologist of Thailand's Standards 	<ul style="list-style-type: none"> - Sanatorium Both government and private sectors should request assessment according to LA or ISO 15189 standards or Ministry of Public Health laboratory standards within 6 months before the expected date of receiving HA quality certification (approximately 4 months before the survey visit date).HAI.) - School/university hospitals, regional hospitals, and general hospitals that provide pathology examination services, please request an assessment. From The Royal College of Pathologist of Thailand's Standards Within 6 months prior to the expected date of receiving HA quality certification (approximately 4 months prior to the survey visit date)HAI.) - In the case that Sanatorium Has been certified according to the above standards and the certification period of the above standards is still valid as of Estimated date of quality certification from HAI. It is considered that the results of such certification are valid. Sanatorium No need to request a re-evaluation - Sanatorium Both government and private sectors should request assessment according to LA or ISO 15189 standards or Ministry of Public Health laboratory standards within 6 months before the expected date of receiving HA quality certification (approximately 4 months before the survey visit date).HAI.) - School/University hospitals, regional hospitals and general hospitals that provide pathology examination services Request an assessment from The Royal College of Pathologist of Thailand's Standards Within 6 months prior to the HA certification expiration date (approximately 4 months prior to the survey visit date)HAI.) 	



Professional organization/certifying standards	Specified criteria Survey First (Accreditation Survey)	Specified criteria Survey To renew certification (Re-accreditation Survey)
	<p>- In the case that Sanatorium Has been certified according to the above standards and the certification period of the above standards is still valid. On the expiration date of HA certification, the certification result is considered valid. Sanatorium No need to request a re-evaluation</p>	
<p>Subcommittee for Certification of Hemodialysis Treatment Standards (SC-HD)</p>	<p>- Sanatorium For those who provide dialysis services, whether they operate the unit themselves or have a contract with an outside agency to provide the service, please request an assessment according to the dialysis treatment standards. (SC-HD) Within 6 months prior to the expected date of receiving HA quality certification (approximately 4 months prior to the survey visit date HAI.)</p> <p>- In the case that Sanatorium Has been certified to meet the standards of (SC-HD) And the certification period of the said standard is still valid. As of the expected date of quality certification from HAI. It is considered that the results of such certification are valid. Sanatorium No need to request a re-evaluation</p> <p>- Sanatorium For those who provide dialysis services, whether they operate the unit themselves or have a contract with an outside agency to provide the service, please request an assessment according to the dialysis treatment standards. (SC-HD) Within 6 months prior to the HA certification expiration date (approximately 4 months prior to the survey visit date HAI.)</p> <p>- In the case that Sanatorium Has been certified to meet the standards of (SC-HD) And the certification period of the said standard is still valid. On the expiration date of HA certification, the certification result is considered valid. Sanatorium No need to request a re-evaluation</p>	