



# Procedures for selecting and registering new quality process consultants

## 1. Objective

To be used as a guideline for selecting and registering new quality process consultants.

of the Healthcare Accreditation Institute

## 2. Scope

It is a guideline for the work of the development promotion group in selecting, renewing, and registering at Consulting on new quality processes according to the regulations on assigning personnel to act as consultants Quality process 2024 and guidelines as determined by the working group for selecting, registering and developing consultants

## 3. Definitions and abbreviations (Definition)

**Selection Working Group** means the working group for selecting, registering and developing process consultants. quality

**Quality Process Consultant** means a person who has been selected by the Institute to perform duties as Quality Process Consultant (Quality Coach)

**Coordinating Working Group** means the Coordinating Working Group for the Administration of the Cooperation Center for Development. Hospital quality

**Network** means Quality Learning Network ((QLN), Hospital Accreditation Collaborating Center (HACC)

**QMR (Quality Management Representative)** means a quality management system administrator.

## 4. Responsibilities

Position	Role and duties
4.1 Responsible coordinator	<ul style="list-style-type: none"> <li>• Collect applicant information and create a register of applicants.</li> <li>• Coordinate the organization of activities, record requests for approval of operations/ Budget proposed for approval in order</li> <li>• Coordinate documents and locations Speaker equipment, signing Agreement</li> </ul>



4.2 Academic Promotion Officer	<ul style="list-style-type: none"> <li>• Design learning/activities/curriculum together with the group leader. work</li> <li>• Analyze data/summarize lessons, summarize important content</li> <li>• Design curriculum evaluation</li> <li>• Summarize and report results</li> </ul>
4.3 Head of the Promotion Group	<ul style="list-style-type: none"> <li>• Consider the list of applicants/selected candidates for submission. Approved in stages</li> <li>• Propose consideration for approval of activities in order of priority.</li> <li>• Act as an assistant secretary of the working group to collect information and present it as Agenda for consideration in the selection working group meeting: • Present information to support the plan to drive planning and design Learning for Quality Process Consultants</li> </ul>
4.4 Head of the Development Promotion Mission Group and training	<ul style="list-style-type: none"> <li>• Consider the list of applicants/selected candidates for submission. Approved in stages</li> <li>• Manage/approve operations/activities in order • Act as secretary of the working group, collect information and present it as an agenda for Considered in the selection committee meeting</li> </ul>
4.5 Deputy Director in charge of promotion work	<ul style="list-style-type: none"> <li>• Vice Chairman of the Selection Committee</li> <li>• Consider information and submit to the Director of the Institute for approval of the list of advisors. New quality process</li> <li>• Approve proposed activities</li> </ul>
4.6 Selection Working Group	<ul style="list-style-type: none"> <li>• Carry out the roles in the order, including setting criteria and procedures for selection, appointment, registration, renewal, etc. Select a list of qualifications, self-assessment results, results Evaluation of trainers according to the specified criteria</li> <li>• Propose resolutions and opinions on the agenda for consideration and approval by the Quality Process Advisor.</li> </ul>



## 5. Procedures/Working steps

Important steps	Practice
1. Recruitment	<ul style="list-style-type: none"> <li>• HACC Director, HACC Network Manager or Consultant               <p style="margin-left: 20px;">The local authority sent a letter to the NRCT informing them of the names of the applicants.</p> <p style="margin-left: 20px;">Qualifications as specified, along with application and history to the SROP.</p> </li> <li>• Accepting applications from those who have taken the 451 course or have completed the training.               <p style="margin-left: 20px;">Quality Management Program (QMR) Submit an application to</p> <p style="margin-left: 20px;">The selection process to the SROP, in the case of having an organization, by requesting that there be</p> <p style="margin-left: 20px;">Letter and consent from the agency to enter</p> <p style="margin-left: 20px;"><b>Selection process</b></p> </li> <li>• Applicants fill out the application form along with a self-evaluation.               <p style="margin-left: 20px;">For those entering the selection process, in all areas of knowledge and</p> <p style="margin-left: 20px;">Reading skills, building relationships, observing, listening, summarizing</p> <p style="margin-left: 20px;">The writing lesson is sent with a letter to the SROP.</p> <p style="margin-left: 20px;"><u><a href="mailto:saraban@ha.or.th">saraban@ha.or.th</a></u></p> </li> <li>• The coordinator responsible for preparing the registration of selected applicants and               <p style="margin-left: 20px;">Issue applicant codes in order from NQC01-67 according to the order of the application.</p> <p style="margin-left: 20px;">Received the required amount</p> </li> </ul>
2. Screening of applicants	<ul style="list-style-type: none"> <li>• Promotion academics screen applicants according to qualification criteria.               <p style="margin-left: 20px;">According to the regulations on assigning individuals to act as consultants</p> <p style="margin-left: 20px;">2024 in the topic of age, education, work experience in the hospital.</p> <p style="margin-left: 20px;">and the network has knowledge and understanding of development concepts</p> <p style="margin-left: 20px;">Quality, quality management system and HA standards at the level</p> <p style="margin-left: 20px;">Able to provide advice to hospital personnel and transfer knowledge</p> <p style="margin-left: 20px;">and self-assessment results according to the self-assessment form</p> <p style="margin-left: 20px;">For FM applicants</p> </li> </ul>



	<ul style="list-style-type: none"> <li>• Screening in terms of knowledge and skills with an average score of not less than 2.00 in the topics of all knowledge/reading skills, building relationships, observing, listening, summarizing lessons, writing according to the form</li> </ul> <p>Self-assessment for applicants FM-QNM-010-00</p>
<p>3. Present to the selection committee for</p> <p>Consider applicants</p>	<ul style="list-style-type: none"> <li>• Organize a meeting of the selection working group, the secretariat team, and the selection working group.</li> </ul> <p>Submit a list of names and qualifications of applicants who have passed the screening process.</p> <p>To the selection committee for consideration and finalization of the resolution to enter</p> <p>Next process in the Orientation &amp; Coach course</p> <p>Preparation program 2 days (SD as per details)</p> <p>(Course content)</p>
<p>4. Announcement of selection results</p>	<ul style="list-style-type: none"> <li>• Academic staff from the Promotion Group summarize the names of those who passed the selection process.</li> </ul> <p>Submit for consideration in order to the head of the work group, the mission group, and the director.</p> <p>Signed approval</p> <ul style="list-style-type: none"> <li>• The coordinator responsible for recording the announcement of the names of those who passed</li> </ul> <p>Select the website of the SROP and notify the applicants who have passed the selection.</p> <p><b>By email</b></p>
<p>5. Organize Orientation &amp; Coach courses</p> <p>2-day preparation program</p>	<ul style="list-style-type: none"> <li>• Academics organize courses according to the program, schedule and</li> </ul> <p>Learning objectives: Assign a trainer and assign learning groups. 1 trainer per 5 trainees or adjust according to the number of trainees.</p> <p>Select, design, evaluate the curriculum and evaluate the participants.</p> <p>select</p> <ul style="list-style-type: none"> <li>• The coordinator prepares a memorandum approving the implementation of the course according to</li> </ul> <p>Learning programs are proposed for approval in order.</p> <ul style="list-style-type: none"> <li>• At the end of the course, trainees will evaluate themselves together with the instructor.</li> </ul> <p>Group (trainer) by evaluation results in terms of participation throughout</p>



	<p>Course by evaluation results from trainers, average 2.0 or higher in the area</p> <p>All knowledge/reading skills, relationship building, observation, listening, lesson summary, writing) The trainer summarizes the report with the results.</p> <p>Evaluate individuals to proceed to the next process.</p> <ul style="list-style-type: none"> <li>• Academics collect information on selected candidates from trainers.</li> <li>• The coordinator is responsible for preparing the approval memorandum in order of priority.</li> </ul> <p style="text-align: center;"><small>To the Director of the Office of the Attorney General</small></p> <ul style="list-style-type: none"> <li>• The coordinator responsible for announcing the names of those who passed the selection process.</li> </ul> <p style="text-align: center;">The website of the NESDB and via email</p> <ul style="list-style-type: none"> <li>• The coordinator sends a letter informing the trainees of the training results.</li> </ul> <p style="text-align: center;">Along with the training schedule for the next 2nd course</p>
<p>6. Practice necessary skills with the trainer.</p> <p style="text-align: center;">experienced QC (trainer)</p>	<ul style="list-style-type: none"> <li>• Academics arrange training schedules and select self-evaluation forms.</li> </ul> <p>Hospitals to be used as work pieces and design and determine methods</p> <p>Group training by setting the ratio of trainer to trainees</p> <p>Suitable (not more than 1 per 4 people)</p> <ul style="list-style-type: none"> <li>• Prepare approval for operations according to the specified plan, submitting according to the steps.</li> </ul> <p style="text-align: center;">and make an appointment for the trainer and the trainee, and do</p> <p style="text-align: center;"><b>Coordinating letter of training documents</b></p> <ul style="list-style-type: none"> <li>• Coordinator coordinates the training process and analyzes the evaluation results.</li> </ul> <p style="text-align: center;">Self-assessment of 2 pieces of work/person via electronic media • At the end</p> <p>of each training session, trainees must evaluate themselves and submit to the trainer.</p> <ul style="list-style-type: none"> <li>• The trainer assesses the knowledge and skills of the trainees each time.</li> <li>• The trainer summarizes the report and attaches the results of the evaluation of the trainees</li> </ul> <p style="text-align: center;">from both times to the SROP, using the criteria of the nominating score for those who passed.</p> <p style="text-align: center;">This is the result of the assessment of all knowledge and skills in the topic of reading and listening.</p>



	<p>Lesson summary: Writing, average of more than 2.5, please submit to</p> <p>The NRCT will submit it to the selection committee for further consideration.</p>
<p>7. Practice in a real place (hospital)</p> <p>1 time with a trainer</p>	<ul style="list-style-type: none"> <li>• Academics design and organize the Coach training process.                     <ul style="list-style-type: none"> <li>and the actual site visit (Acting for Coach) for 2 days, 1 day of preparation and 1 day of visit with lesson summary.</li> <li>According to the program</li> </ul> </li> <li>• Coordinator coordinates with hospitals that are ready to be training locations and prepares approvals.                     <ul style="list-style-type: none"> <li>and propose approval in order and coordinate documents for hospitals, trainees and trainers</li> </ul> </li> <li>• Trainees assess themselves in terms of knowledge and skills according to Prescribed form</li> <li>• The trainer evaluates the candidates according to the score criteria.                     <ul style="list-style-type: none"> <li>New QC registration by the evaluation results from the trainer, average 2.5 or higher in all knowledge/reading skills, relationship building, observation, listening, lesson summary, writing to enter</li> <li>Next nomination process</li> </ul> </li> <li>• The trainer presents the list of qualified applicants and summarizes the training report.                     <ul style="list-style-type: none"> <li>Please come to the SROP.</li> </ul> </li> </ul>
<p>8. Submit the list to the selection committee.</p>	<ul style="list-style-type: none"> <li>• Organize a meeting of the selection committee, with the secretary collecting the names.                     <ul style="list-style-type: none"> <li>Summarize the report and submit the candidate code that passed the competency assessment to the selection committee for consideration and approval.</li> </ul> </li> <li>• The Secretary summarizes the decisions and opinions of the selection committee to                     <ul style="list-style-type: none"> <li>Submit to the HACC Coordination Working Group for further consideration.</li> </ul> </li> </ul>



<p>9. Submit the names to the coordination working group. • Organize a</p>	<p>meeting of the administrative coordination working group, the secretariat team, and set the agenda.</p> <p>To consider the list of applicants who have passed the competency assessment.</p> <p>Administrative Coordination Working Group</p> <p>• The secretariat team summarizes the meeting resolutions to present to the Director for issuance of an announcement.</p> <p>Appoint a new quality process consultant.</p>
<p>10. Submit to the Director of the Office of the Attorney General for approval.</p>	<p>• The coordinator prepares a memorandum of proposal in order to propose the names.</p> <p>To the Director of the Office of the Public Sector Development Commission, an announcement was made appointing a process advisor.</p> <p>New quality</p>
<p>11. Announcement of the results of the appointment of a quality process consultant</p>	<p>• The coordinator sends an email informing of the appointment results and advisors.</p> <p>Internal quality process and public relations page notification</p> <p>website of the Office of the Attorney General</p>
<p>12. Notification of selection results and signature Agreement</p>	<p>• The coordinator prepares a letter informing the applicants of the selection results.</p> <p>Individuals and their organizations, along with the consultant's operating agreement, sent via e-mail.</p>
<p>13. Keep records of history and agreements.</p>	<p>• Stored in the central database V:\Contact Information\Quality</p> <p>Coach_Consulting work</p>
<p>14. Make a consultant identification card.</p>	<p>• The coordinator arranges for the consultant's identification card and suit for Advisor</p> <p>• The NRCT has added a process for reclaiming consultant ID cards after</p> <p>Expired/not renewed within 30 days from the expiration date</p>
<p>15. Publicize the appointed person • The responsible coordinator will</p>	<p>upload the consultant information to the website.</p> <p>the Office of the Attorney General</p>