



The Healthcare Accreditation Institute (Public Organization)



The Healthcare Accreditation Institute (HAI) began its mission with the operation "Research Promotes Hospital Quality Development," backed by the Health Systems Research Institute (HSRI) in 1997. In 1999, it evolved into an agency under HSRI's oversight, named the "Hospital Quality Development and Accreditation Institute," or simply the Hospital Quality Accreditation Institute, a role it held for over a decade.

Established as a legal entity by The Royal Decree on the Establishment of the Healthcare Accreditation Institute (Public Organization) BE 2552 (2009) and its second edition BE 2562 (2019), HAI is endowed with defined objectives, powers, authority, assets, income, administration, management, staff, and monitoring mechanisms. This Royal Decree delegates legal responsibility to HAI for all accreditation activities and legal engagements with external parties, facilitating coordination and cooperation across various sectors. Its aim is to elevate the standards and quality of services offered by healthcare facilities, ensuring that people receive good public health services.

The Healthcare Accreditation Institute (HAI), a public organization, oversees the quality enhancement and accreditation of healthcare entities in Thailand. Its status as a government agency bolsters its credibility and secures budgetary support from the government.



HAI. The objectives of the Institute are as follows

01

To operate on the assessment of work systems and the accreditation of healthcare organizations, including setting standards that can be used as guidelines for assessing quality improvement and accrediting healthcare organizations.

To collect data, study, analyze, and make recommendations to promote, support, and improve the quality of healthcare organizations.

02

03

To promote and support the establishment of mechanisms that systematically improve the quality of service and safety standards of healthcare organizations.

To promote, support, and disseminate knowledge, providing access and utilization of knowledge on quality assessment, quality improvement, and accreditation of healthcare organizations.

04

05

To coordinate with state agencies, domestic or international organizations, and private sector that is involved in quality assessment, quality improvement and accreditation of healthcare organizations.

To formulate curricula and train healthcare personnel in order to create an understanding of processes of quality assessment, quality improvement and accreditation of healthcare organizations.

06

Vision HAI.



Healthcare organizations have international quality system and people are safe with HA standards.

Mission HAI.

1



Assess and accredit the quality of healthcare organizations and define the healthcare accreditation standards.

Support the establishment of healthcare system development mechanism of healthcare organizations in favor of quality and safety through the collaboration with affiliated agencies inside the country and overseas.



2

3



Encourage the production, dissemination, and management of knowledge, studies and researches, as well as the policy recommendations in the area of healthcare accreditation.

Prepare courses and curriculum and training sessions for the personnel of healthcare organizations to build up healthcare accreditation knowledge and understanding.



4



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**An organization that
is friendly, lively,
and one that comes
to mind for everyone.**

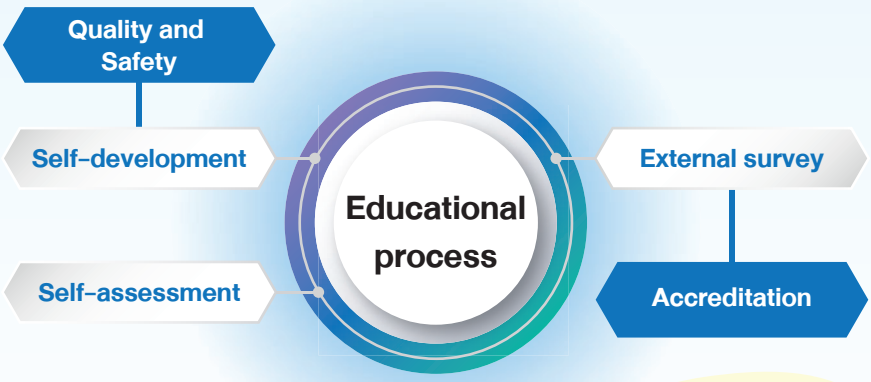
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Why do you need to request HA Standards?

HA Standards serve as a mirror, helping hospitals to inspect and improve themselves. The perspectives and standards set by external peers stimulate this process. Certification acts as a strong motivator for hospitals, empowering them to get financial support. Additionally, it offers various forms a foundation for participating in various projects, such as those initiated by the Ministry of Public Health, the National Health Security Office (NHSO), the Social Security Office, and the Comptroller General's Department, etc.

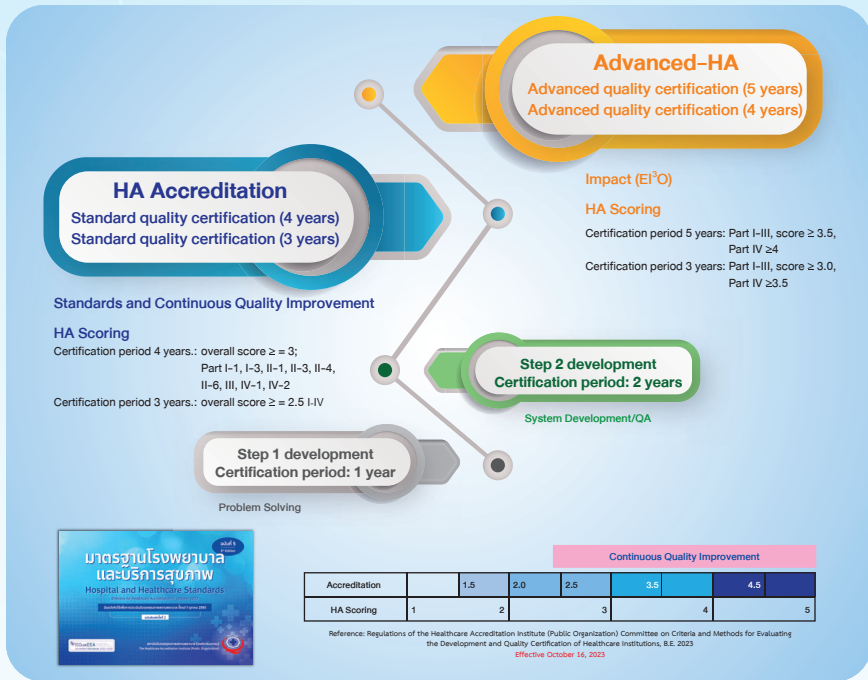


Self Reflect in the mirror for quality improvement

Accreditation is an Educational Process



Certification of quality processes according to Hospital and Healthcare standards



Healthcare Accreditation: HA

Accreditation Process:

HA standards provide a critical framework within the HA process, setting the essential criteria for improving the quality of healthcare facilities during the initial phases of HA implementation. Advancement is achieved incrementally, aligned with the hospital's capacity and readiness, encapsulated in the three steps to HA.

Step 1 underscores the importance of executing routine tasks with precision and fostering a culture of meticulous review.

Step 2 focuses on strategic thinking, emphasizing clear objectives, measurable outcomes, and value-driven practices.

Step 3 or the HA Accreditation step, involves the continued application of these principles and the 3P concept (Purpose-Process-Performance), ensuring sustained improvement even after HA certification.

These principles, along with the utilization of the 3Ps, persist in hospitals post-HA certification, ensuring sustained improvement.

Advanced HA: A-HA



Healthcare organizations that continuously improve their quality from HA accreditation to the next level by enhancing healthcare services, achieving their vision, and delivering excellent outcomes.

District Health System Accreditation: DHSA



The district health system is pivotal in delivering healthcare services and promoting well-being within local communities. It emphasizes the principles of "Prioritize prevention over treatment." nurturing a society founded on mutual care and compassion. When evaluating health system accreditation at the district level, key concepts such as empowerment and assessment are integral. This approach ensures the effectiveness of the certification process while promoting empowerment within the local community. These concepts are essential to the district-level certification process, fostering empowerment through evaluation.

Healthcare Network System Accreditation: HNA



Hospitals require network accreditation to establish robust communication channels and cultivate an efficient healthcare system. This objective can be achieved through the establishment of various networks, including provincial service networks, disease group service networks, networks of affiliated medical facilities, or networks of private hospitals. Such networks play a pivotal role in attaining exemplary care outcomes and fostering mutual effectiveness within the healthcare ecosystem.



Primary Health Care Accreditation: PHCA)



This standard pertains to the enhancement of quality processes within non-admitted healthcare settings. It encompasses administrative aspects of integrated healthcare and rehabilitation, including health promotion, and disease prevention and control. Initially implemented at the Bangkok Metropolitan Administration Public Health Center (BMA Public Health Center), it is set to be extended to other primary care services.

Program and Disease Specific Certification: PDSC



The following standards are part of a healthcare development initiative aimed at enhancing the quality of healthcare facilities. This program focuses on specific diseases or systems, striving to build a strong clinical team to maintain the overall quality of the hospital. A key aspect of this program is the integration of care service systems tailored to patient groups with particular diseases or systems. Continuous improvement is essential, potentially leading to commendable to exceptional outcomes. Although comparing results with other organizations can be challenging, it serves as a catalyst for organizational growth, enabling them to achieve advanced Healthcare Accreditation (HA) status.

How do I apply for Accreditation?

When a hospital consistently enhances its quality of care in alignment with HA standards and is ready to initiate a survey visit for accreditation (accreditation survey) or renew its accreditation (re-accreditation survey) from the Healthcare Accreditation Institute (public organization), it becomes eligible to apply for accreditation of the survey visit process. Comprehensive information regarding assessment, accreditation processes, and procedures is readily accessible.



HA and International Acceptance

HAI holds accreditation from the International Society for Quality in Healthcare External Evaluation Association (ISQuaEEA) for all three of its programs.



- Certified by ISQuaEEA in all three aspects
- Achieved in only 1 of 18 countries globally
- All three programs are certified

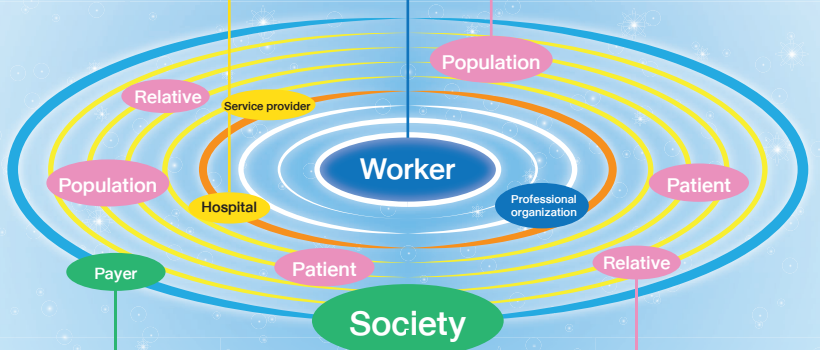
Benefits from development Hospital quality according to HA standards



“Continuous learning and development are vital for organizational excellence and sustainability. Transparency and accountability are crucial for long-term success.”

“Work has become more manageable with reduced risk, leading to an improved working environment. Additionally, I have experienced personal growth and development, aspiring to inspire and realize dreams.”

“Patient safety, modern treatment tools, and positive human relations are prioritized, with the service receiver at the center. The hospital environment is welcoming, and the high standard of treatment inspires confidence in the care process.”



“It is a learning society that makes people healthy.”

“Information for decision-making has reduced risk. The quality of care has improved, and the rights and dignity of patients are protected.”

The meaning of the HA standard logo



The HA logo indicates that the hospital can demonstrate certification of its quality systems across 6 dimensions



- 1 Quality service**
Emphasis on patient centered
- 2 Manage resources**
effectively
- 3 Have a system to prevent risks,**
develop and maintain quality

- 4 Protect the rights of patients**
while ensuring appropriate consideration for entrepreneurs
- 5 Emphasis on applying professional standards**
and modern knowledge
- 6 Provide opportunities for surveyors to visit**
with a friendly manner



HAI communication channel

HA training course
<https://register.ha.or.th/>





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