

# **The Dynamic Turkish Healthcare Industry: Commerce, Cooperation & Consumers**

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# American – Turkish Council



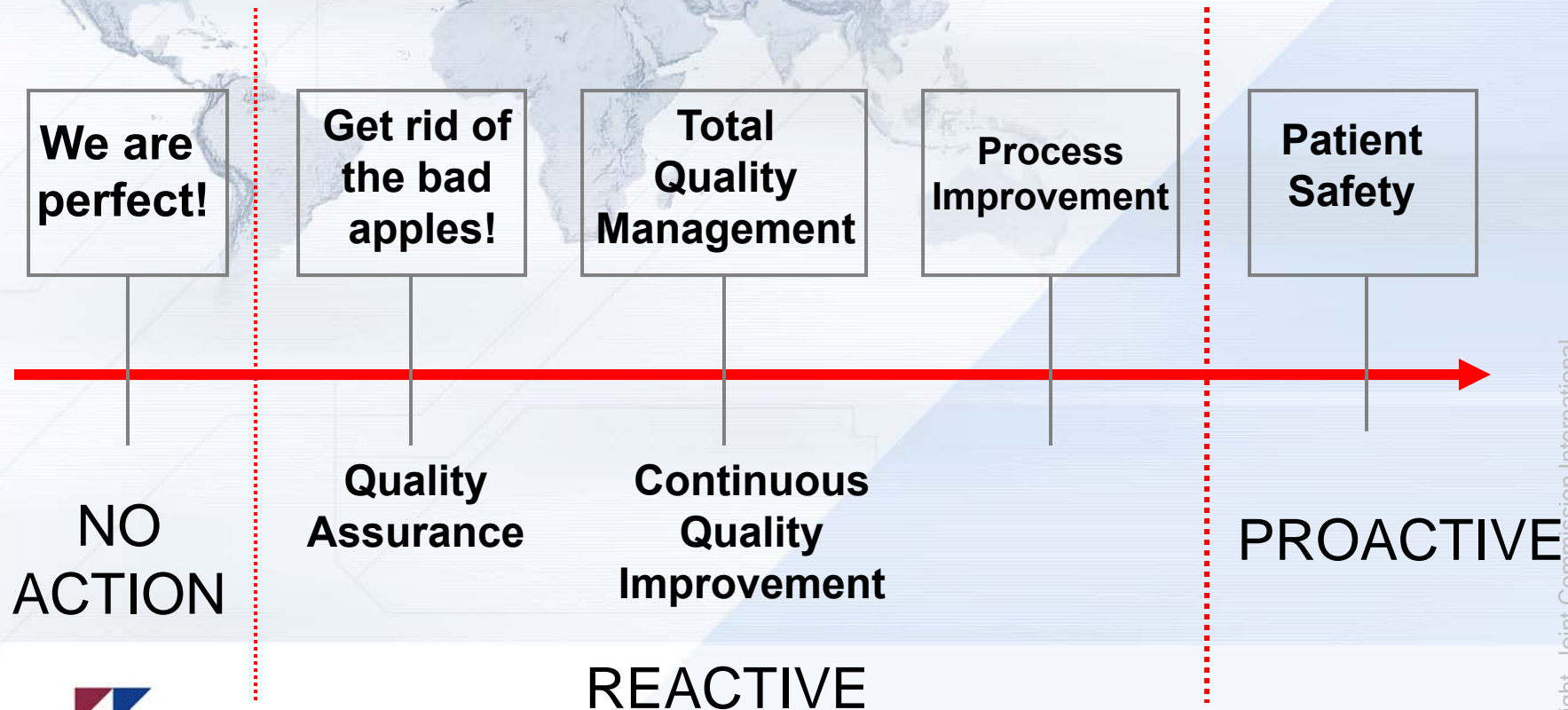
# Why Worry About Patient Safety?



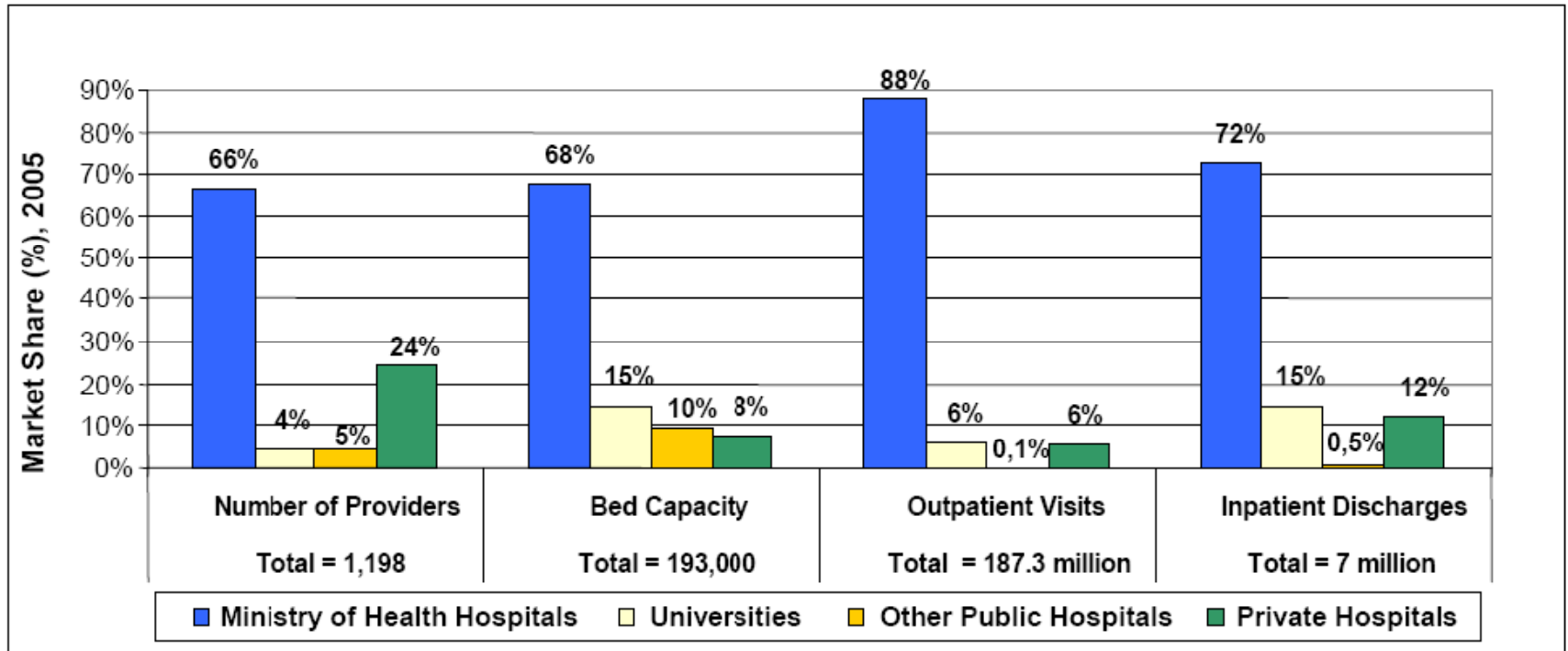
# Deaths Per 100 Million Hours

■ Being pregnant	1
■ Traveling by train	5
■ Working at home	8
■ Working in agriculture	10
■ Being in traffic	50
■ Working in construction	67
■ Commercial flying	100
■ Being hospitalized	2000

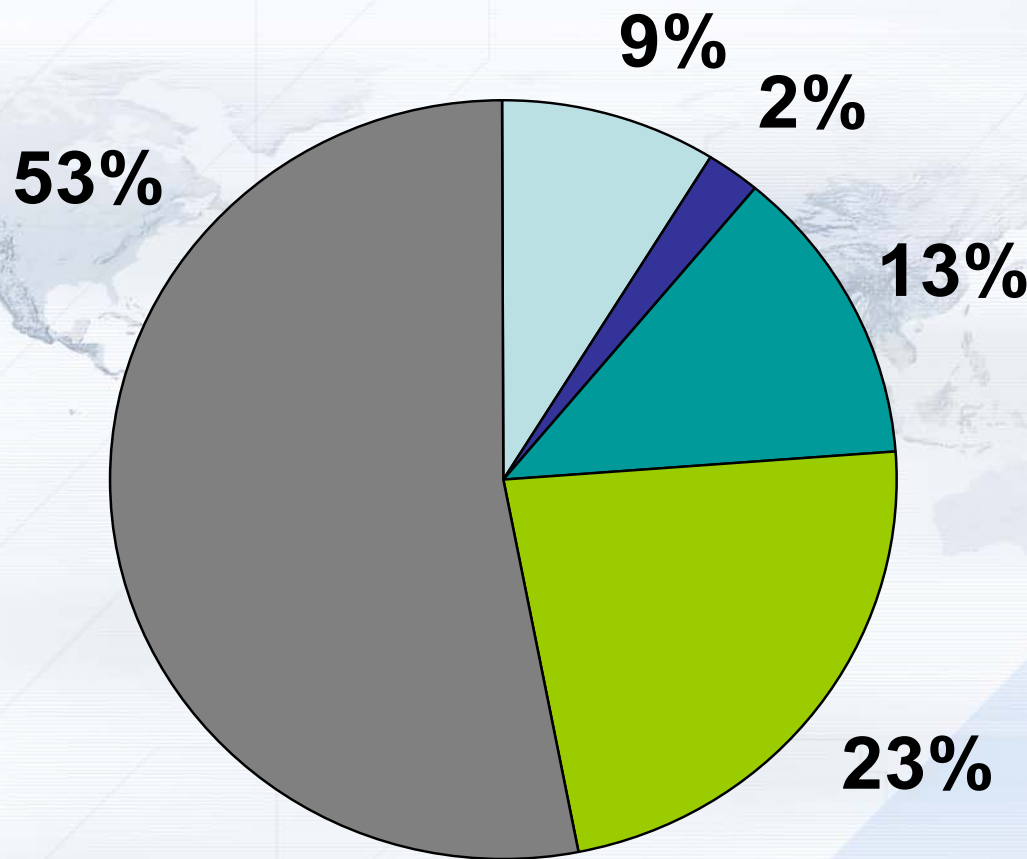
# The History of Improving



# Health Care in Turkey



# Health Care in Turkey



- Uninsured
- Private Insurance
- Government Employee Pension Fund
- Self Employed (BagKur)
- Social Insurance Institution

72 Million People total

# Mission of JCI



To improve the **safety and quality** of care in the international community through the provision of education, publications, consultation, evaluation, and accreditation services.

# The Role of Accreditation in the Globalization of Healthcare

- External, objective evaluation
- Uses consensus standards
- Involves the health professionals
- Proactive not reactive
- Organization wide
- Differentiates hospitals from competitors
- Assists patients in medical travel decision-making
- Recognition from Insurers/Brokers
- Serves as Benchmark
- Focus on systems not individuals
- Stimulates quality culture in the organization
- Periodic re-evaluation against standards
- Strengthens public's confidence

# Accreditation Represents a Risk Reduction Strategy

- That an organization is doing the right things and doing them well
- Thereby significantly reducing the risk of harm in the delivery of care
- Optimizing the likelihood of good outcomes



# International Patient Safety Goals

- Identify patients correctly at risk points
- Improve effective communication of critical information
- Improve safety of high-alert medications
- Ensure correct-site, correct-patient, correct-procedure surgery
- Reduce the risk of health care-associated infection
- Reduce the risk of patient harm from falls

# JCI Standards

- System or process framework
- Checklist of all the important managerial and clinical functions or activities
- Focus on patient perspective
- A balance of structure, process and outcomes standards
- Optimal but achievable expectations
- Measurable
- Stimulate continuous improvement



# JCI Standards

- Designed to be interpreted/surveyed within the culture and legal framework of a country
- Set “core” or threshold standards that all organizations must pass
- Set “reach” or better practice standards for all to achieve
- Have been translated into 14 languages including Turkish (soon to be published)



# Performance Components

- Structure: Resources
  - E.g. adequate staff, supplies, building
- Process: Activities
  - E.g. patient education, nursing assessment
- Outcomes: Results
  - E.g. infection rates, maternal mortality

# Quality Improvement and Patient Safety Programs

- Are leadership driven
- Seek to change the ethos of the organization
- Proactively identify and reduce risk and variation
- Use data to focus on priority issues
- Seek to demonstrate sustainable improvement

# JCI's Commitment to Globalization

- International Board Members Mandated
- International Standards Committee
- Regional Offices
  - Asia Pacific
  - Europe
  - Middle East
- Regional Advisory Councils
- WHO Collaborating Centre for Patient Safety
- International Standards
- International Patient Safety Goals
- International Surveyors

# JCI Standards Address Key Issues Relevant to Globalization

## ■ Language Issues

- The organization seeks to reduce physical, language, cultural, and other barriers to access and delivery of services
- The patient and family are taught in a format and language they understand

## ■ Complaints

- The organization informs patients and families about its process to receive and act on complaints, conflicts, and differences of opinion about patient care

# JCI Standards Address Key Issues Relevant to Globalization

## Professional Competence

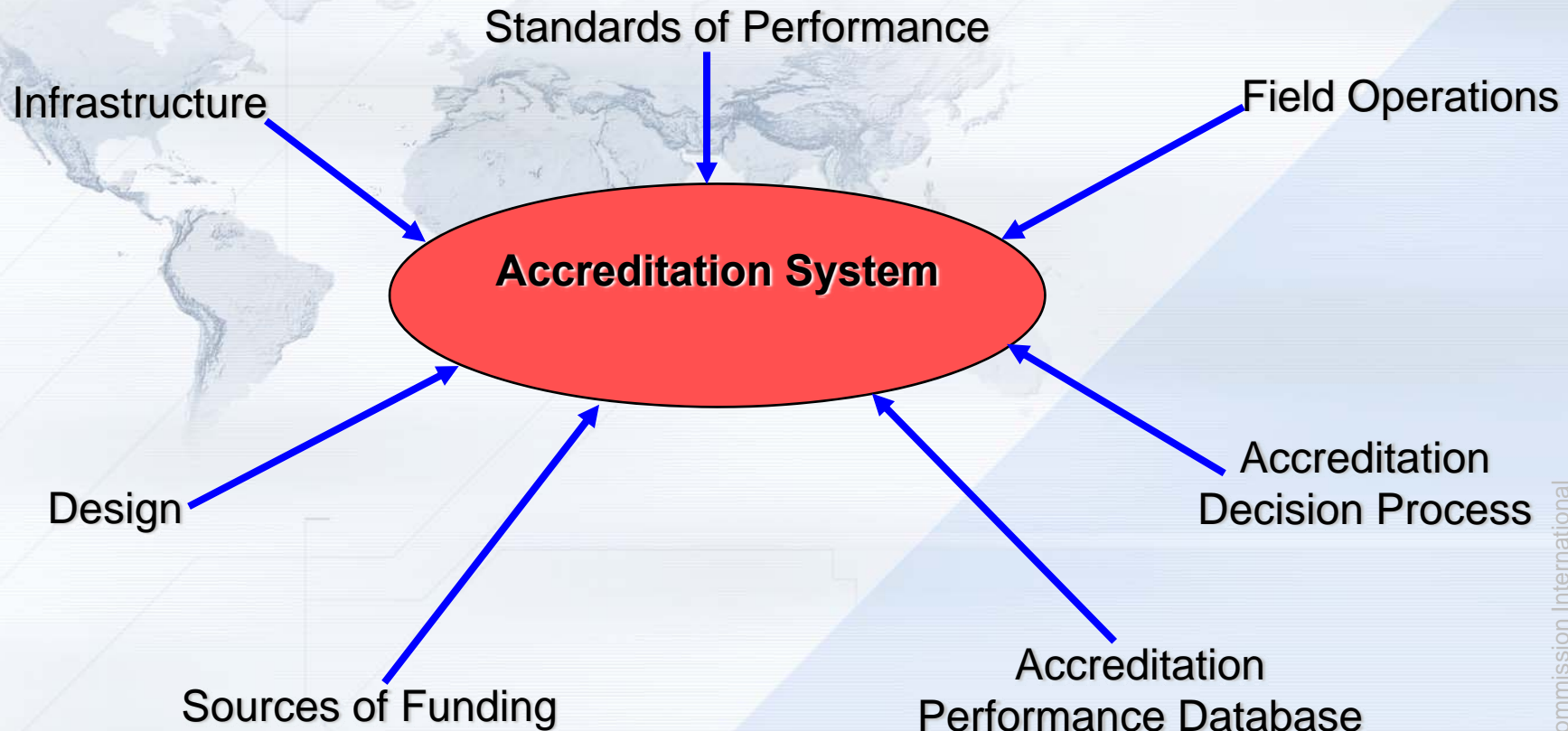
- The organization has an effective process to authorize all medical staff members to admit and treat patients and provide other clinical services consistent with their qualifications.
- The credentials of medical staff members are reevaluated at least every three years to determine their qualifications to continue to provide patient care services in the organization.

# JCI Standards Address Key Issues Relevant to Medical Travel

## Evidence of quality

- The organization monitors its clinical and managerial structures, processes, and outcomes including:
  - Laboratory and radiation safety and quality
  - Surgical procedures
  - Use of antibiotics and other medications
  - Use of blood and blood products'
  - Infections
  - And 13 other areas including patient safety

# Health Care Accreditation System Key Elements



# JCI Accreditation in Turkey

- First Hospital accredited 2002
  - **Istanbul Memorial Hospital**
- To date there are 18 accredited organizations:
  - 15 accredited hospitals
  - 2 clinical laboratories
  - 1 ambulatory clinic



# Istanbul (10 Hospitals)

- Istanbul Memorial Hospital
- Vehbi Koc Foundation American Hospital
- Metropolitan Florence Nightingale Hospital
- Sisli (Caglayan) Florence Nightingale Hospital
- Acibadem Healthcare Group
- Medline Alarm Sađlýk Hizmetleri A.Đ.
- Alman Hastanesi/Deutsches Krankenhaus
- Dünya Eye Hospital
- Hisar Intercontinental Hospital
- Yeditepe University Hospital

## Ankara

- Cardio Check Görüntüleme Merkezi (Ambulatory)
- Mesa Hastanesi (Hospital)
- Bayindir Hospital
- Turkish Red Crescent Society Middle Anatolia Regional Blood Center (Clinical Laboratory)
- Hacettepe University Adult Hospital

## Izmir

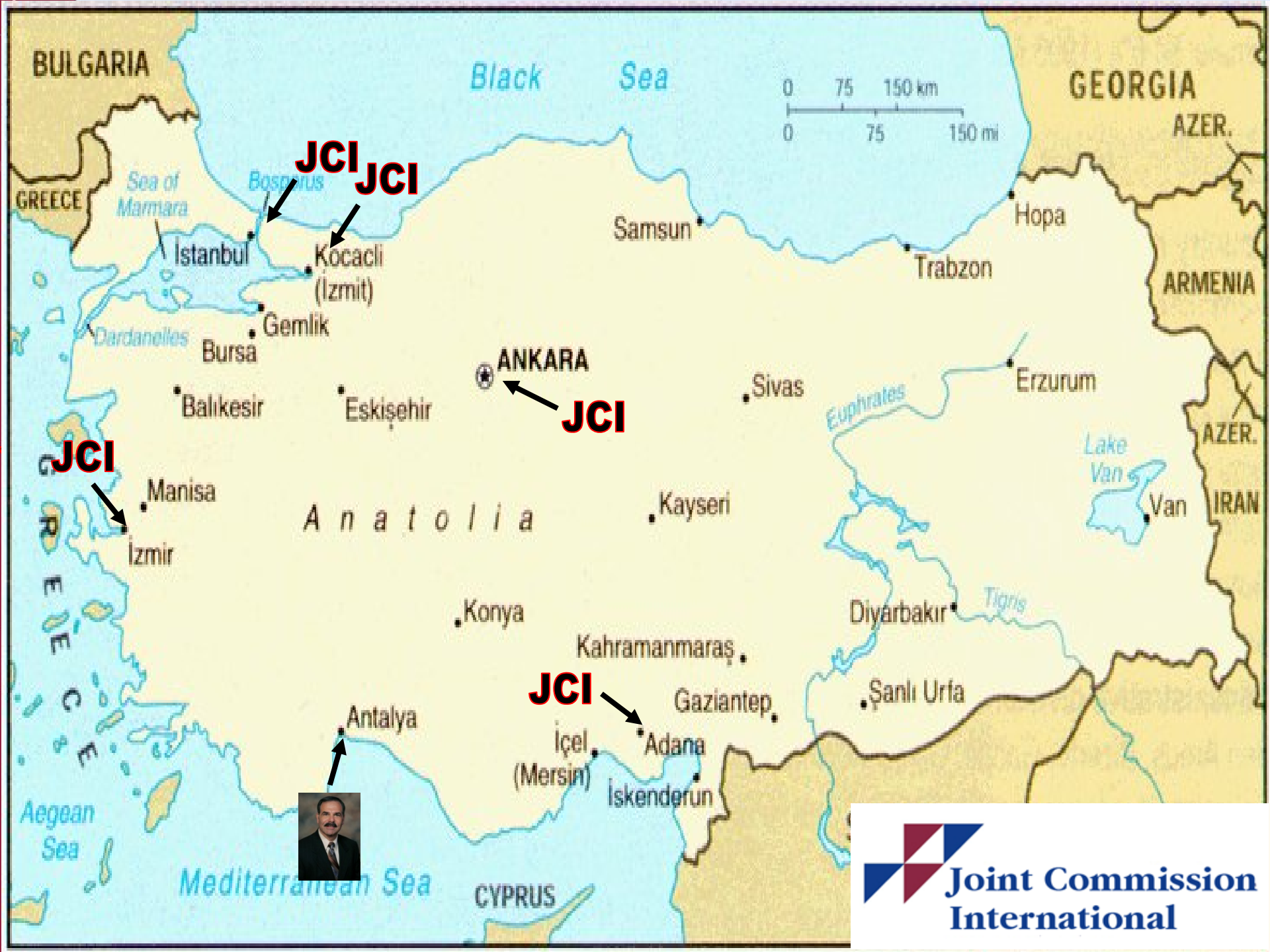
- Kent Hastanesi (Hospital)

## Adana

- Çukurova University Medical Faculty Central Laboratory

## Kocaeli

- Anadolu Sağlık Merkezi (Hospital)



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# JCI Relationship with the Ministry of Health

- Collaboration at various levels to improve healthcare quality and safety
- Development of standards for licensing of healthcare organizations
- Development of training program for Turkish surveyors
- Enhance Turkey's position in the global healthcare market

**Teşekkür ederim**

**Thank you**

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