



Training Program on  
**Standards Implementation,  
Accreditation and  
Quality Management in Healthcare**



1<sup>st</sup>-7<sup>th</sup>  
October  
2017

Organized by ASEAN Institute for Health Development, Mahidol University

With cooperation and support by



World Health  
Organization



## PARTICIPANT'S INFORMATION

Standard Implementation, Accreditation and Quality Management in Healthcare

1-7 October 2017

At ASEAN Institute for Health Development (AIHD) Mahidol University

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### 1. ORGANIZERS AND INSTRUCTORS

#### Organizers:

ASEAN Institute for Health Development, Mahidol University in collaboration with World Health Organization, Thailand.

#### Supporting Agency:

World Health Organization, Thailand

#### Detail information of Organization available in webpage

ASEAN Institute for Health Development (AIHD), Mahidol University [http://www.aihd.mahidol.ac.th/about-aihd/?page\\_id=7](http://www.aihd.mahidol.ac.th/about-aihd/?page_id=7)

The Healthcare accreditation Institute (Public Organization) <https://www.ha.or.th/TH/Home>

#### Instructors

1. Prof.Dr.Supa Pengpid  
Professor, AIHD
2. Mrs. Phongphan Tana  
The Healthcare Accreditation Institute
3. Dr.Em-amorn Kumnuach  
The Healthcare Accreditation Institute
4. Representative speaker  
Taksin Hospital
5. Mrs. Chutima Nitising  
Golden Jubilee Medical Center, Mahidol University

#### Course Focal Person

Dr.Khin Sandar Aye

Foreign Expert, AIHD

## 2. COURSE FORMAT AND TIME MANAGEMENT

This 5 days training will be covered by lectures, practical exercises, hospitals visits and HAI Thailand.

The course will be covered the objectives of

- To learn to develop and implement healthcare standards according to the regulatory requirements.
- To conduct gap analysis and developing, implementing and maintaining a quality management system.
- To design, implement, maintain and improve a quality management system.
- To create a customized quality management system to meet the specific needs for accreditation.
- To refine fundamental skills-including communication skills, working with teams and the essentials of project management.
- To use quality improvement tools and techniques, including process mapping, benchmarking, root cause analysis and gap analysis.
- We will be able work towards accreditation of selected hospitals to ensure quality and safety of the healthcare services at the international level.

By giving the *lectures* of

- Total Quality Management
- Quality Management System
- Quality Assurance System
- Quality Assurance Documents
- Quality Management tools
- Continuous Quality Improvement System (CQI)
- Hospital Accreditation
- Patient Safety and Healthcare Accreditation: Secondary Care

And the *practical session* of

- **Practical Session:** Gap analysis and developing, implementing and maintaining a quality management system.
- **Practical Session:** To use of process mapping, benchmarking, root cause analysis and gap analysis

With the additional *hospital visit* to Taksin Hospital and Golden Jubilee Medical center of Mahidol University.

### Time schedule

Everyday lecture will be from 9:00 am to 4:00 pm except for field visit will be earlier depart from ASEAN House.

## 3. ARRIVAL AND DEPARTURE

**Arrival:** AIHD will provide AOT service welcome at the Suvarnabhumi Airport and take you to ASEAN house, Mahidol University, Salaya Campus.

**Departure:** There will be a delivery service to take you to Suvarnabhumi Airport 3 hours prior to your departure time.

\* All participants should arrive at ASEAN House on **1<sup>st</sup> October 2017** and return to their home countries on **8<sup>th</sup> October 2017**.

## 4. VENUE

### ASEAN Institute for Health Development

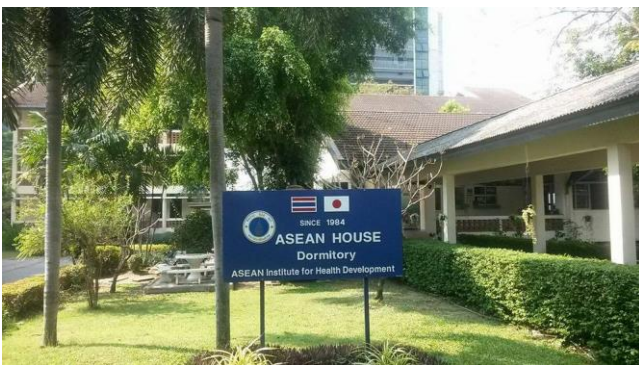


ASEAN Institute for Health Development was established in 1982 as the ASEAN Training Centre for Primary Health Care Development.

It was a joint effort of Mahidol University, the Ministry of Public Health and the Department of Technical and Economic Cooperation (DTEC, now TICA) of the Royal Thai Government, with strong support from the Japan International Cooperation Agency (JICA). AIHD is based on a forward-looking and conceptually challenging perspective on human resource development which aims to support the global strategy of “Health for All” through the primary health care approach advocated by WHO, an approach which is valid not only for Thailand but also other ASEAN countries. AIHD has three key missions, namely education and training, technical services, and research and development, focusing on participatory community-based health and related program management, with a special emphasis on facilitating the paradigm shift from a “service-oriented” approach to a “development” approach in order to promote “Health for All” through human capacity building and community empowerment.

Source: [http://www.aihd.mahidol.ac.th/new/en/about\\_en.html](http://www.aihd.mahidol.ac.th/new/en/about_en.html)

### ASEAN House



ASEAN House is located in a quiet corner of the Salaya Campus and is an ideal place to study or rest. There are 50 air-conditioned double rooms, all with their own toilet and shower facilities, TV, refrigerator and telephone. Bed linen and towels are provided. Housekeeping and room maintenance are performed on a regular basis. There is also a laundry service or residents may wish to use the washing machines provided. There is a fully-equipped kitchen that residents can, upon request, use to prepare their own meals. Alternatively, residents may eat at one of the facilities on or outside the campus. There are many restaurants located near the campus that serve a wide variety of food.

Source: <http://www.aihd.mahidol.ac.th/about-aihd/?p=269>

## 5. PRACTICAL INFORMATION

### Meals

Refreshment and luncheon are provided during the training program. Participants are responsible for their breakfast and dinner. ASEAN house don't provide the breakfast like other hotel.

### Language

English is spoken in most hotels, shops and restaurants as well as in major tourist destinations.

### Time

The time in Bangkok is 7.00 ahead of Greenwich Mean Time (+7.00 GMT).

### Electricity

The electric current is 220 volt AC throughout the country.

### Money/Currency

The basic monetary unit in Thailand is the Thai Baht. A baht is divided into 100 satang. The following coins and notes are currently in use:

Coins: 25 and 50 satang and 1, 2, 5, 10 baht

Banknotes: baht

20 (green), 50 (blue), 100 (red), 500 (purple) and 1,000 [grey and brown (beige)]

Banking hours: 8.30 – 15.30 hrs. , Monday to Friday.

Banks located in a department store are open daily from 11.00 – 19.30 hrs.

Automated Teller Machines (ATMs) can be found on or near the three campuses.

The effective limit of a single ATM withdrawal is 20,000 THB (around US\$ 670)



Source: <https://www.google.co.th/search?biw=1280&bih=918&tbm=isch&sa=1&q=Bank+notes+Thailand>

## 6.CONTACT POINT

For any further information you may require, please contact:

No	Name	Sex	Position	Office Address	Contacts
1	Dr.Khin Sandar Aye	F	Foreign Expert	ASEAN Institute for Health Development (AIHD) 25/25 Mahidol University, Salaya Campus, Phutthamonthon, Nakornpathom 73170, Thailand	Tel: +66 2441 9040 Ext. 53 Fax: +66 2441 9871 Mobile: +66969457546 E-mail: <a href="mailto:khinsandar.aye@mahidol.ac.th">khinsandar.aye@mahidol.ac.th</a> ; <a href="mailto:khin.sandaraye@gmail.com">khin.sandaraye@gmail.com</a>

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Training schedule  
Standards Implementation, Accreditation and Quality Management in Healthcare  
1-7 October 2017

At ASEAN Institute for Health Development (AIHD) Mahidol University

Date	Activities	Facilitator	Venue
<b>1 October 2017</b>	Arrival		
<b>2 October 2017</b>	<b>Monday</b>		
09.30-11.00	Total Quality Management	Mrs. Phongphan Tana Dr.Em-amorn Kumnuch	The Healthcare Accreditation Institute (Public Organization)
11.00-12.00	Quality Management System	Mrs. Phongphan Tana Dr.Em-amorn Kumnuch	The Healthcare Accreditation Institute (Public Organization)
13:00- 14:30	Study visit to Museum of Health and medical History		The Healthcare Accreditation Institute (Public Organization)
14.30-16.30	Quality Assurance System	Mrs. Phongphan Tana Dr.Em-amorn Kumnuch	The Healthcare Accreditation Institute (Public Organization)
<b>3 October 2017</b>	<b>Tuesday</b>		
09:00- 12:00	<b>Practical Session:</b> Gap analysis and developing, implementing and maintaining a quality management system.	Prof.Dr.Supa Pengpid	AIHD
13:00- 16:00	<b>Practical Session:</b> To use of process mapping, benchmarking, root cause analysis and gap analysis	Prof.Dr.Supa Pengpid	AIHD
<b>4 October 2017</b>	<b>Wednesday</b>		
09:30- 12:00	Quality Assurance Documents	Mrs. Nittaya Chantakij	Taksin Hospital, Bangkok
13:00-16:00	Quality Management tools	Mrs. Nittaya Chantakij	Taksin Hospital, Bangkok
<b>5 October 2017</b>	<b>Thursday</b>		
09.30-12.00	Continuous Quality Improvement System (CQI)	Mrs. Nittaya Chantakij	Taksin Hospital, Bangkok
12:00- 13:00	Visit to The Princess Mother Memorail Park	Mrs. Nittaya Chantakij	Nonthanburi, Thailand
13.00-16.00	Hospital Accreditation	Mrs. Nittaya Chantakij	Taksin Hospital, Bangkok
<b>6 October 2017</b>	<b>Friday</b>		
09.30-11.30	Patient Safety and Healthcare Accreditation: Secondary Care	Mrs. Chutima Nitising	Golden Jubilee Medical Center, Mahidol University
13.00-15.00	Wrap-up Discussion and Feedback	Prof.Dr.Supa Pengpid	AIHD

15:00- 16:00	Closing Ceremony and Certificate presentation	Prof.Dr.Supa Pengpid	AIHD
<b>7 October 2017</b>	<b>Departure</b>		





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**List of Participants**

**1-7 October 2017**

No	Name	Sex	Position	Office Address	Contacts
1	Mr.Lungten Jamtsho	M	Chief Program Officer Quality Assurance and Standardization Division, Ministry of Health	P.O. Box: 726, Kawajangsa, Thimphu, Bhutan	C.Code: +975 Tel: 23234959 Fax: 2336837 Email: lungtenj@yahoo.com
2	Mr.Rixin Jamtsho	M	Dy Chief Laboratory Officer Quality Assurance and Standardization Division, Ministry of Health	P.O. Box: 726, Kawajangsa, Thimphu, Bhutan	C.Code: +975 Tel: 23234959 Fax: 2336837 Email: rjamtsho@health.gov.bt

**List of Resource Persons**

No	Name	Sex	Position	Office Address	Contacts
1	Prof.Dr. Supa Pengpid	F	Professor  Course Director	ASEAN Institute for Health Development (AIHD)  25/25 Mahidol University, Salaya Campus, Phutthamonthon, Nakornpathom 73170, Thailand	Tel: +66 2 4419872, 24410207  Fax: +66 2 4419044  Mobile: +66 90 4096399  E-mail: <a href="mailto:supa.pen@mahidol.ac.th">supa.pen@mahidol.ac.th</a>
3.	Miss. Suwannee Hanmusicwatkoorn	F	Foreign Relations Officer	AIHD	Tel: (66) 2441 9040-3 ext.66 Fax: +66 2441 9871 Mobile: +66 8 55071542 <a href="mailto:suwannee.has@mahidol.ac.th">suwannee.has@mahidol.ac.th</a>
2	Dr.Khin Sandar Aye	F	Foreign Expert	AIHD	Tel: +66 2441 9040 Ext. 53  Mobile: +66 9 69457546  <a href="mailto:khinsandar.aye@mahidol.ac.th">khinsandar.aye@mahidol.ac.th</a> ;  <a href="mailto:khin.sandaraye@gmail.com">khin.sandaraye@gmail.com</a>



Standard Implementation, Accreditation and Quality Management in Healthcare

1-7 October 2017

List of Lectures and Resource Persons

No	Name	Sex	Position	Office Address	Contacts
1	Prof.Dr. Supa Pengpid	F	Professor Course Director	ASEAN Institute for Health Development (AIHD) 25/25 Mahidol University, Salaya Campus, Phutthamonthon, Nakornpathom 73170, Thailand	Tel: +66 2 4419872, 24410207 Fax: +66 2 4419044 Mobile: +66 90 4096399 E-mail: <a href="mailto:supa.pen@mahidol.ac.th">supa.pen@mahidol.ac.th</a>
2	Mrs Phongphan Tana	F	Advisor HAI	Hospital Accreditation Institute (Public Organization), Ministry of Public Health  88/39 5 <sup>th</sup> floor, National Health building, MOPH Soi 6 , Tiwanon Road, A. Maung, Nonthaburi 11000, Thailand.	<a href="mailto:phong@ha.or.th">phong@ha.or.th</a>
3	Dr.Em-amorn Kumnuch	F	Expert HAI	Hospital Accreditation Institute (Public Organization), Ministry of Public Health  88/39 5 <sup>th</sup> floor, National Health building, MOPH Soi 6 , Tiwanon Road, A. Maung, Nonthaburi 11000, Thailand	Tel: +662 832 9491 Fax: +662 832 9540 Mobile: +668 1659 0990 Email: <a href="mailto:em-amorn@ha.or.th">em-amorn@ha.or.th</a>

4	Mrs. Nittaya Prapansiri	F	Head of Nurse of CSSD, Nursing Department. Quality Department	Taksin Hospital 543 Somdet Road Khlong San, Bangkok 10600 Thailand	Tel: +662 863 1374 Fax: +662 863 1374 Mobile: +6681753 7423 Email: <a href="mailto:taksin_ghouse@hotmail.com">taksin_ghouse@hotmail.com</a>
5	Ms. Chitima	F	Quality Control	Golden Jubilee Medical Center, Mahidol University. 999 Puthamonthon 4 Road, Salaya, Nakhon Pathon, 73170 Thailand.	Tel: +66(0)6 1588666 Email: <a href="mailto:nitisingc@yahoo.com">nitisingc@yahoo.com</a>
6	Asst. Prof. Dr. Wilairat Nuchpramool	F	Consultant for system Development of International Quality Standard	Golden Jubilee Medical Center, Mahidol University. 999 Puthamonthon 4 Road, Salaya, Nakhon Pathon, 73170 Thailand.	Tel: +662 419 7161 Fax: +662 412 4110 Email: <a href="mailto:wilairat.nuc@mahidol.ac.th">wilairat.nuc@mahidol.ac.th</a> ; <a href="mailto:wnuchpramool@gmail.com">wnuchpramool@gmail.com</a>
7	Dr.Khin Sandar Aye	F	Foreign Expert	ASEAN Institute for Health Development (AIHD)  25/25 Mahidol University, Salaya Campus, Phutthamonthon, Nakornpathom 73170, Thailand	Tel: +66 2441 9040 Ext. 53  Mobile: +66 9 69457546  <a href="mailto:khinsandar.aye@mahidol.ac.th">khinsandar.aye@mahidol.ac.th</a> ; <a href="mailto:khin.sandaraye@gmail.com">khin.sandaraye@gmail.com</a>



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 At ASEAN Institute for Health Development (AIHD) Mahidol University  
**1-7 October 2017**  
**List of Resource Persons**

HAI	
 <p>The Healthcare Accreditation Institute (Public Organization)</p> <p><b>Em-Amorn Kumnuach, Ph.D.</b> Expert</p> <p>88/39 5<sup>th</sup> Floor, National Health Bldg., Ministry of Public Health Soi 6, Tiwanon Rd., A. Muang, Nonthaburi 11000, Thailand</p> <p>Tel : +662 832 9491 Fax : +662 832 9540 Mobile : +668 1659 0990 E-mail : em-amorn@ha.or.th</p>	 <p>สถาบันรับรองคุณภาพสถานพยาบาล (องค์การมหาชน)</p> <p><b>ดร.เอมอมร คำนุช</b> ผู้ทรงคุณวุฒิ</p> <p>88/39 อาคารสุขภาพแห่งชาติ ชั้น 5 กระทรวงสาธารณสุข ซอย 6 ถนนติวานนท์ ตำบลตลาดขวัญ อำเภอเมือง จังหวัดนนทบุรี 11000</p> <p>โทร : 02 832 9491 แฟกซ์ : 02 832 9540 มือถือ : 081 659 0990 อีเมล : em-amorn@ha.or.th</p>
Taksin Hospital	
<p><b>TAKSIN HOSPITAL</b> Metropolitan Bangkok Thailand</p> <p><b>Nittaya Prapansiri (Chantrakij)</b> Head Nurse of CSSD, <i>Quality Department</i> Nursing Department</p> <p>543 Somdet Road Khlong San, Bangkok 10600 Tel/Fax : +662-863-1374 Mob : +6681 753 7423 E-mail : taksin_ghouse@hotmail.com www.taksinhosp.go.th</p>	 <p>Faculty of Medical Technology  <b>MAHIDOL UNIVERSITY</b>  <i>Wisdom of the Land</i></p> <p><b>Asst. Prof. Dr. Wilairat Nuchpramool, M.D.</b>        Consultant for System Development of International        Quality Standard</p> <p>999 Phuttamonthon 4 Road, Salaya, Nakhon Pathom 73170 Thailand        Tel: 662 419 7161 Fax: 662 412 4110        E-mail: wilairat.nuc@mahidol.ac.th, wnuchpramool@gmail.com</p>
AIHD	
 <p><b>Mahidol University</b>        ASEAN Institute        for Health Development</p> <p><b>Dr.Khin Sandar Aye</b>        MBBS., DSW., MPH.        Foreign Expert</p> <p>ASEAN Institute        for Health Development,        Mahidol University,        Salaya, Phuthamonthon,        Nakhon pathom 73170        THAILAND</p> <p>T (66) 2 441 9040-3 ext.53        M 66) 966 507 251, 0966457546        F +66 2 441 9044        E khinsandar.aye@mahidol.ac.th        khin.sandaraye@gmail.com        Skype ID: drkhinsandaraye</p>	<p>Professor Dr. Supa Pengpid</p>

# Thailand's Hospital Accreditation

## History of Accreditation

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Thailand experience of Hospital Accreditation (HA) started with a trial of implementing Total Quality Management (TQM) in 8 public hospitals. We started with learning how to use concepts and tools for quality improvement, then moved on to use hospital standards to drive quality improvement for hospitals as a whole. We launched the first hospital standards in 1996 after 3 years of implementing TQM and reviewing standards from various countries.

In 1997, we invited 35 public and private hospitals to implement the standards under the umbrella of the Health Systems Research Institute (HSRI). As a research and development project of a field trial, a series of concepts and tools had been gradually introduced under the framework of the HA Standards, e.g. multidisciplinary team, medical staff organization, clinical quality improvement, risk management, quality review, internal survey, and etc.

The hospitals volunteered to join the project, they had a high degree of freedom to test their idea and lessons their heard from the others. The result is that the participated hospitals gained potential to be learning organizations and it's a good platform for any policies or innovative changes. The first accreditation decision was made in 1999 for 4 hospitals.

## Accreditation Organization

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The Thai HA program started as a project in 1997 and became an institute under the HSRI called The Hospital Quality Improvement and Accreditation Institute in 1999. It was transformed to be The Healthcare Accreditation Institute (Public Organization) or HAI in 2009. The HAI is a formal government agency with its own governing body accountable to the Minister of Public Health. The purpose of the HAI is to promote quality improvement of healthcare organizations in Thailand, using self-assessment and self improvement together with external evaluation and recognition as an incentive. The HAI vision: "Thailand has standard healthcare that is reliable to the society, of which the HAI has a role in encouraging quality culture movement (change catalyst)"

## Accreditation Process

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The current accreditation program focuses mainly on hospital services and plans to extend for other services such as primary care network in the future.

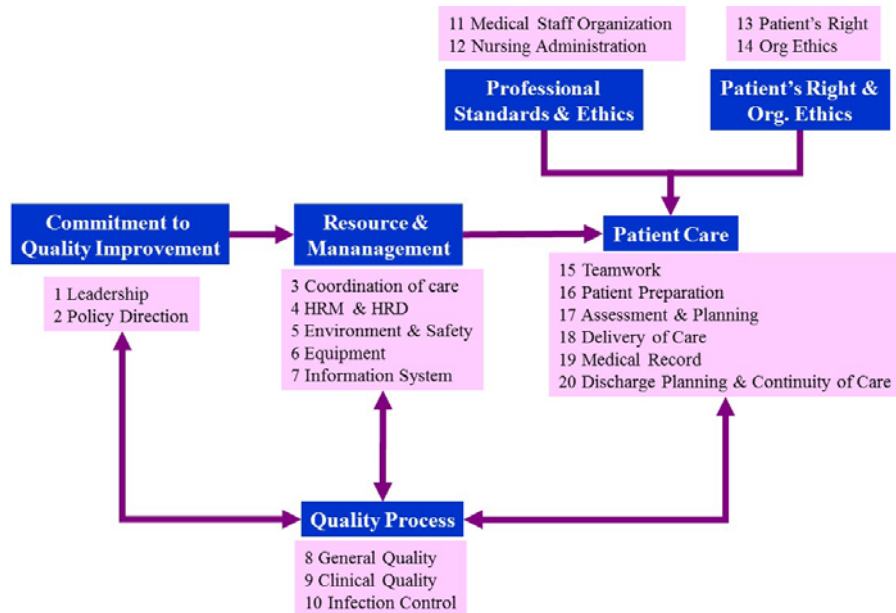
With the introduction of the government's universal coverage policy in 2001, the HA program had to adapt itself to match the need of broader access to quality care. The stepwise recognition program was started to assist hospitals with limited resources comparing to their workload to be able to get along with the quality journey.

The first step to HA emphasize quality review activities to identify opportunities for improvement and risk prevention. The second step to HA emphasize quality assurance and quality improvement to fulfill purpose of the hospital and its units. The third step is a full hospital accreditation program that emphasizes compliance to HA standards in a learning mode.

The hospital that apply for third step to HA shall submit its self-assessment report demonstrated the implementation of the HA standards and results, with an aim to encourage learning of the hospital staff. An on-site survey will be conducted within 3-4 months after receiving the application. Documentation and medical record review, individual hospital staff and team interview, observation, and tracer

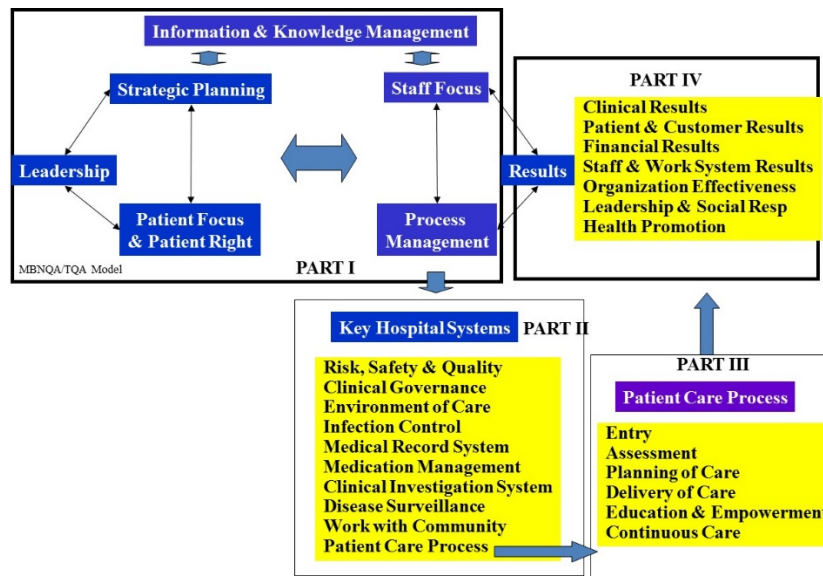
methodology are used during the site visit. A scoring of 1 to 5 will be given to 89 items of the standards. The accreditation subcommittee reviews the survey report and suggest a decision to give accreditation award to the HAI Board. The decision has to be made within 90 days after the survey.

## Framework of Accreditation Standards



**The 1<sup>st</sup> Accreditation Standards Framework**

In 2004, a second version of the HA standards was drafted, combining key concepts of patient safety and quality from HA, focus on health and empowerment from HPH, and learning and integration from TQA. The Standards was launched in 2006 and has been accredited by the International Society for Quality in Healthcare (ISQua) in 2010.



**The 2<sup>nd</sup> Accreditation Standards Framework**

## Surveyor Training

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With the concept to promote accreditation as an educational process, not an inspection; the HA surveyors need to be competent in coaching skill and able to apply systems thinking in organization assessment.

The surveyor training started with 2 five-day workshops for anyone experienced in application of the HA standards. The first workshop focuses on clarification of HA concepts and standards. The second workshop focuses on assessment of hospital performance and a trial of site visit. Participants from the workshops are selected to practice as a surveyor-in-training in the field under supervision at least 3 times. Those who meet the criteria will be registered as HA surveyors for 2 years. Hospital feedback and report audit are used to improve performance of the surveyors. The surveyors shall attend surveyor calibration workshop at least annually.

## Other activities

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In addition to accreditation program, the HAI also collaborate with our partners to encourage quality improvement with various approach, e.g. spirituality in healthcare, quality learning network to assist its peer, comparative indicator project, communities of practices on high risk area, provincial knowledge management, application of lean in healthcare, promotion of research from daily works, etc.