

053: A COLLABORATIVE STEP-BY-STEP SELF-ASSESSMENT PROCESS FOR QUALITY IN ARGENTINA REPORT OF AN EXPERIENCE IN 95 HEALTH INSTITUTIONS

Paganini J.M., Vazzano H., Basta A., Barragán H.L., Dellagiovanna J.A., Iacona D.A., Jaluf G.C., Lloves J., Moccagatta D.A., Mules E., Ortiz E., Paganini C., Peruzzetto C., Souilla B., Triacca E., Zosi M.H.

Objective:

To present the on-going experience in 95 public and private hospitals participating in a collaborative self-assessment process for quality.

Methods:

The collaborative self-assessment process for quality has been defined and implemented in Argentina by the Interinstitutional Commission for Medical Care Quality Development (*Comisión Interinstitucional para el Desarrollo de la Calidad de la Atención Médica- CIDCAM*) with the technical cooperation of Center INUS, School of Medical Sciences, National University, La Plata, Argentina.

The process has two main components.

Firstly, the definition of five levels of accomplishment:

- 1) Policy definition and signing of a "working agreement for quality" between CIDCAM and the health institution.
- 2) Organization of an internal working group at each institution, the definition of a team strategy for data collection, data analysis and promotion of participatory work of key institutional leaders.
- 3) Elaboration of a self-assessment working document.
- 4) Discussion of the self-assessment document with external CIDCAM advisors.
- 5) Definition of a Strategic Program for Quality.

Secondly, the recognition by CIDCAM of the achievement of each of the five stages with an accomplishment certificate providing an incentive towards quality.

The final objective is to facilitate in each institution the definition of a Strategic Program for Quality with the identification of specific areas to improve, resources needed and estimated dates for accomplishments.

Results:

The report includes the experience of 95 health institutions. From these, 89 are private clinics (mean 44 beds) and 6 large public hospitals (mean 200 beds).

All the 95 institutions participating in the experience have received the first certificate.

Following this first important step, the public hospitals have received a clear policy definition from the National and Provincial Ministry of health supporting the self assessment exercise. Also, in each of them the hospital director has identified a multidisciplinary team that works together with external advisors with the objective to collect data for the evaluation process. The main limitations reported so far are the lack of data to complete all the required forms and the need to facilitate participation of most of hospital personnel.

The 89 private clinics are implementing important activities leading towards the accomplishment of the other steps. Almost half of them have already reported the achievement of steps two and three.

Data analysis identifies priority areas to be supported including information system to evaluate outcome and infection control activities

Conclusion:

The self-assessment process for quality is an ongoing experience that supports health institutions towards the different steps of data collection and analysis in a collaborative effort. The certification of the achievement of the five stages by an external agency is an innovative proposal very well received by participating institutions.

It is expected that this process will help future voluntary external accreditation provided by the Specialized Center for Normalization and Accreditation in Health (*Centro Especializado para la Normalización y Acreditación en Salud –CENAS*).