

55th EOQ Congress
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"Navigating Global Quality in a New Era"



June 20, 2011 (Monday)

Pre-Congress Seminars

KEMPINSKI HOTEL CORVINUS
REGINA BALLROOM I.

Erzsébet tér 7-8, Budapest V.
Monday 10:00 – 18:15

2.4. QUALITY IN HEALTHCARE

Session Chair: *Grace Brannan, Ohio University, College of Osteopathic Medicine, Athens, OH, USA*

17.20 A Decade of Quality Journey in the Healthcare Services

Nashat Nafouri, Saudi Quality Council, Health Interest Group, Saudi Arabia

Nafouri, Nashat (Saudi Arabia)

B.Sc. in Medical Laboratory Technology from the Faculty of Medicine and Allied Sciences at King Abdul Aziz University, Jeddah, Saudi Arabia. In 1998 he got Diploma in Biological Sciences (Biotechnology Option) in Canada; recently he took part in Lean Six Sigma Champion Workshop, Asian Institute of Quality Management (2009, Jeddah) and an European Assessor Training Course (2008, Abu Dhabi). He is Certified Assessor on EFQM Excellence Model and a Certified Assessor of the King Abdul Aziz Quality Award, Saudi Arabia. Founder and Chief Editor of the "Q-Digest Newsletter in Health Care", Health Interest Group, Saudi Quality Council; Middle East Ambassador of the University of British Columbia Certificate Course for Laboratory Quality Management Program; Chairman of the Healthcare Interest Group (HIG) and Executive Officer of the Saudi Quality Council (SQC); Registered Inspector at the College of American Pathologists (CAP) for the Middle East region; Member of the American Society for Quality (ASQ); Chairman of the Healthcare Group and Officer of the Executive Board of the Saudi Arabian Quality Council (SAQC).

A Decade of Quality Journey in Healthcare services

The global demands are to limit the spread of diseases and to ensure treatments are cost effective. This causes increase of the examination by regulatory agencies, third-party payers, and the public has brought a renewed interest in quality, productivity, and competition to the delivery of healthcare services. With these emerging demands, governments started redesigning their healthcare system around quality of care, quality costs and patient safety.

In Saudi Arabia efforts were made to increase the role of the private sector in public-private partnerships, with the aim of improving efficiency, quality and patient safety. One of the constraints on the expansion of purely private healthcare is the local political culture where most Saudis see free public healthcare as a right. Furthermore, Saudis view the quality of healthcare services provided in facilities under the monitoring umbrella of the ministry of health (MOH) including private healthcare facilities poor when compared to specialist hospitals. The government has invested heavily in healthcare since the 1970s with very high standards in specialist hospitals which explain why Saudis seek healthcare in these facilities and demand similar standards in all hospitals.

In efforts to remove these constraints, the government launched many strategies. It started to create greater public awareness that state provision of a range of services will not continue indefinitely to such a large extent. It is investing more in primary healthcare centers and preventative medicine, and is seeking to improve access to specialist care in different regions of the country. On the other hand, the government funds healthcare both directly and indirectly through subsidies to private-sector institutions which recently almost doubled.

The most important paradigm shift was the public and private hospitals seeking different types of international accreditations as tools to improve quality of care and patient safety. As of 2011, 81 healthcare facilities have sort of healthcare accreditation where 21 hospitals are accredited by the national accreditation program and 60 facilities obtained international recognition. The total number of all hospitals as per MOH annual report in 2009 is 408 which mean only 20% are recognized by accrediting bodies. However, this study did not include hospitals that have ISO series certifications. Quality improvement in healthcare services was the motive behind the launch of the national accrediting body, the Central Board of Accreditation for Healthcare Institutes (CBAHI) in late 2005. The objective of CBAHI is to meet international patient safety goals in all healthcare sectors in all regions of the kingdom and to train any army of practitioners and

surveyors on quality application and implementation. The ultimate goal is to drive the public and private sectors toward quality of care culture and patient safety using national and international accreditations as tools to raise standards and gain public trust.

In addition, the role of non-for-profit and non-governmental quality bodies like the Health Care Interest Group (HIG) of the Saudi Quality Council (SQC) is recognized by many bodies for its efforts in knowledge exchange at national and international levels and for spreading quality application and performance excellence among health care providers. Even though HIG becomes the nucleus of professional volunteering within health care community helping providers in deploying quality in their daily practice and customers in understanding and benefiting from quality outcome still fund raising and human resources remain challenges for future improvement. The purpose of my presentation is to highlight the achieved milestones in healthcare quality journey in Saudi Arabia in the last decade.

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