CHKS Accreditation in Portugal

Breakfast Meeting
Lisbon, Portugal

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Insight for better healthcare

www.chks.co.uk

20 years in the market!

- The leading independent provider of healthcare intelligence and quality improvement services in the UK
- CHKS offers a dual award of Accreditation and ISO 9001:2008 Certification giving clear evidence of the quality of healthcare and the services provided

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Our credentials

UKAS
QUALITY
MANAGEMENT
083

Accredited by UKAS
to provide
ISO Certification

Internationally
accredited by the
International Society for
Quality in Healthcare

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Our mission

To work with healthcare organisations to:

- Establish a culture of continuous quality improvement
- Encourage leadership and motivation to deliver excellent quality of care
- Involve staff at all levels in achieving safe services for patients

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Our profile

- Accreditation and certification for public, private and voluntary care sector
- *Currently working in:* UK, Republic of Ireland, Denmark, Germany, Portugal, Italy, Serbia, South Africa and Cyprus
- *Current standard sets:* acute hospitals, elderly care, day surgery, oncology, hospices, primary care, psychiatry, P&O cruise ships

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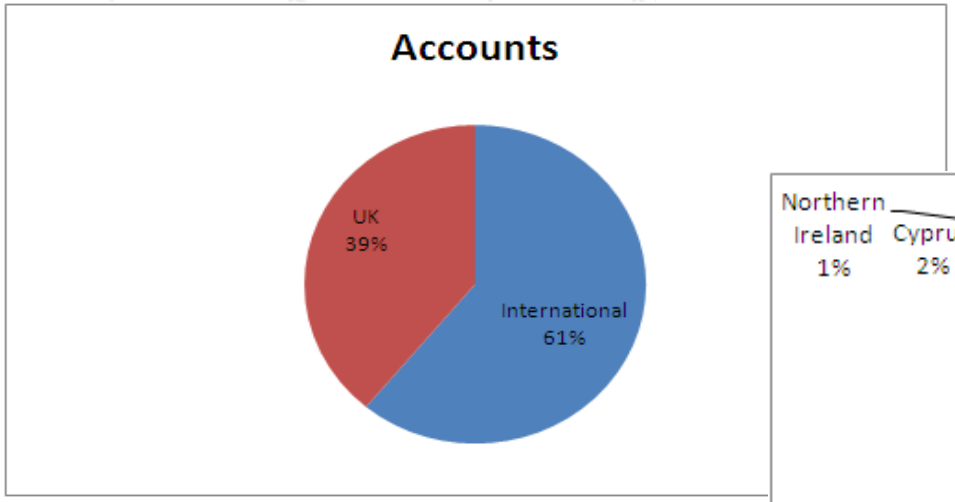
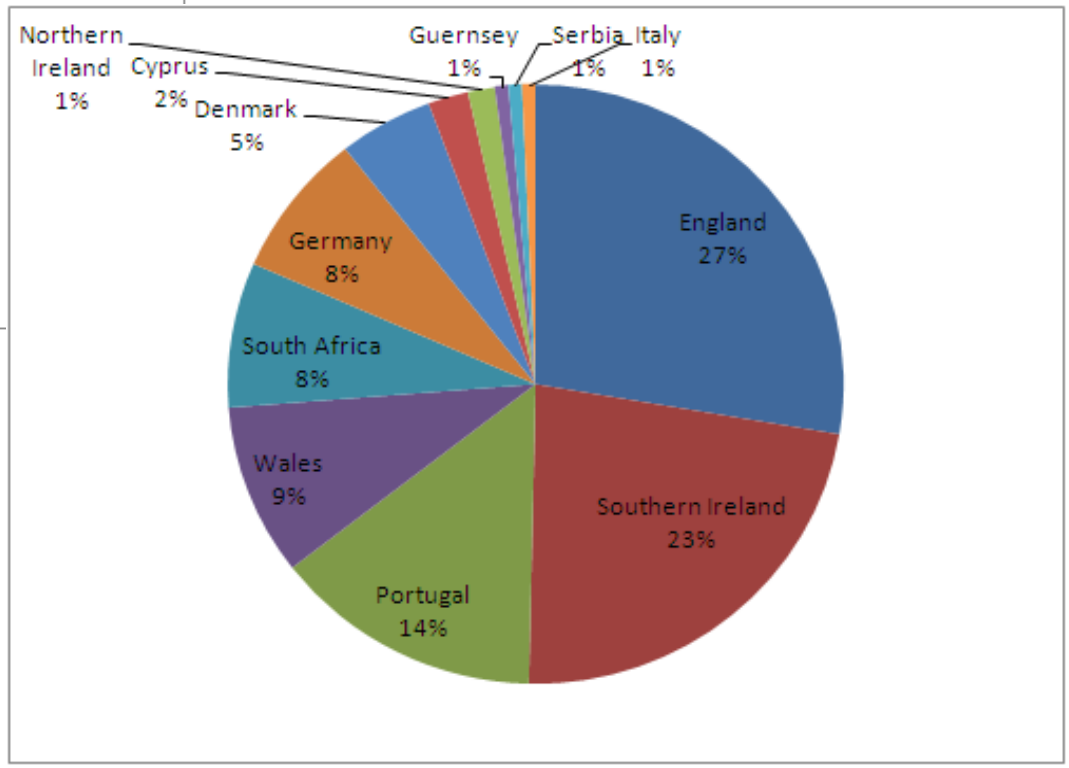
Our market place





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Our international focus

- Launch of the International Accreditation Programme across the world
- Continue to be member of ISQua Council
- Gain ISQua accreditation for CHKS surveyor training programme
- Continue to maintain preferred provider status in Southern Ireland
- Further collaboration with Cyprus Certification Company in Cyprus
- Collaboration with the Italian Society of Quality Improvement in Healthcare

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Recent changes at CHKS

- Part of the Capita Health Division
  - implications on the contracting process
  - introduction of five years contract to ensure that contracts and accreditation periods are synchronised
  - recharging of surveyors expenses – suggestions for improvement

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Recent changes at CHKS

- Organisational Changes
  - Accreditation Unit Director – Jill Krynicki
  - Business and Operations Manager – Joanna Pisko
  - Accreditation Services Manager – Adele Cassell
  - Client Delivery
    - Deputy Director Russell Muddiman
    - 6 Client Managers (including Portuguese speaking Dr Carlos Goes de Souza)
  - Office and Scheduling Manager – Amy Lewis
  - Associate Director Standards and Product Development - Jan Mackereth-Hill

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Recent developments

- Accreditation Online
  - online and real-time management system
  - much easier management and implementation of accreditation process
  - improves staff involvement by allowing online access
  - monitoring of the progress towards completion and compliance and highlights areas for improvement
  - provides a central and accessible repository of information

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Old ways…

21st century
Accreditation online!

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Recent developments

- New International Accreditation Programme
  - New patient safety standard including WHO patient safety solutions
  - New standards for high risk areas such as blood transfusions
  - New section on patient-centred care, including:
    - complaints, access, discharge, rights and needs of individuals including end of life and spiritual care
  - Mental health, social work and addiction standards
  - New clinical standards for minor injury units, stroke, diabetes,
  - Oncology services
  - Renal services
  - Patient tracer

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Recent developments

- The CHKS Quality Improvement Award
  - All organisations achieving accreditation in the previous year invited to apply
  - Demonstrate how accreditation has supported improvements in patient safety, patient experience, staff safety, welfare and morale
  - Last two winners
    - Sygehus Sonderjylland, Denmark
    - Cuan Mhuire, Addiction Centres in Ireland
  - 32 organisations invited to apply this year!
  - www.tophospitals.co.uk

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Plans for Portugal

- Annual breakfast meetings
- Newsletter in Portuguese
- Surveyor selection
- Surveyor update
- Annual clients conference

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Discussion and your suggestions for improvement

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Thank you

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