

## Accreditation Services

Supported by the UK's only online accreditation tool



**"Going through the accreditation process has allowed us to streamline our processes and assured us that our hospital is of world class standard, and delivers healthcare that is both business efficiency and patient focussed"**

Rosemary Hittinger  
Group Director of Clinical Governance,  
HCA International

As the leading accreditation service in the UK and working across Europe and beyond, we have unrivalled experience in assisting healthcare organisations to apply quality standards to improve patient care, while addressing key challenges such as risk management and clinical effectiveness.

Accreditation provides credible and independent recognition of your commitment to quality improvement for your patients, staff and regulators. Our Accreditation programmes are tailored to all aspects of healthcare provision from acute hospitals and care homes to specific services such as radiotherapy and short stay surgery.

### Programme Features

- We are accredited by the UK Accreditation Service (UKAS) to award the internationally-recognised certificate of ISO 9001:2008 for quality management systems to healthcare organisations
- We have 'translated' the ISO 9001:2008 standard, using healthcare-specific terms, to make it applicable to health and social care services
- Our programmes are UKAS approved and make links to both UK healthcare initiatives such as Care Quality

Commission Standards, National Service Frameworks and Clinical Negligence Standards for Trusts (CNST), and international healthcare guidance and best practice

- Our programme incorporates assessment by a team of healthcare professionals, an action plan identifying improvement areas, ongoing support and guidance to achieve certification to ISO 9001:2008 standard.

### Benefits

- Creates a framework for delivering high quality care consistently across the whole organisation
- Provides a mechanism for continuous improvement
- Ensures compliance with regulation and guidance
- Involves all members of staff on a quality improvement journey
- Offers independent recognition of your commitment to quality.

## Accreditation Online - Our web-based support system

- Helps to streamline the process and enable programme management and implementation across your organisation
- Improves staff involvement by allowing online access to the standards framework for any of your users
- Allows you to easily monitor progress towards completion and compliance, and highlights areas for improvement
- Incorporates filters to identify national regulations and guidance including NHS Litigation Authority, Care Quality Commission, National Service Frameworks and NICE, allowing you to monitor your compliance at the click of a button
- Provides a central and accessible repository of information for all inspection and assessment organisations.

| Description of criteria to assess               | Progress | Compliance rating | Criteria |
|---|----------|-------------------|----------|
| New International lead                          | 0 (0%)   | 0 (0%)            | 0 / 2000 |
| Health Area1                                    | 0 (0%)   | 0 (0%)            | 0 / 2000 |
| Service Delivery                                | 0 (0%)   | 0 (0%)            | 0 / 2000 |
| Standard 1: Departmental and service management | 0 (0%)   | 0 (0%)            | 0 / 100  |
| Standard 2: Quality Management                  | 0 (0%)   | 0 (0%)            | 0 / 100  |
| Standard 3: Risk                                | 0 (0%)   | 0 (0%)            | 0 / 100  |
| Standard 4: Complaints Management               | 0 (0%)   | 0 (0%)            | 0 / 100  |
| Standard 5: Patient Focus                       | 0 (0%)   | 0 (0%)            | 0 / 100  |
| Clinical Services                               | 0 (0%)   | 0 (0%)            | 0 / 100  |
| Administrative Services                         | 0 (0%)   | 0 (0%)            | 0 / 100  |
| Clinical Record Content                         | 0 (0%)   | 0 (0%)            | 0 / 100  |

An example screenshot showing the online and real-time management system.

"CHKS have been an invaluable partner for the hospital. Initially the accreditation standards acted as guidance to put in place the architecture of quality systems required to facilitate real change throughout the organisation. Looking back now it is surprising how much has changed in a relatively short period of time and we look forward to further change with the support of CHKS."

Gordon Dunne, General Service Manager,  
Cappagh National Orthopaedic Hospital

## Our standards programmes - areas covered:

- Care Homes
- Hospice Services,
- Maternity and Specialist Neonatal Care Service
- Addiction Treatment Centres and Psycho-rehabilitation
- Corporate Management and Leadership
- International
- Oncology
- Risk and Safety
- Short stay Surgery
- Cruise Ship Centres - 3rd edition, 2009
- Domiciliary Care
- Independent Healthcare Providers
- Independent Mental Healthcare Providers
- Mental Health Care Homes
- PRIMAP
- Primary Health Care Teams

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