



CHKS
Insight for better healthcare

Surveyor Update Day
7th March 2017

Session.....??

Surveying Portuguese Organisations

Panel

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QUIZ

WITH





Between which organisations it was established in 1999 our first partnership protocol in Portugal?

- (a) ISQua and CHKS
- (b) CHKS and IQS
- (c) CHKS and AQS
- (d) KFOA and IQS
- (e) KFHQS and IQS
- (f) UKAS and AQS



In what year IQS operation was discontinued?

- (a) 1999
- (b) 2001
- (c) 2006
- (d) 2010
- (e) 2005
- (f) 2016

Background

We have been working in Portugal since 1999, when the organisation was King's Fund Organisational Audit. From the outset we worked in partnership with IQS – Institute for Quality in Healthcare, which provided local support to the public hospitals as they work with the quality standards and prepare for external survey. Initially, 27 healthcare organisations have participated in the accreditation programme. The majority were from public sector acute hospitals but accreditation has also been awarded to one mental health hospital, two private hospitals and one group of EPE primary care services.



Since the beginning we are using mixed teams of Portuguese and UK surveyors for most surveys, with additional Portuguese surveyors as acting as 'shadows' to assist UK surveyors with translation.

- 1) From your perspective, in what this methodology is good and what is not good for the surveyor's team relationship ?**

Background

Accreditation is a process whereby an assessment of competency and quality is made by peer review. It provides credible and independent recognition of healthcare organisation commitment to quality improvement for their patients, staff and regulators. Our Accreditation programmes are tailored to all aspects of healthcare provision from acute hospitals and care homes to specific specialised services.



Understanding of peer review process and the aspects of impartiality, confidentiality and ethical principles.

2) How do you deal with surveying known hospitals?

3) Do you usually make comparison with your original institution?

Background

The CHKS 2016 standards have been developed through consultation with professional organisations and individuals representing the interests of patients, carers, health professionals, employers and statutory bodies and are set out under the five section headings. Each standard addresses an area of work or activity carried out by the organisation and is made up of criteria statements.

In order to ensure that the CHKS standards and criteria reflect changes in health care and are representative of best practice, we review them on an on-going basis. To assist us in this process we use feedback from participating organisations.

Translated standards also need a periodic review in order to keep as much as faithful the meaning of the original standards and keep them clearly understandable for international clients.



Understanding translated standards and the importance of original meaning for the accreditation process.

- 4) What do CHKS translated standards into Portuguese has as strength and weakness?**
- 5) What makes the best standard translation into Portuguese?**

THANK
YOU