

# THE IMPACT OF ACCREDITATION ON THE QUALITY OF HOSPITAL SERVICE

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## ABSTRACT

**Background:** It is hypothesized that hospital accreditation improves the quality of health services. This is because every accredited hospital must implement the standard issues by an independent accreditation organization. However, there is a lack of evidence in Indonesia to support this hypothesis. This study aimed to investigate the impact of accreditation on the quality of hospital service.

**Subjects and Method:** This was a systematic review conducted by searching articles related to hospital accreditation and the quality of health service. The articles were collected from PubMed database. The keywords were "hospital accreditation" AND "quality" AND "impact". The activation filter used in the PubMed were free and full text. The articles were reviewed based on PRISMA flow diagram.

**Results:** Eight articles reported that the hospital accreditation improved the quality of health service. These articles provide some valid evidence in the four stages of accreditation cycle, namely the initiation phase, pre-survey phase, after accreditation phase, and stagnation phase. The quality of hospital health services had increased significantly from initiation phase to the after accreditation phase.

**Conclusion:** Hospital accreditation increases the quality of hospital health service. This is because hospitals must work in accordance with standard issued by independent hospital accreditation to maintain hospital quality.

**Keywords:** hospital accreditation, impact, quality

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## BACKGROUND

Hospital quality is needed so that the hospital can move forward and develop. Quality improvement is used by continuing education approaches and improving the processes of providing health services according to the needs of patients and other interested parties. With a government program to improve the quality of health services and patient safety in hospitals, hospital leaders are looking for methods to improve the quality of health services in hospitals. Accreditation is used for external quality assessments most often from strategic health service organization goals. Hospital accreditation program is a systematic assessment of hospitals against accepted standards and evidence of hos-

pitals have done accreditation in the form of certification (Brubakk et al., 2015).

Hospital accreditation is used to improve the quality of health services in hospitals. Therefore, every accredited hospital must implement the standards issued by an independent accreditation organization. According to Regulation of the Minister of Health number 34 of 2017, hospital accreditation is an acknowledgment of the quality of hospital services, after an assessment has been made that the hospital has met Accreditation Standards. The purpose of hospital accreditation, namely:

- a. To improve the quality of hospital services and protect hospital patient safety;

- b. To increase protection for the community, human resources in hospitals and hospitals as institutions;
- c. To support Government programs in the health sector; and
- d. To improve the professionalism of Indonesian Hospitals in the eyes of the International.

There are a number of independent accreditation organizations in various countries. In Indonesia, there is a Hospital Accreditation Commission (KARS), in America there is one accreditation commission for health care facilities namely the Accreditation Commission for Health Care (ACHC) and international hospital accreditation that can be used in Indonesia, namely the Joint Commission International (JCI), and others.

The impact of doing hospital accreditation is an increase in the quality or quality of health services in the hospital, so it is necessary to study from various journals that prove that accreditation can improve hospital quality.

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## SUBJECTS AND METHOD

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### 1. Study Design

This study was conducted using a systematic review method using Preferred Reporting Items for Systematic Review and Meta-Analysis (PRISMA). The review was done by searching for articles related to the impact of hospital accreditation that affect the quality of hospital health services that have been published in accredited journals. Literature search was carried out through the PubMed database source.

The search was conducted between February and May 2019. Further searches from the PubMed database source began with the keywords "hospital accreditation" AND "quality" AND "impact" with activation filters: free full text and journals published in ten years.

### 2. Inclusion and Exclusion Criteria

The inclusion criteria were articles that were published in ten years, free full text, containing the impact of hospital accreditation and the quality of hospital health services.

While the exclusion criteria are articles that discuss research on drugs, workload of health workers, research in health services other than hospitals, other accreditation studies in addition to hospital accreditation, research on standardization of medical devices and research with systematic review methods.

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## RESULTS

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Ten scientific articles were reviewed after the search process. Articles were obtained from international research journals conducted in various countries. This paper reviews the impact of hospital accreditation on the quality of health services.

Further description of the studies used in this review is shown in the following table, including title, author, year of publication, country of study, type of research and results or conclusions.

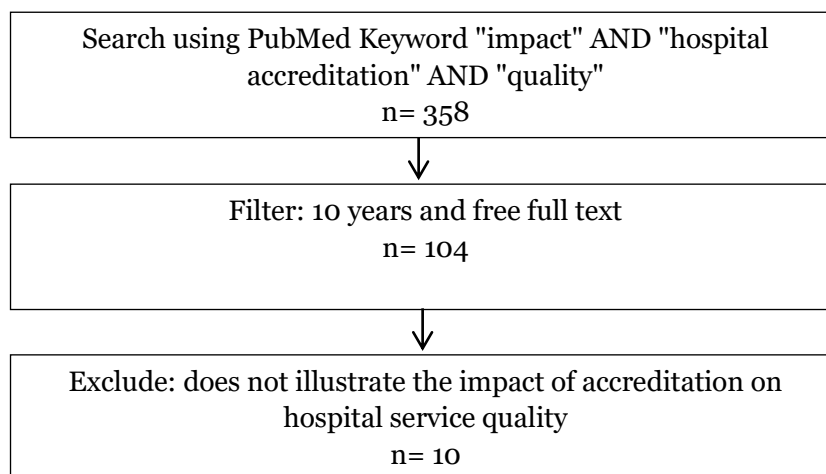
Of the ten journals obtained, nine journals showed an increase in the quality of health services in hospitals which was the impact of hospital accreditation results. One journal shows there is no relationship between patient satisfaction about the quality of health services with hospital accreditation.

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## DISCUSSION

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In the review, we examined ten studies involving hospital accreditation aimed at improving the quality of hospital health services, such as improving the quality of each accreditation cycle, improving the quality of services in the operating room or operating anesthetics, patient satisfaction, improving staff performance, and improving performance hospital.



**Figure 1. PRISMA Flow Diagram**

The literature is dominated by descriptive studies that link changes in organizations with the accreditation process. This study ranges from identifying changes in adherence to standards, patient satisfaction, performance indicators, and a review of overall perceptions of hospital accreditation among patients, professionals, and other stakeholders. These studies were conducted using studies derived from cross-sectional studies, comparisons between accredited and non-accredited hospitals, case studies and interrupted time series analysis.

There are four phases of the accreditation cycle namely the initiation phase, the presurvey phase, the post-accreditation phase and the stagnation phase. Several studies show that accreditation has the capacity to improve quality during the accreditation cycle (Devkaran and O'Farrell, 2015).

Hospital accreditation received positive responses from the general view of health professionals. As perceived by health professionals, accreditation has a positive impact on the process and implementation of changes in hospitals that result in improved quality in patient care and other health services (Hussein et al., 2017).

The participation of health professionals in the accreditation process, leadership commitment to quality improvement

and the results of quality improvement show that the quality of patient-centered health services is increasing (Hijazi et al., 2018). This review shows that health professionals produce increased staff communication, the formation of a multidisciplinary team, positive changes in organizational culture, increased leadership and staff awareness about quality (Ng et al., 2013) and improvements in health services especially nursing (Day et al., 2013).

There is consistent evidence that accreditation programs improve the process of care provided by health services, such as surgical and anesthetic services (Inomata et al., 2018). In addition there is evidence to show that the accreditation program improves good clinical outcomes from various clinical conditions (Alkhenizan and Shaw, 2011).

But there are some studies that provide results that have no effect. One such study is patient satisfaction. Most patients are not satisfied with the quality of service. There is no statistically significant relationship between accreditation and patient satisfaction (Haj-Ali et al., 2014).

Table 1. Characteristics of Article

<b>Title</b>	<b>Author (Year)</b>	<b>Country</b>	<b>Study Design</b>	<b>Results and Discussion</b>
Impact of repeated hospital accreditation surveys on quality and reliability, an 8-year interrupted time series analysis	Devkaran et al. (2018)	UAE	Interrupted time series analysis	The results provide some evidence for the validity of the four life cycle phases namely, the initiation phase, the presurvey phase, the post accreditation phase and the stagnation phase. This study shows that accreditation has the capacity to maintain quality improvement throughout the accreditation cycle. The accreditation cycle shows that accreditation supports quality improvement.
Perception of hospital accreditation among health professionals in Saudi Arabia	Algahtani et al. (2017)	Saudi Arabia	Cross-sectional survey	Hospital accreditation received good responses from the general views of 901 health professionals. As felt by health professionals based on surveys, accreditation has a positive impact on the process and implementation of changes in hospitals that result in improvements in patient care and other health services.
The impact of hospital accreditation on clinical documentation compliance: a life cycle explanation using interrupted time series analysis	Devkaran and O'Farrell (2014)	UAE	Interrupted time series analysis	The four life cycle phases are as follows: the initiation phase, the presurvey phase, the post-accreditation phase and the stagnation phase. Although there was a decrease in compliance after the accreditation survey, after that there was an increase in the quality of performance for researchers, managers and doctors.
The impact of hospital accreditation on quality measures: an interrupted	Devkaran and O'Farrell (2015)	UAE	Interrupted time series analysis	Although there was a temporary decrease in performance after the accreditation survey, this study shows that the quality improvement

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time series analysis				obtained from accreditation can be maintained throughout the three-year accreditation cycle.
The impact of Joint Commission International accreditation on time periods in the operating room: A retrospective observational study	Inomata et al. (2018)	China	retrospective observational study	Even though the total time of the surgical procedure did not change significantly, the time of pre-anesthesia increased significantly and the time of induction of anesthesia decreased significantly after JCI accreditation. The results of other secondary studies did not change significantly. Quality improvement initiatives related to time periods in the operating room can be achieved without damaging efficiency.
The Impact of Applying Quality Management Practices on Patient Centeredness in Jordanian Public Hospitals: Results of Predictive Modeling	Hijazi et al. (2018)	Jordanian	A multiple-case study design with a cross-sectional approach.	The results showed that administrative staff were less likely to feel the effects of improved quality on patient-centered services than nurses and doctors and other healthcare providers. In conclusion, accreditation is a major factor in providing patient-centered services and should be on the hospital's agenda as a strategy for continuous quality improvement.
Exploring the relationship between accreditation and patient satisfaction – the case of selected Lebanese hospitals	Wissam Haj-Ali et al. (2014)	Lebanon	cross-sectional study	Most patients are not satisfied with the quality of service. There is no statistically significant relationship between accreditation and patient satisfaction.

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Factors affecting implementation of accreditation programmes and the impact of the accreditation process on quality improvement in hospitals: a SWOT analysis	Ng et al. (2013)	Hong Kong	SWOT Analysis	Although the evidence shows less convincing about the effectiveness of the accreditation program that is showing increased involvement and communication of staff, the formation of disciplinary teams, positive changes in organizational culture, and increased leadership and staff awareness about quality.
Use of Joint Commission International Standards to Evaluate and Improve Pediatric Oncology Nursing Care in Guatemala	Day et al. (2013)	Guatemala	Case Study	The systematic approach and involvement of all hospital disciplines led to a significant increase in nursing care which was reflected by meeting 16 of the 20 standards.
Hospital Performance Trends on National Quality Measures and the Association With Joint Commission Accreditation	Schmaltz et al. (2011)	United States Of America	Case study	Accredited hospitals tend to have better baseline performance than non-accredited hospitals.

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But overall, hospitals accredited by independent accreditation organizations tend to have better baseline performance than hospitals that are not accredited (Schmaltz et al., 2011).

Our study has several limitations, one of which is a limited number of journal reviews. Future research might consider other analytic approaches such as analyzing time series data or comparing the impact of accreditation in several hospitals.

Hospitals are now faced with challenges to improve the quality of health services. Our study provides a comprehensive review of the impact of hospital accreditation on hospital service quality. There is evidence that hospital accreditation can improve quality outcomes, such as improving health professionals, health services and nursing. However, there are some studies that provide results that do not have an impact such as patient satisfaction. But overall, hospitals that are accredited by independent accreditation organizations tend to have better baseline performance than hospitals that are not accredited. Therefore, hospital accreditation is needed to improve and maintain the quality of health services in hospitals. For this reason, hospitals must work in accordance with standards issued by independent organization hospital accreditations, to maintain hospital quality.

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