Republic of Turkey
Ministry of Health

Ministry of Health, Turkey
Directorate of Healthcare Services

Standards of Accreditation in Health

SAS

Office of Quality and Accreditation in Health - MoH Turkey

Contents

PROLOGUE 1

Accreditation Program Basic Policies and Principles 5

Standards of Accreditation in Health – Hospital Kit 11

GUIDES 25

Management and Organization 49

Organizational Structure 51

Basic Policies and Values 55

Quality Management Structure 57

Document Management 60

Safety Reporting System 65

Risk Management 68

Training Management 71

Social Responsibility 75

Corporate Communication 77

Performance Measurement and Quality Improvement 81

Corporate 83

SAS (Standards of Accreditation in Health) Indicators 85

Healthy Work Life 95

Human Resources Management 97

Health and Safety of Employees 102

Patient Experience 107

Basic Patient Rights 109

Patient Safety 112

Patient Feedbacks 114

Access to Services 116
End of Life Services 119

Health Services 123
Control and Prevention of Infections 125
Sterilization Management 137
Drug Administration 141
Transfusion Management 147
Patient Care 155
Radiation Safety 177
Laboratory Services 181
Safe Surgery 299
Emergency Health Services 207

Support Services 215
Hospitality Services 217
Facility Management 225
Waste Management 228
Information Management 231
Material and Device Management 234
Outsourcing 238

Emergency Management 241
Emergency Management 243

DEFINITIONS AND ABBREVIATIONS 257
REFERENCES 271
APPENDIX 281

PROLOGUE

PROLOGUE

Nowadays, rapid advances in medical technology and applications have brought significant changes in physical and functional construction of the health services. Emerging success rates of diagnosis and treatment applications, corresponding increases in number of patients and patient beds turnover, people being more careful about health of themselves and their families can be listed as the cause of the physical and functional changes. These changes affect structural, administrative and designative practices of hospitals and emphasize the need to provide quality health care for patients who need medical care as soon as possible. In this context, activities to deliver quality health services gave birth to the need for an external evaluation of a different structure and have brought up the concept of accreditation. So far, a few patient and organizational structure focused accreditation systems have been established for the purpose of development of patient care in the world at an optimal level of quality, creation of a safe patient care environment, minimizing risks concerning patients and employees, a number of quality improvement and patient safety, and performance of healthcare institutions started to be evaluated within these systems.

In Republic of Turkey, foundations of accreditation have been laid in 2005 with the quality of healthcare evaluations and service standards of evaluations have been determined. These standards which are developed over time in the terms of number and structure have been implemented in four different versions. By 2013, standards got restructured in the terms of four basic principles of accreditation and ten goals, and the fifth version has been finalized with the name of "Standards of Accreditation in Health".

“Hospital Kit” which sheds light on "Republic of Turkey Accreditation System of Health” has been prepared using a common language that is understandable and interpretable among primarily hospitals and all other stakeholders.

In the first part of SAS-Hospital Kit which contains standards, assessment criteria and guidelines, basic policies and principles for accreditation of health have been demonstrated. In the second part historical development process and general information about the accreditation standards are included. Third part includes guidelines containing standard requirements prepared in a way that helps understanding and implementation of the standards and evaluation criteria.

SAS-Hospital Kit which contains basic information about accreditation process and requirements for becoming accredited is presented for the benefit of hospitals and all stakeholders to improve the quality of health care.

With the establishment of national accreditation structure in the axis of Standards of Accreditation in Health, three main elements of Transformation of Health Program has been completed. Developed quality of health structure specific for Republic of Turkey consists of two parts:

- Quality of Health Assessments
- Accreditation of Health System

Health Quality Assessments: These assessments are scoring by determination of structural, process and output-based quality level of health organizations and institutions on the basis of SKS. Quality assessments are conducted periodically and reported. Determined scores can be used for a variety of incentives and penalties. Health Quality Assessments are mandatory. Coverage of all health institutions and organizations in the process is aimed.

Accreditation of Health System: It is a system based on SAS, which health care institutions and organizations will apply on a voluntary basis and become accredited according to their success. Accreditation of Health System is a program that will be applied to, for organizations that want to go beyond the current national quality state and put forth the difference in their quality level. It's organized as incentive for domestic and overseas health tourism because of including a document approved internationally.

In Turkey, this structure which is established in the field of health quality by Ministry of Health has significant importance for rising on a sturdy foundation in the framework of an awareness of a service that continuously improves and is sustainable.