

Evolution from national to international Hospital Accreditation System in China

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Shenzhen Hospital Accreditation Research Center

Disclosure

I have
No conflict of interest
to declare



Importance of Hospital Accreditation on Quality & Safety

Critical Evaluation by Independent Organization is a Catalyst

- to build quality management system
- to enhance rectifications & improvements

**以评促建 以评促
改**

Universal Principle: Plan → Do → Check → Act



Background in China



History of Developing Hospital Accreditation in China

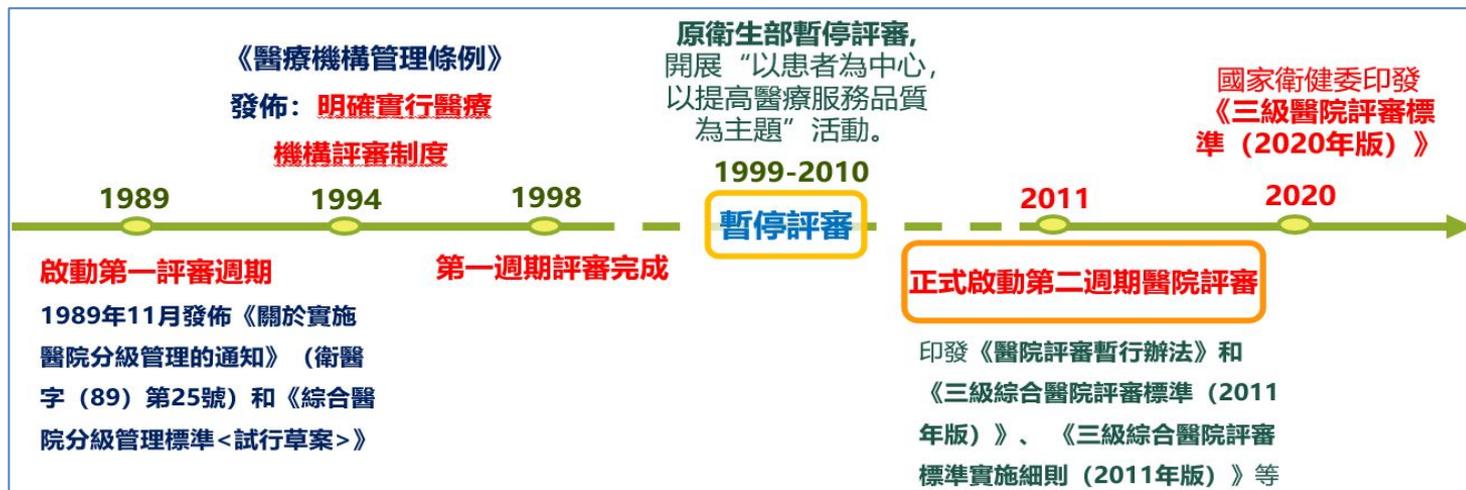
1989: China first announced policy on categorization/grading of hospitals



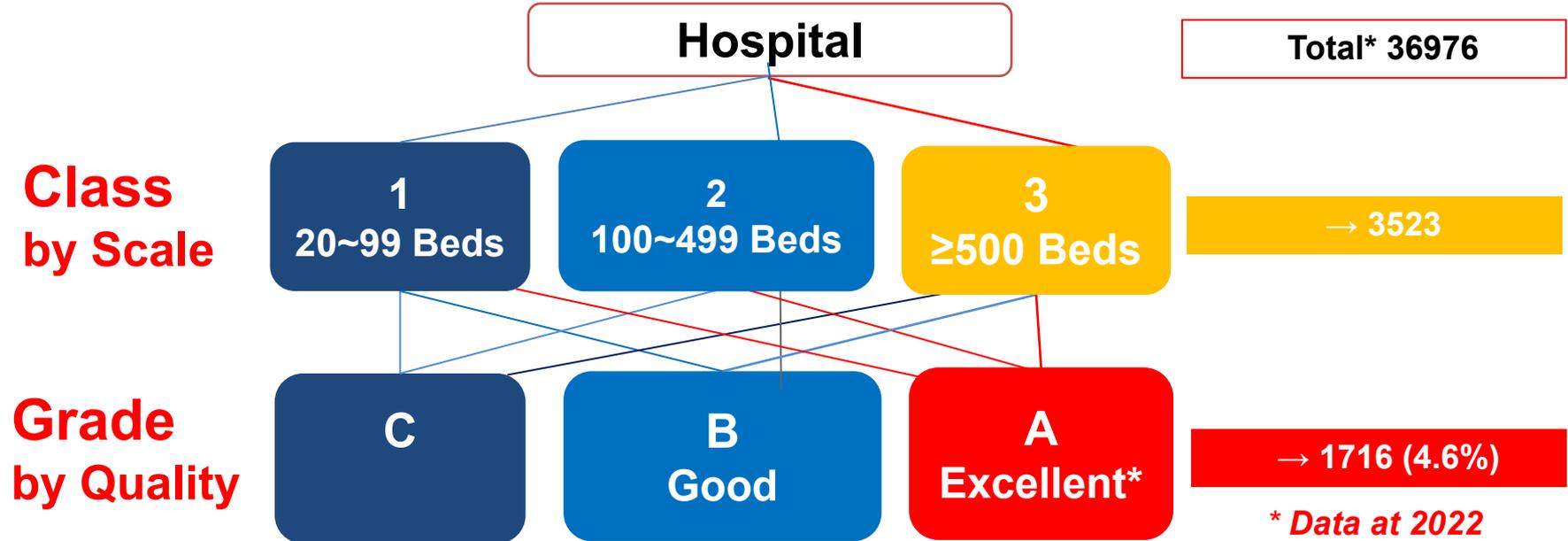
2011: Launching of a Nation-wide Accreditation Standard for 'Class 3A Hospital'



2020, 2022: Revision of Standard



System for Categorization/Grading of Hospitals in China



Class: Based on the scale & infrastructures
Grade: Based on quality results

Internationalization of Hospital Accreditation in China

Initiated by University of Hong Kong – Shenzhen Hospital

March
2009

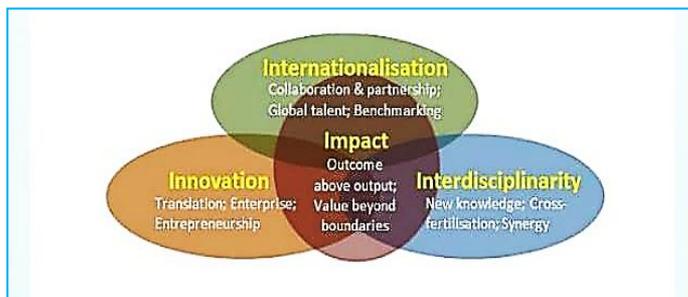
•The State Council issued “policy on medical reforms, Shenzhen was one of the 16 pilot cities for reform of public hospitals.”

July
2011

•Shenzhen Municipal Government & HKU officially signed agreement on cooperation of HKU-SZ Hospital.

July
2012

•HKU-Shenzhen Hospital commenced clinical services



Strategy by University of Hong Kong



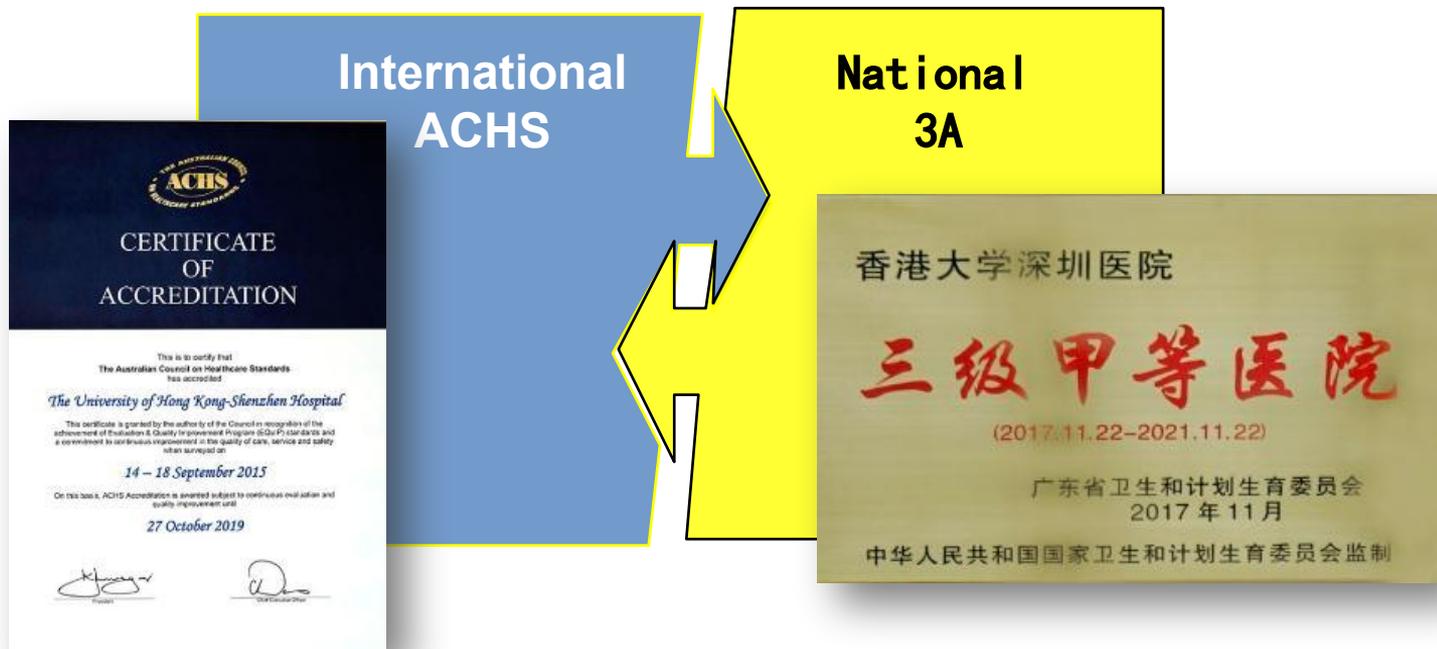
Unique Experience of Dual Accreditation

2015

The only hospital in China with ACHS accreditation

2017

The youngest 3A hospital in Guangdong Province



Research on International Certification of Hospital Accreditation

2017 International Green Healthcare

Forum

Theme: International Hospital Accreditation - Key To Quality and Safety
Feasibility of internationalization of China's 3A Hospital Accreditation System

- **ISQua President, CEO, ISQua-EEA Team**

Participants:

- Leaders of National/Provincial/Municipal Health Commission,
- Hospital accreditation experts from the mainland & Hong Kong



ISQua is a member-based, not-for-profit organization
dedicated to improve quality & safety of health care worldwide
118 members from 50 countries (at August 2024)



University of Hong Kong – Shenzhen Hospital (2018) Recognized as 1st Group of “High-Level Hospital” by Guangdong Province

1st Group of Top 9 hospitals

- The First Affiliated Hospital of Zhongshan University
- South Hospital of Southern Medical University
- Guangdong General Hospital
- The First Affiliated Hospital of Guangzhou Medical University
- Guangdong Province’s Traditional Chinese Medical Hospital
- Shenzhen People's Hospital
- **The University of Hong Kong – Shenzhen Hospital**
- First Affiliated Hospital of Shantou University Medical College
- The Affiliated Hospital of Guangdong Medical University



Strategic Plan & Commitments by HKU-SZH as a Provincial “High-Level Hospital” (2018)

Target: Greater Bay Areas
Goal: Internationalization

**Guangdong - Hong Kong - Macau Greater Bay Area
International Medical Center**
粤港澳大湾区国际化医疗中心



	Objectives
Clinical Service	1) Building Key Clinical Disciplines- Six Centers of Excellence 2) Flexible Top International Talents Introduction 3) Developing international cutting-edge medical technology
Education	4) Shenzhen Hong Kong Medical Specialist Training Centre 5) International Simulation Medical Education and Skills Training Center
Research	6) Research and Innovation Platforms for Six Centers of Excellence 7) International Clinical Trial Center 8) Green Healthcare
Management	9) Internationalization of the “Class 3A Accreditation Standards”
	10) Great Bay Area Medical Consortium

National Policy

Innovation/Reform by Shenzhen as a Pilot Demonstration

Zone

2019. *Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area*

2020. *Designation of Shenzhen as Pilot Demonstration Zone – 40 Targets*

Item 36. Cross-Border Medical Services

- Explore & improve cross-border medical services for Greater Bay Area,
- Develop specialist training to international standard,
- **Develop hospital accreditation to international standard**



Journey in Developing China's International Hospital Accreditation System



**With Strong Support & Guidance from Health Commission
at National, Provincial & Municipal Levels**

**Establishment of
Independent Evaluation Organization
to Develop International Hospital Accreditation System
in line with ISQua-EEA Requirements**

Shenzhen Hospital Accreditation Research Center (SHARC)

Non-profitable 3rd Party Organization

Registered on December 16, 2020 in accordance with the Provisions of the Ministry of Civil Affairs
on the Registration and Administration of Private Non-enterprise Units

Board of Directors

Composing of top representatives from hospitals, surveyors, academia, lawyer,
accountant, government officials & patient



Vision, Mission & Values of SHARC

<https://www.sharc.org.cn/pspj/index.html>

Vision

To develop Hospital Accreditation Standards in line with international standard, establish internationalised hospital accreditation system, implement internationalized hospital accreditation methods, and promote high-quality and sustainable development of hospitals.

Mission

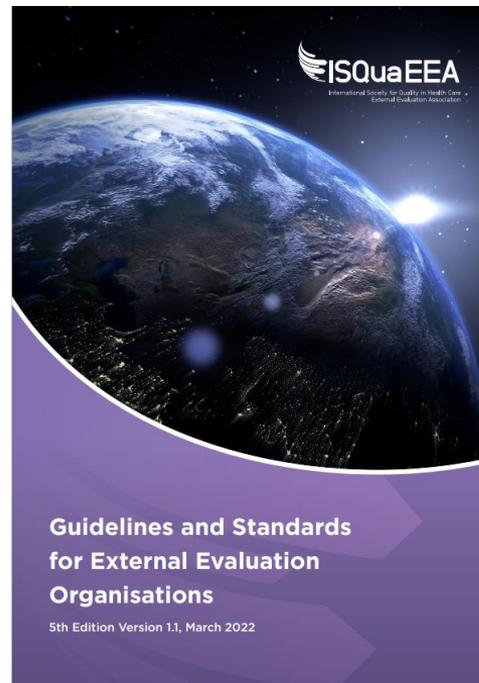
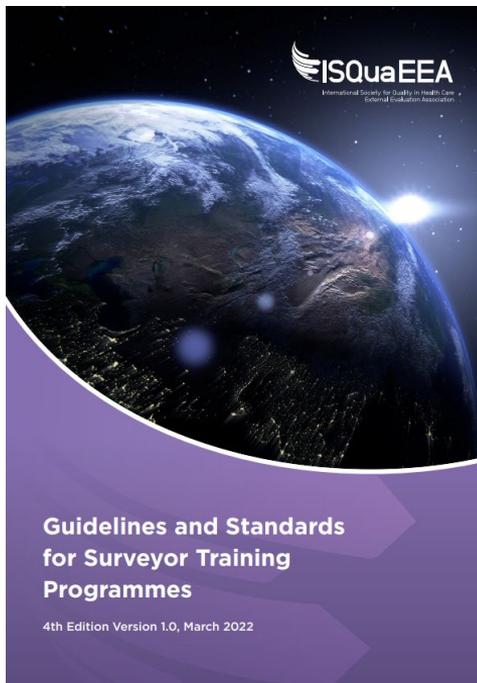
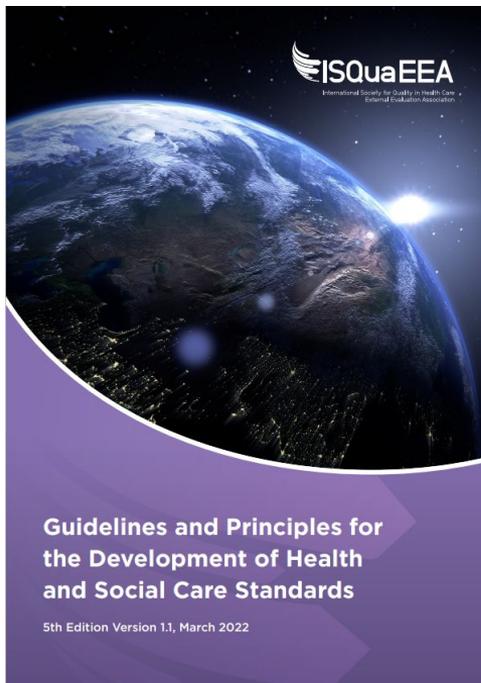
To promote high-quality development of healthcare services as the mission, to establish an internationalised hospital accreditation system as the goal, to attain international hospital accreditation as the responsibility, and to promote the high-level and sustainable development of hospitals.

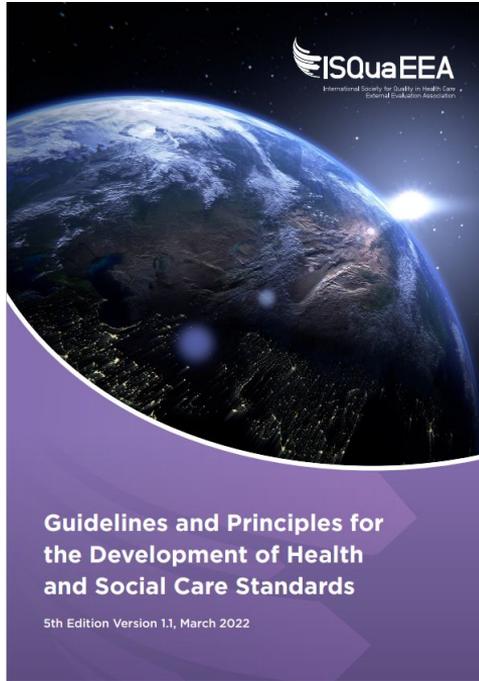
Values

Rigorousness, Professionalism, Fairness, Probity
严谨严实、专业专职、公正公平、廉洁廉明



Steps towards Establishing International Accreditation System





Formulation of ISQua-EEA Certified Hospital Accreditation Standards

By a Preparatory Team composing of National 3A, ACHS & ISQua Experts



Principles for Formulating International Standards

□ China's Class 3 Hospital Accreditation Standard

- 183 Criteria / clauses (2020 Edition)

□ Related national laws & regulations

□ Relevant international literature

□ ISQua requirements & principles

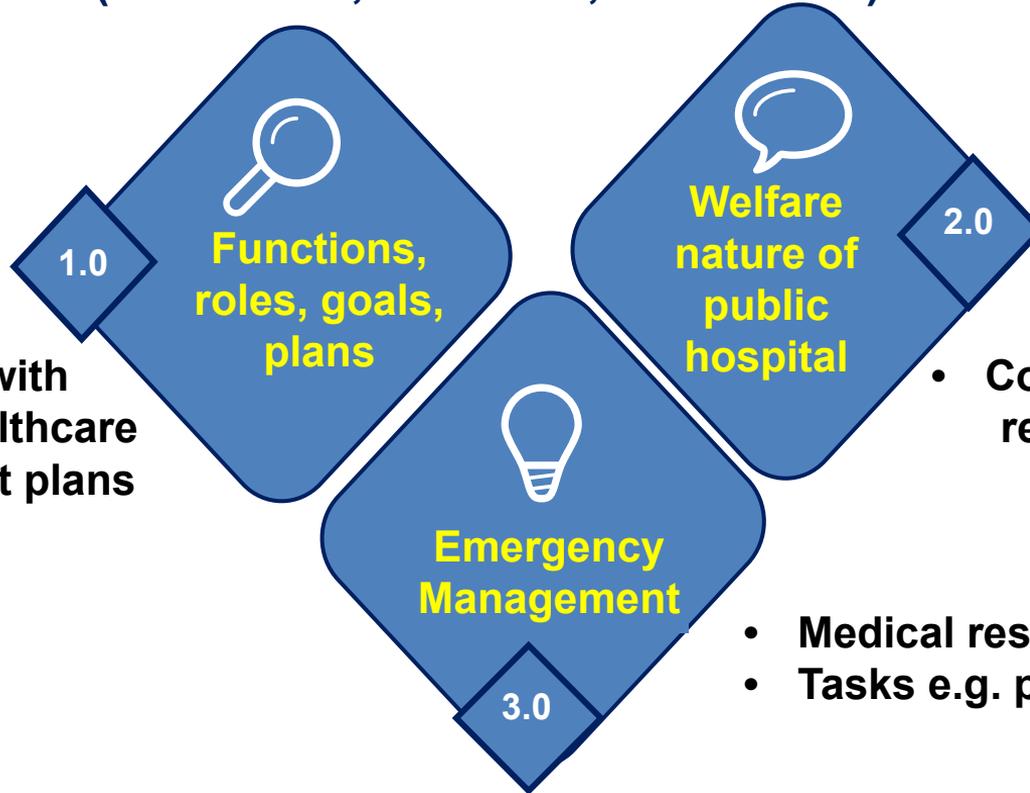
- Development of Standards
- Measurement of Standards
- Organizational Role, Planning & Performance
- Safety & Risk
- Person-Centered Approach
- Quality Performance

Requirement (RUMBA)

- ✓ Relevant
- ✓ Understandable
- ✓ Measurable
- ✓ Beneficial
- ✓ Achievable

Chapter 1: Hospital Functions and Roles

(3 Sections, 4 Criteria, 14 Clauses)



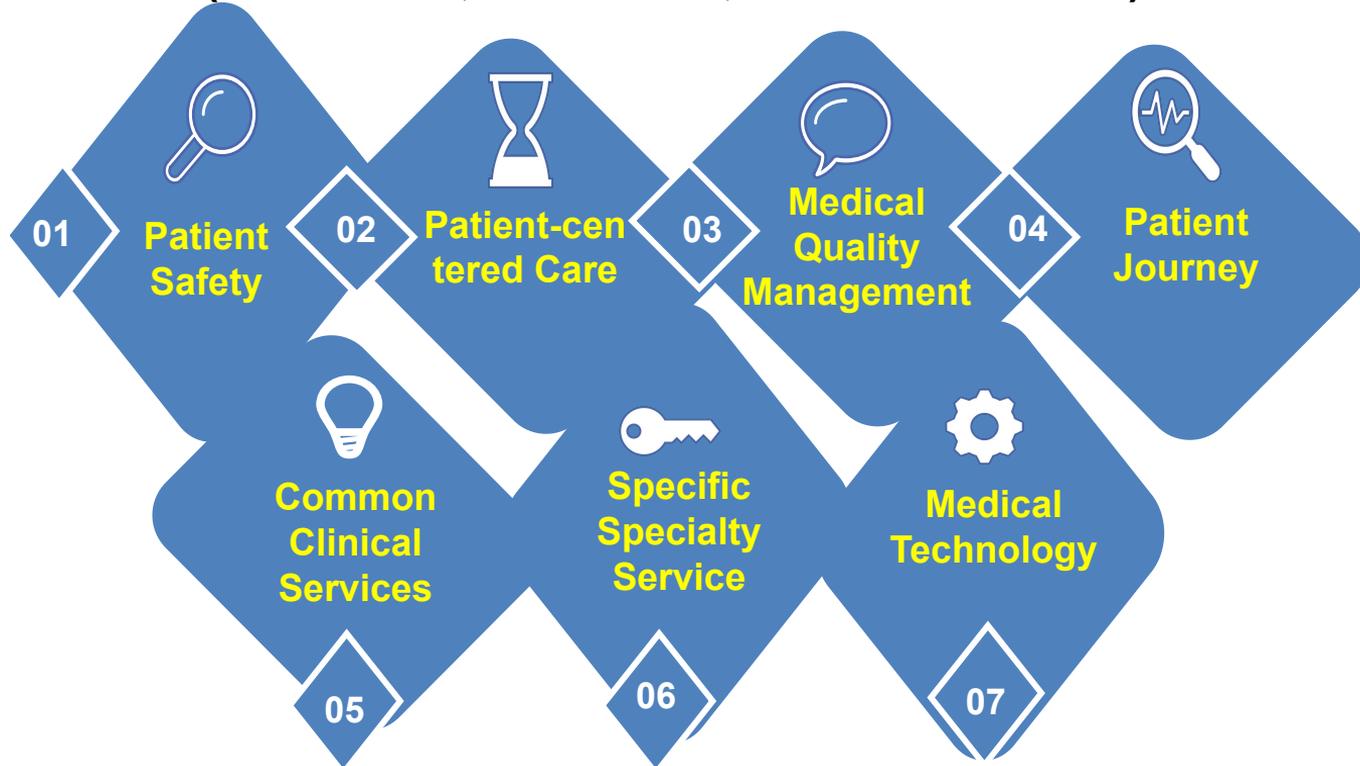
- Comply with regional healthcare development plans

- Comply with social responsibilities & obligations

- Medical rescue missions
- Tasks e.g. pandemic diseases

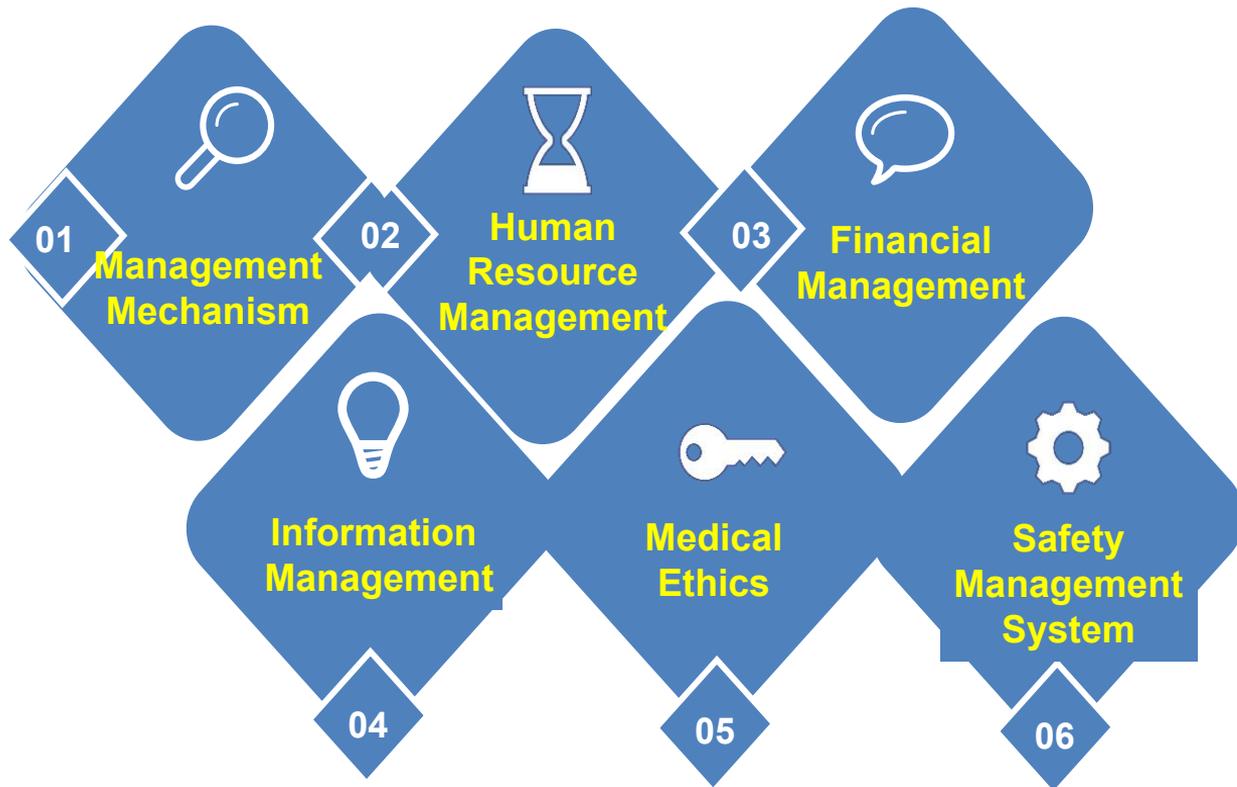
Chapter 2 : Patient Safety, Clinical Services & Quality

(7 Sections, 38 Criteria, and 109 Clauses)



Chapter 3: Hospital Management

(6 Sections, 19 Criteria and 63 Clauses)



Formulating International Standards by Expert Surveyors from Mainland & Hong Kong

Integrating Strengths of China's Class 3 Hospital Accreditation Standard
with Enhancements align with International Concepts

Strengths of China's Class 3 Standard Comprehensive, Systematic, Well-defined Requirements

- Hospital social responsibility
- Healthcare quality control
- Core clinical practice
- Medical technology management

+ International Requirements

- Enhancement of **humanistic care**
(patients & staffs)
- Candid **doctor-patient relationship**
- Comprehensive **occupational safety**
- Full coverage on **risk management**

Enhancement in International Standards -

Occupational Health and Safety (OSH) Management requirements

example

National Class 3 Standard

Radiation safety

- ◆ Environmental detection
- ◆ Equipment detection
- ◆ Personal protection
- ◆ Health management

Bio-Safety

- ◆ Sharps Injury
- ◆ Occupational exposure
- ◆ Hand hygiene
- ◆ Pathogens

Chemical safety

- ◆ Irritation
- ◆ Corrosivity
- ◆ Toxicity
- ◆ Dust particles



Enhancement in International Standards

Occupational Health and Safety (OSH) Management

More comprehensive coverage →

China's International Hospital Standard (CIHA 2021 Edition)

Radiation safety

- ◆ Environmental detection
- ◆ Equipment detection
- ◆ Personal protection
- ◆ Health management

Bio-Safety

- ◆ Sharps Injury
- ◆ Occupational exposure
- ◆ Hand hygiene
- ◆ Pathogens

Chemical safety

- ◆ Irritation
- ◆ Corrosivity
- ◆ Toxicity
- ◆ Dust particles

Laser safety

- ◆ Equipment management
- ◆ Environmental management
- ◆ Personal protection
- ◆ Training review

Manual Handling Operation

- ◆ Patient Transfer between bed
- ◆ Tool design
- ◆ Improper posture

Workplace violence

- ◆ Accident and harassment
- ◆ psychological factor

Other safety issues

- ◆ display screen equipment (DSE)
- ◆ Employee health intervention

Developing Standard according to ISQua-EEA Requirements



1st draft

January 2021
Approved by the
Standards Committee

2nd draft

June 2021
Approved by the
Board after public
consultation

Test-run surveys
Using 2nd draft

July 2021
Test-run surveys
at 3 public hospitals
in Shenzhen

To ensure the practicability
& objectivity of the Standards

3rd draft

August 2021
Confirmed by the
Standards Committee

The Standards by SHARC

– Successfully Certified by ISQua-EEA (2022)

Principle	Score
1. Standards Development	92%
2. Standards Measurement	94%
3. Organizational Role, Planning & Performance	100%
4. Safety & Risk	100%
5. Person-Centered Approach	100%
6. Quality Performance	95%
Total 66 criteria	97%



International Recognition of China's Hospital Accreditation System

We have formulated
**a set of Standard on hospital management,
quality & safety**
based on
**China's laws/regulations, unique culture &
specific needs**

↓
**Fully concur with International
requirements
as evaluated by ISQua-EEA**



Official Announcement of International Accreditation by Shenzhen Municipal Government in September 2022

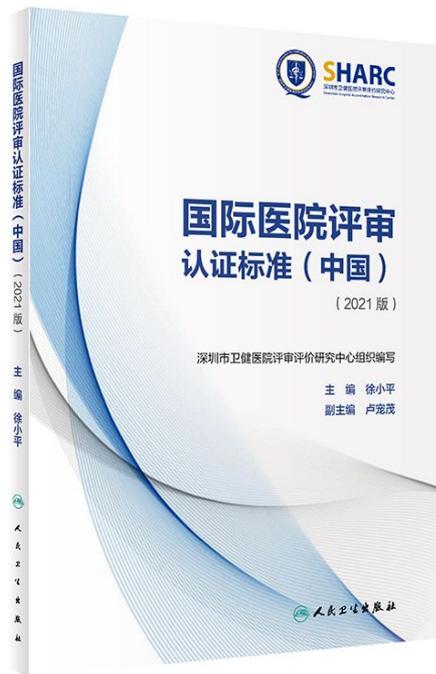
Officiating Guests:

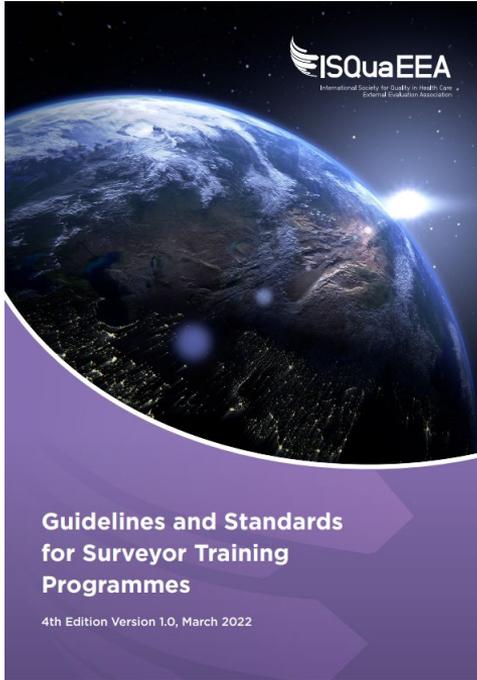
- President of ISQua
- Director of Healthcare Bureau, National Health Commission
- Deputy Director, Health Commission of Guangdong Province
- Vice-Mayor of Shenzhen
- Deputy Secretary-General of Shenzhen Municipal People's Government
- Secretary of Health Bureau, Hong Kong SAR
- Director of Health Bureau, Macau SAR
- Chairman of Hong Kong Hospital Authority



1st milestone in internationalization of hospital accreditation in China

Official Announcement on Publication of CIHA by Top Publisher in China





Establishment of ISQua-EEA Certified Surveyor Training System & Standardization of Hospital Accreditation Processes

Establishing the Founding Team of Top Surveyors

October 2022 to January 2023, Training & Evaluation of
61 Founding Surveyors with extensive National 3A or ACHS Experience

Nationwide
26 surveyors

Guangdong Province
18 surveyors

Hong Kong
17 surveyors



Development of CIHA Accreditation

In-depth review of each criteria by Leading

Supervisors

Standardization of accreditation methods



Management I



Management II



Clinical I



Clinical II



Clinical III



Clinical VI

In-depth review by 6 working teams

Standardization of evaluation rating

Definition of core objectives & essential requirements



Accreditation Guidelines & Surveyor Manual



SHARC
深圳市卫健医院评审评价研究中心
Shenzhen Hospital Accreditation Research Center

《国际医院评审认证标准（中国）》（2021版）

China's International Hospital Accreditation Standards (2021 Version)

认证操作指引（1.0版）

Accreditation Guidelines (1.0 Version)



修订于 2023 年 10 月

Revised in October 2023



SHARC
深圳市卫健医院评审评价研究中心
Shenzhen Hospital Accreditation Research Center

Shenzhen Hospital Accreditation Research Center
Surveyor Manual (Version 3)

Codes of conduct

- Confidentiality
- No conflict of interest



SHARC
深圳市卫健医院评审评价研究中心
Shenzhen Hospital Accreditation Research Center

Establishing a robust system for selection, training & management of surveyors

Training		Evaluation
Knowledge	<ul style="list-style-type: none"> • SHARC's Policies & values; • Surveyor Management Policy – <ul style="list-style-type: none"> • ethics, code of practice; • Interpretation of CIHA Standards; • Survey Requirements: <ul style="list-style-type: none"> • Analysis of Self-assessment; • Survey Methods - Tracer Methodology; • Rules for rating; • Risk Assessment Methods; • Reports writing • Related Laws & Regulations 	Panel of trainers
Practical skills	On-site hospital survey(s) under supervision	Lead surveyors

Expanding the Team of Top Surveyors

Completed fundamental knowledge Training: 110
(Guangdong 37, Other province 34, Hong Kong 39)
Pending practical skills training: 47

63 Fully-Certified Surveyors
57 Lead Surveyor; 59 Trainers
(up to May 2024)

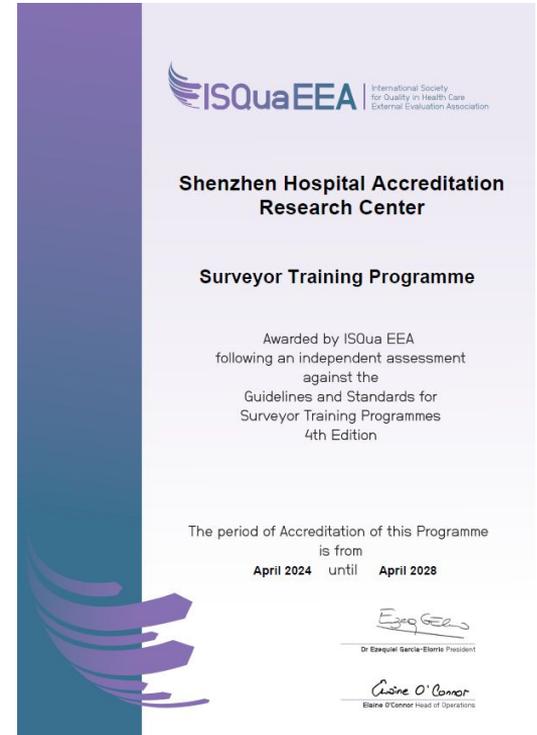


Surveyors Training Program by SHARC – Successfully Accredited by ISQua-EEA (2024)

Principle	Score
Standard 1: Programme Development and Planning (6 Criteria)	95%
Standard 2: Programme Management (8 Criteria)	97%
Standard 3: Trainee Management (4 Criteria)	88%
Standard 4: Training Programme Delivery (9 Criteria)	97%
Standard 5: Assessment of Competence (5 Criteria)	100%
Total 32 criteria	96%



2nd milestone: Top Surveyors Team



Launching Hospital Accreditation with CIHA Standards & Certified Surveyors





国际医院评审认证标准(中国) 首批医院评审认证启动会

China's International Healthcare Accreditation Standards (CIHA)
Hospital Accreditation Launching Ceremony

指导单位:国家卫生健康委员会 | 广东省卫生健康委员会

Guiding Organizations: National Health Commission, Guangdong Provincial Health Commission

主办单位:深圳市卫生健康委员会 | 深圳市前海深港现代服务业合作区管理局 | 深圳市卫健医院评审评价研究中心

Organizers: Shenzhen Municipal Health Commission, Qianhai Shenzhen-Hong Kong Modern Service Industry Cooperation Zone, and Shenzhen Hospital Accreditation Research Center

Official Launching of CIHA in Pilot Hospitals

by Shenzhen Municipal
Government (30 March 2023)

Officiating Guests:

- Deputy Director of Healthcare Bureau, National Health Commission, PRC
- Deputy Director of Health Commission of Guangdong Province
- Vice-Mayor of Shenzhen
- Deputy Secretary-General of Shenzhen Municipal People's Government
- Secretary of Health Bureau, Hong Kong SAR
- Chairman of Hong Kong Hospital Authority
- Representative of Health Bureau, Macau SAR
- Director of Shenzhen Municipal Health Commission
- Deputy Director of Qian Hai Authority

.....



SHARC
深圳市卫健医院评审评价研究中心
Shenzhen Hospital Accreditation Research Center

SHARC Awarded as Pilot Organization for International Hospital Accreditation

by National Health Commission of the People's Republic of China (30 March 2023)



深圳市卫健医院评审评价研究中心
Shenzhen Hospital Accreditation Research Center

国际医院评审认证标准研究
试点单位

国家卫生健康委医政司
二〇二三年三月

**3rd Milestone: starting a New Era
International Hospital Accreditation in China**

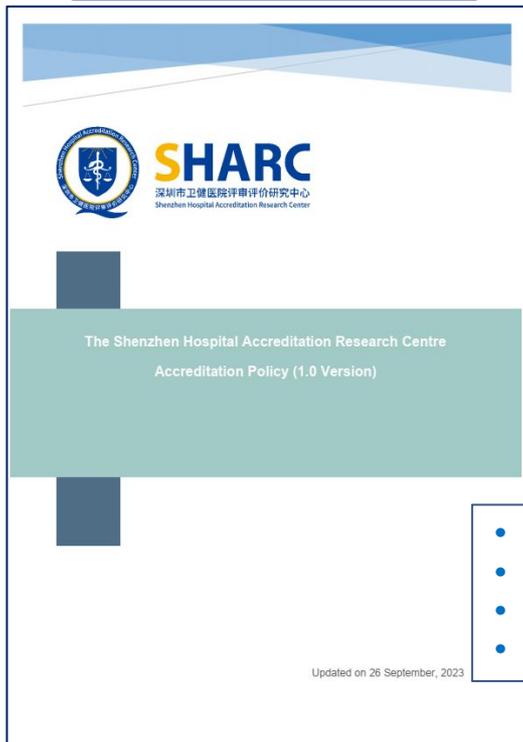


SHARC
深圳市卫生健康委员会评审评价研究中心
Shenzhen Hospital Accreditation Research Center



Setting Policy & Platform for Hospital Accreditation

Accreditation Policy



- Application for accreditation
- On-site survey
- Certification
- Post survey monitoring

Hospital Accreditation Management Platform



Accreditation Policy

– to ensure accreditation are objective & consistent
Scoring criteria stipulated on CIHA Standard



	Rating of the Clauses		Number of Clauses that should be rated as "Met"	Proportion of Clauses rated as "Met"
Fundamental Clauses (58 in total)	Met or above		58/58	100%
Non-Fundamental Clauses (128 in total)	Met or above		≥77/128	≥60%
	Chapter One (10 clauses in total)	Met or above	≥5/10	≥50%
	Chapter Two (71 clauses in total)	Met or above	≥36/71	≥50%
	Chapter Three (47 Clauses in total)	Met or above	≥24/47	≥50%

"Pass"

	Rating of the Clauses		Number of Clauses that should be rated as "Met"	Proportion of Clauses rated as "Met"	Requirement
Fundamental Clauses (58 in total)	Met or above		≥52/58	≥90%	Six or fewer Fundamental Clauses are rated as being "Not Met" or "Partially Met" (of which three or fewer Clauses are rated as being "Not Met"), and the risks are assessed to be "Moderate" or "Low".
Non-Fundamental Clauses (128 in total)	Met or above		≥64/128	≥50%	
	Chapter One (10 clauses in total)	Met or above	≥4/10	≥40%	
	Chapter Two (71 clauses in total)	Met or above	≥29/71	≥40%	
	Chapter Three (47 Clauses in total)	Met or above	≥19/47	≥40%	

"Conditional Pass (Deferred decision)"

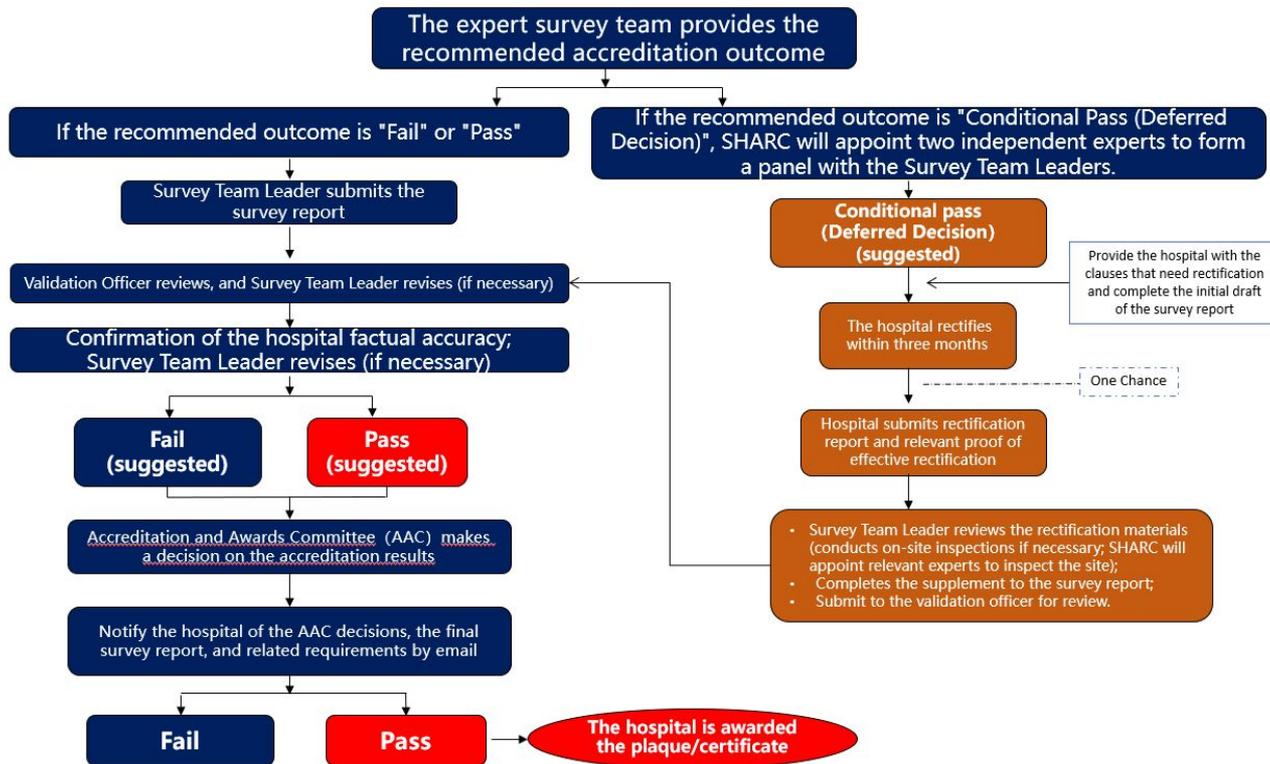


影响

Objective, Transparent & Effective Accreditation Process

Validation of Survey Report

Final decision by Accreditation & Awards Committee



Announcement on Successful Accreditation of First 3 Hospitals



CIHA-Accredited Hospitals

Proven full compliance with international requirements
on Quality Management with Continual Improvement
for top quality services and safety



Same quality standard as internationally accredited hospitals overseas

**4th milestone: Recognition by
international commercial insurance**



Expanding CIHA Accreditation to Hong Kong (Different laws & systems)



Full Support by Government of Hong Kong SAR

Memorandum on Guangdong - Hong Kong Cooperation

by Mr. W. WANG, Governor of Guangdong Province & Mr. J. LEE, The Chief Executive of HKSAR
(21 March 2023)

***“Hong Kong Hospital Authority
would support
the internationalization of national hospital accreditation standard,
& participate in China’s International Hospital Accreditation
formulated by SHARC”.***

Full Support by Government of Hong Kong SAR 2023 Policy Address by Chief Executive



香港特区行政长官李家超发表任期内第二份《施政报告》：

- 医管局会重启医院认证计划，确保管理及服务达到国际水平，并支持深圳市卫健医院评审评价研究中心在香港成立办事处，助力国家医院认证标准走向国际，提升大湾区整体医疗水平；

**Support setting up of SHARC office in Hong Kong
→ facilitating international development**



2024
January



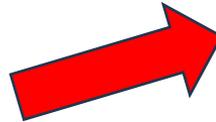
Training in Hong Kong & Local Customization

Accreditation Requirements
in line with
local laws & regulations

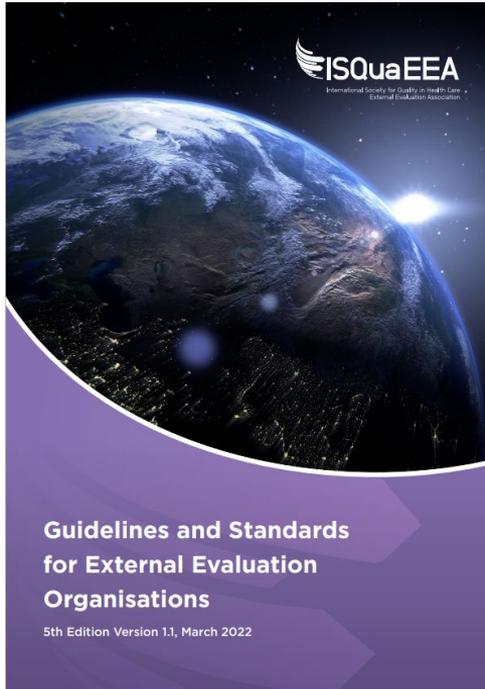
Standardization of Core Quality Objectives & Incorporating Local Adaptation of Practice

Review of differences in practice across Mainland, Hong Kong & Macau
Different laws & regulations, & medical systems

Greater Bay Area



**Ensuring the Applicability of CIHA
to Regions with different healthcare legislation &**



Attaining ISQua-EEA Accreditation of **SHARC** as External Evaluation Organization



On-site Survey of SHARC by ISQua-EEA



International Society for Quality in Health Care
External Evaluation Association

The International Society for Quality in Health Care External Evaluation Association
Standards for External Evaluation Organisations, 5th Edition, v1.0

Self Assessment Tool for

Shenzhen Hospital Accreditation Research Center

Preliminary Report
Rating 96%



Standards Accredited by ISQua

	No.	Countries	
All Standards	95	34	<i>at August 2024</i>
Hospitals Standards	25	23	



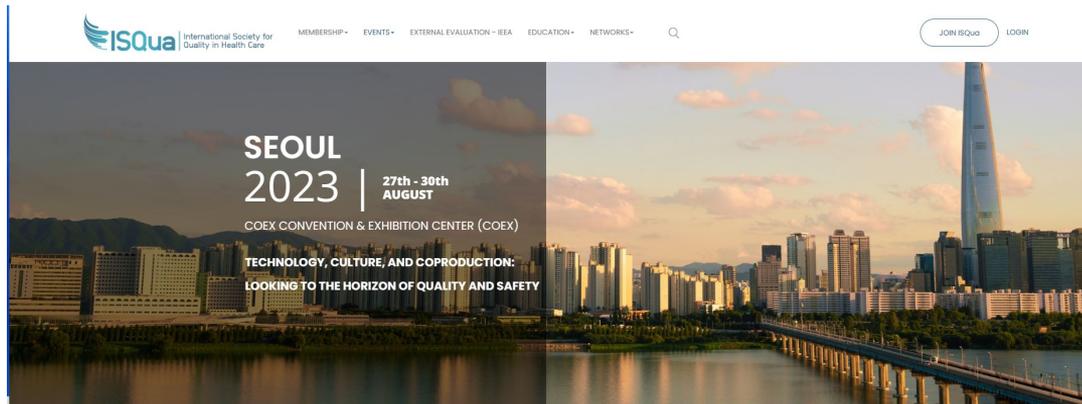
Knowledge & Experience Exchange Beyond China



ISQua 2023 Annual Conference

The Importance & Significance of ISQua-Accredited Hospital Accreditation System for China and Beyond

Anne W.M. LEE, XP XU, Carol LIU



Sharing of experience on Development on Hospital Accreditation from China



“Surveyor Training in China, moving from a National to an Internationally accredited programme”

Session Date

Wednesday, 25 September 2024

Session Time

12:40

Comments from reviewers regarding our abstract:

Reviewer1: Clear description of surveyor training nationally. Will be of interest to accreditation community

Reviewer2: Good work

Reviewer3: Highlights the importance of have a set of standards to follow to develop the training programme.
Good use of existing knowledge from previously trained surveyors.

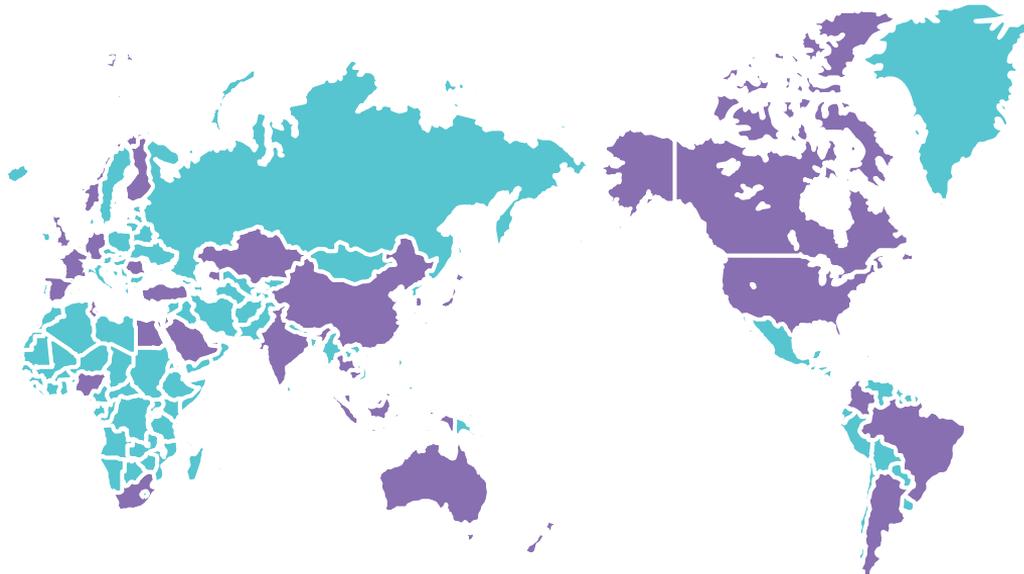
Reviewer4: Good effort to use the IEEA model for training

Planning a Conjoint ISQua – SHARC Regional Conference (2025)

Collaboration to Develop Hospital Accreditation



The Belt and Road Initiative



Those without their own Internationally-Accredited Standard

Data source: ISQua official website (February 2023)

**世界需要标准协同发展
标准促进世界互联互通!**

**The world needs standards for
coordinating development,
Standards promote world connectivity!**



Acknowledgement

Our Deepest Gratitude

Prof C.M. LO, Secretary of Health Bureau HKSAR

Members

Director of Board, SHARC

X.P. XU

Preparatory Committee

L. Lai, L. Yam, K. Choi, J. Lui, H. CHEN, J. WANG, Y.S. CHAN, X.L. Chen

Special Consultant

T. Fortune

HK Hospital Authority

J. Lai

SHARC Secretariat

C. LIU



SHARC

深圳市卫健医院评审评价研究中心
Shenzhen Hospital Accreditation Research Center

Thank You for your Attention!

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Shenzhen Hospital Accreditation Research Center

国际医院评审认证标准研究 试点单位

国家卫生健康委医政司
二〇二三年三月

<https://www.sharc.org.cn>



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