



**5TH ANNUAL CONGRESS**  
**Bridging the gap for a safer care**

SEPTEMBER 8TH AND 9TH 2017  
ESA BUSINESS SCHOOL - BEIRUT, LEBANON

**Impact of accreditation and regulation on  
quality and patient safety**

**Ali Elhaj, LL.M., Ph. D.**  
**Chairman & General Manager**  
**Veritas Scientific, R&D Council**



- Over the past 30 years, Elhaj worked as a Chief Executive Officer in several healthcare systems throughout the United States and Lebanon.
- He completed his study in Educational Psychology, Healthcare Management and Human Rights Law at Wayne State University, The University of Michigan and Saint Thomas University
- Elhaj is the Chairman & General Manager of (Veritas Scientific, Research & Development Council), Founding Governing Board member of Medrar Medical Center, oversaw the management and development of a full healthcare system in Lebanon and the Region, Chair of the scientific committee program (Norms/Health and Technology Management) at the Lebanese University, and a Healthcare Subject Matter Expert. Advisor to the Ministry of Health, and a member of the Ministry of Health National Accreditation and standard development committee. Co-Author of the proposed Universal Healthcare Coverage. Recently Appointed by the Lebanese Ministry of Health to co-coordinate the restructuring of the hospital accreditation and co-author its standards and audit.
- Elhaj served on the Board of Directors of several healthcare systems, most notably the National Association of Healthcare Systems in USA.
- Elhaj received several awards including the CEO of the Year award for outstanding clinical and operational excellence from Charter Medical Corporation, Outstanding Services to the field of healthcare from the University of Nevada, and the President awards for outstanding services to support and promote the nursing profession from the American Psychiatric Nursing Association



**Ali Elhaj, LLM., Ph. D.**



# Review of most/All institutions Clinical Mission & Vision

- **Develop specific quality improvement plan**
- Continuous improvement
- **Focused on quality of clinical services**
- Focused on quality of care provided for patients and led by clinical staff



# Greatest Ironies of Modern Medicine

- The very environments created to heal are the cause of countless:
  - *injuries, illnesses and death to the vulnerable population they were created to serve*



# Impact of Accreditation & Standards

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# Impact of Accreditation & Standards

- Making the patient care process safer for patients.
- Holding the provider accountable will contribute to Promoting safe environment for patients and staff
- Ensure consistency and sustainability of the most important component in healthcare delivery -----  
-----**Patient safety**



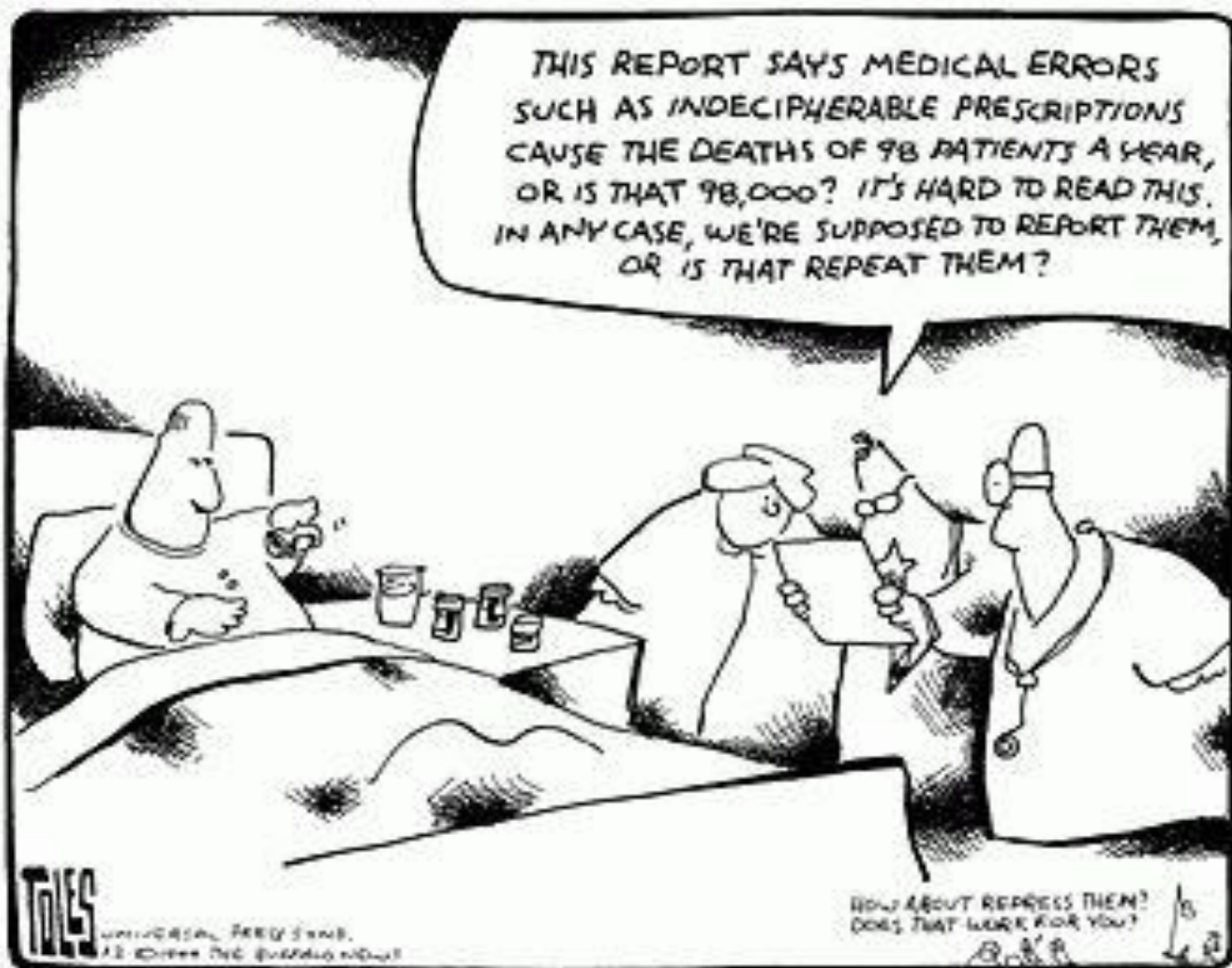
"The patient in the next bed is highly infectious. Thank God for these curtains."





# Harm

- An injury in association with **medical care** (including the *absence of indicated medical treatment*) that **requires or prolongs hospitalization** and/or results in permanent **disability or death.**



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# Total Harm

- Readmissions +



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Stage III & IV +



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- OB Harm



# Impact of Accreditation & Standards

- Impact on organizational culture:
  - **Clinical staff are open when errors are made**
  - Define how staff should work together, and treat each other and interact with the system
  - **Define how staff should treat and work with patients and their family**



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- **HR practice (Culture of safety)**



# Impact of Accreditation & Standards

- Address negligence and unacceptable behavior
- Accountability for improvement and safety at all levels
- Effective implementation and execution of P&P and analysis of outcomes for improvement

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  - Clinical processes
  - Patient safety
  - Efficient use of healthcare resources
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  - population and public health
  - clinical guidelines



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