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INTERNATIONAL ACCREDITATION OF EXCLUSIVE HEMODIAFILTRATION CLINICS (HDF):A PIONEER EXPERIENCE

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INTRODUCTION

Accreditation in a health service aims to ensure that the safety culture is achieving its objective of promoting quality and safety in processes where the focus is on the patient. To this end, it is necessary to seek out an accrediting institution recognized by patients and the market in order to validate the proposition of quality in the HDF service.

MATERIAL AND METHOD

To report on the experience of the exclusive HDF units that were pioneers in Canadian International Certification and to present the improvements implemented in care and administrative processes throughout the journey with the Certifying Institution. There were three years of the so-called COCRIACAO process with biannual evaluations by the Accrediting Institution using the QMENTUM methodology in which the outstanding action plans were discussed at the meetings. The points discussed were based on the ROPs (mandatory organizational practices) which are: safety culture, communication, use of medication, work environment, infection prevention and control and risk assessment. Even during the pandemic, we maintained the online evaluations without jeopardizing the process.

RESULTS

Within the QMENTUM methodology, the HDF units showed improvements in all ROPs. In the Safety Culture: in addition to the Patient Safety Center, a Bioethics Committee was also created to discuss more complex cases with a Committee made up of people from outside the HDF Unit for an external view, in the Communication ROP: The Safety Huddle was created, daily meetings with the

entire multidisciplinary and administrative team to manage daily risks by improving communication and preventing problems, in relation to the Use of medicines the need to hire a pharmacist to manage medicines was assessed as well as the hiring of an infectologist for the prevention and control of infections, in the ROP work environment, a consultancy was hired for people management and development and training with improved feedback and individual development plans, and finally in Risk Assessment, a team of physiotherapists was implemented with the goal of zero falls and exhaustive training on the risk of falls.

DISCUSSION AND CONCLUSIONS

After being certified by QMENTUM, the HDF Units' safety policy and culture have been rooted in the involvement and engagement of all the Units' employees, and are constantly undergoing improvements in order to guarantee PATIENT SAFETY.