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# CERTIFICATION AND ACCREDITATION IN THE SPECIALIST HEALTH SERVICE; A CONTRIBUTION TO BETTER RISK GOVERNANCE?

Poster submission on the 1st Nordic  
Patient Safety Conference, 2010

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- A perspective on the legitimacy



# Purpose and method

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- A start-up of a research project on risk regulation in complex organizations
- Explore the current views and discussions on certification and accreditation regimes in hospitals
- A document study performed with an explorative approach.



# Certification and accreditation

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- External surveying/ auditing processes (accreditation and certification) are complex.
- These programs seems to be widely accepted as regulatory regimes for quality and patient safety
- Some countries have made it mandatory and some hospitals do it voluntarily



# Risk governance

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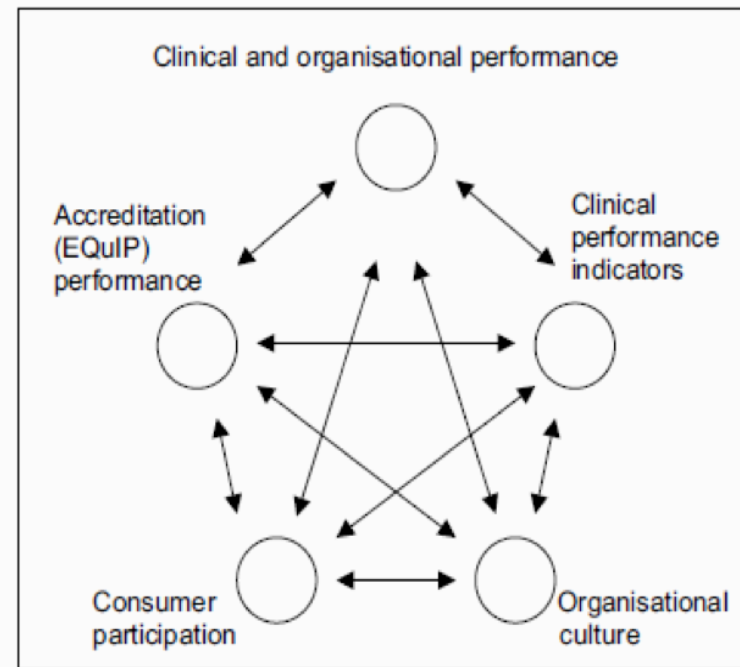
- **Risk governance** includes a multifaceted and multi actor process (both gov. and private), where e.g. institutional arrangement, such as regulatory regimes and legal framework, are used to determine roles, responsibilities and give incentives in the area of patient safety (Renn, 2008, *Risk governance: coping with uncertainty in a complex world*. London: Earthscan.)
- In this perspective accreditation and certification can be chosen as regulation regimes for improving quality and patient safety.
- Different **“actions taken to reduce risk”** in hospitals contributes to either **influence** or **inform** all stages of learning and improvement for patient safety. (WHO & World Alliance for Patient Safety Taxonomy, 2009, *The Conceptual Framework for the International Classification for Patient Safety. Final Technical Report (Version 1.1)*)  
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# Research on accreditation is complex

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Figure adapted from Braithwaite et al. (2006). A prospective, multi-method, multi-disciplinary, multi-level, collaborative, social-organisational design for researching health sector accreditation [LP0560737]. *BMC Health Services Research*, 6, 113-110.



# Conclusion

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- There seems to be a lack of clear indications that these programs actually create higher quality and improve patient safety.
- Resent research indicates that such programs can promote **professional development, better leadership behavior** and some characteristics of **organizational culture**.
  - ➔ These indicators may be important regarding quality and safety improvement in complex organizations.

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# Conclusion

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- Recent evaluation on quality and safety management in Australia and Europe does indicate a need for both external assessments (like certification and accreditation) as well as internal improvement strategies.
- In order to be seen as legitimate there is a need for better transparency and a more holistic approach dealing with the diversity of stakeholder interests.

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