# **Surveyor Training**

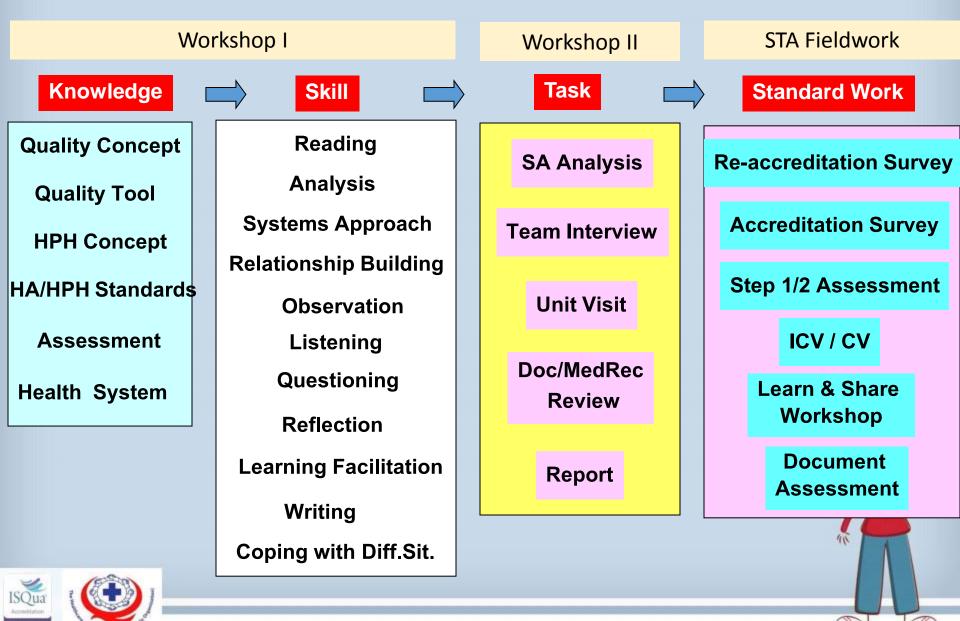
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The Healthcare Accreditation Institute (Public Organization) Presented at the Exchange and Study Program on "Universal Health Coverage and Hospital Accreditation Program Realization" 25-29 November 2013 Narai Hotel, Bangkok, Thailand





#### **Surveyor Competency Framework**



### **Surveyor Training Program**

- Training
- 5 days on concepts, standards and scoring
- 5 days on assessment process (case study & field practice)
- At least 3 site visits under supervision
- Evaluation
- Evaluation by supervisor after each training
- Evaluation by hospitals after each survey
- Peer review after each survey



## **Surveyor Course I**

- Code of conduct
- Communication & coaching skills
  - Questioning
  - Appreciative inquiry (exploration, recognizing the best in people or the world around us)
  - Spectrum of coaching skills
  - GROW model: goal, reality, options, wrap-up
- Standard
  - Decoding: intent, process, process owner, customer
  - Creative implementation
  - Review the self-assessment report -> plan for tracing
  - Scoring





## **Surveyor Course I**

- Learning facilitation
  - Opportunity for improvement: data analysis, holistic view, hand-over, core values
  - Solutions: innovation, human factors, various sources
  - Lesson learnt: project evaluation, reflection, research
- Tracer
  - Clinical tracer
  - Trace patient safety goal
- Organization Alignment: challenge-strategic objective-KPI





## **Surveyor Course II**

- Review self-assessment report & plan for site visit
- Site visit
  - Document review
  - Staff & team interview
  - Trace systems
  - Trace patient care
- Lesson learnt: coaching, systems thinking
- Report writing





### Site Visit Planning from Hospital Profile (Key Hospital Information)

- What are the context of the hospital? How can we use this information for learning?
- What are the strategic challenges? How will we use this information for organization assessment?
- What are key patient population and related information? How will we use this information?
- What are the other interesting information?
- For each of the standard, where should we look for useful information in the hospital profile, and how will we use them?



## **Tracing Methodology**

- Purpose (system, patient care)
- Pathway (select object/people/information that move)
- Process/practice at each steps & hand-over
- Preparedness for the unexpected situation
- Performance: review information the reflect the whole system)



### Sharing Lesson Learnt from Site Visit

- Situation: what was the findings?
- **Purpose:** what was the purpose of coaching?
- **Approach** of coaching (GROW model, system thinking)
- **Result:** What was the result of coaching?





#### **Identifying Good Practice**

Introduction	How important it is	
Focus	What is the critical issue in the hospital view	
Plan & Do	Effective Approach Breadth/Coverage of Deployment Good process Good effort Good idea	
Experience		
Check & Act	Result Good outcome Value to customer	

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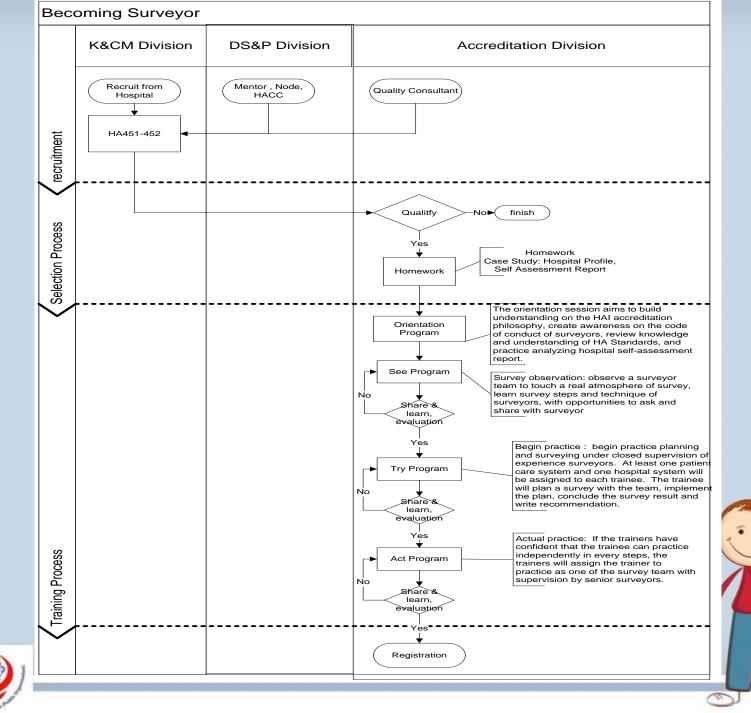
### **Identifying Opportunity for Improvement**

**Big Picture** 

**Challenges/Recommendation** 

- Analysis: to define the scope & impact of the problem/challenge
- Expand: to expand the scope and purpose of the existing program
- Change: to change the concept of working (incremental or totally)
- Reflection: to create knowledge from the program





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