



RISK MANAGEMENT BASED HOSPITAL ACCREDITATION



INCA (Brazilian National Cancer Institute) creates Hospital Accreditation software based on Risk Management in order to authorize units to offer support within the international health standards.

FIGHTING FOR THE LIFE OF people who suffer with cancer and decreasing this disease statistics, which in Brazil alone, presents 500 thousand new cases per year, is the INCA (National Cancer Institute) mission, which for 71 years performs different actions to provide proper care to the patients. This concern made of the institute a reference in the country on oncology and now the agency is trying to achieve a quality stamp so that its hospitals work upon international standards. The desired certification is the Joint Commission International (JCI), the oldest healthcare accrediting body in the United States.

INCA is the agency of the Ministry of Health

subordinated to the Healthcare Secretary responsible for developing and coordinating the actions integrated for the prevention and control of cancer in Brazil. The institute works on four areas: with national campaigns, such as the ones against tabagism and breast cancer, for consciousness-raising of the population on the risks of the disease; preventive actions; formation of specialists on the area through the offer of specialization courses; and medical care to the patients in its public hospital network.

To work with excellence management, INCA has been developing an action plan to guide the different sectors of the institute, aiming at to the optimization of its processes and at having performance indicators that can offer satisfaction



to the patients. Under this purpose, the institute started four years ago a Hospital Accreditation program for its five units, composed by one bone marrow transplant center and four hospitals (units I, II, III and IV), all of them located in the city of Rio de Janeiro, where it is headquartered.

HOSPITAL ACCREDITATION

The project foresees the achievement of the JCI certification, which in Brazil is represented by the CBA (Consortium for Brazilian Accreditation of Healthcare) for all of its units. As this work demands a strict analysis on all the processes in order to assess the performance index on hospital management for the five units, the institute decided last year to look for a software to automate the operation.

The chosen technology was Modulo Risk Manager, Modulo's GRC (Governance Risk and Compliance) software. Altino Ribeiro Leitão, IT Director for INCA, explains the institute already knew the solution, which was initially used to align the Information Technology processes with the best practices of security on the market. He emphasizes that the institute has sensitive data on its patients. "We improved several controls and made the IT environment more reliable. Nowadays we can sleep more peacefully", he states.

The good results of using the tool on the IT area were decisive for the choosing Risk Manager by INCA for the new project. The starting point was the development on the GRC solution of a Hospital Accreditation application. This program evaluates the compliance of the hospitals management with the requirements of JCI standard. Leitão tells the purpose is to take advantage of the GR tool intelligence to get higher speed on the measurement process of the health routines in the clinics. CIO emphasizes the software was prepared to analyze 13 disciplines of the international health standard, documenting all the information and providing complete diagnostics on measures that should be adopted to

achieve the international organization quality stamp, which has the same relevance of the world quality standard ISO 9000, yet focused on healthcare.

As this mapping is automatic, Leitão states it will be possible to shorten time for the certification of the three units that have not been audited by JCI yet. Two of them have achieved the quality stamp before the new application development.

The work with the Hospital Accreditation software based on the Risk Manager was started by the Hospital of Cancer I (HC I), which is the biggest institute and one of the better equipped units of the Ministry of Health, operating since 1957. HC I provides free healthcare for patients with cancer. The accrediting process of this unit for the JCI stamp achievement started in 2004, and now, with the system for processes automated, the work will be accelerated, believes Leitão.

Later on, the tool will be applied on the Hospital of Cancer II (HC II) and on the Bone Marrow Transplant Center (CEMO). The first is responsible for the care of adults enrolled on the Gynecology and Clinical Oncology Services, and it receives patients for ambulatory treatment, hospitalization, besides performing surgeries. It is also considered as one of the better equipped hospitals of the SUS (Sistema Único de Saúde).

Yet the CEMO is the second largest in Brazil on the treatment of blood diseases, such as aplastic anemia and leukemia.

The other two INCA units have already received the JCI certification by the quality on the services provided. One of them is the Hospital of Cancer IV, which belongs to the SUS and is responsible for the active and full care of patients with advanced cancer, without possibility of cure. The other is the Hospital of Cancer III (Formerly Luiza Gomes de Lemos and Pioneiras Sociais), which works on prevention, diagnostics and treatment of breast cancer, besides offering surgical treatment, chemotherapy, and radiotherapy.

The accreditation process on the two units involved all the professionals. Now both of

them are part of a distinct network of about 140 institutions worldwide committed to use international standards of management and quality internationally acknowledged as optimal and accessible.

BENEFITS FOR PATIENTS

The JCI stamp is specifically directed to the healthcare, and its achievement is based on international standards of performance. By achieving this certification for its units, INCA warrants its hospitals follow the best practices to provide technically qualified services and humanized support.

The main goal of the INCA Hospital Accreditation is to improve the quality of care for patients and companions. It also aims at providing a risk-free environment for all the people that circulate in the Institute, under internationally acknowledged excellence standards.

The health institution informs it will be able to perform an objective diagnostic on its processes, including the activities of direct care to the patient, and the ones of administrative nature.

From this diagnostic, and with the education process based on the Manual of Standards for Hospital Accreditation, INCA believes it is possible to develop a more effective actions plan. Therefore, it will be able to promote the institute and its services performance optimization. (E.S.)

INCA Role

- The National Cancer Institute (INCA) is national reference in prevention, control, and research on this disease in Brazil. Its work started on January 13, 1937, therefore, 71 years ago, with the creation of the Center of Cancerology on Hospital Support Service, which later on became the current agency that counts on a network of five hospitals operating in Rio de Janeiro.
- It is an institution linked to the Ministry of Health for the development of several integrated programs on prevention and control of cancer in the country. Among its actions, the ones of multidisciplinary character deserve emphasis, therefore they comprise direct and free healthcare to patients with cancer, within the scope of SUS.
- INCA also works on strategic areas such as the prevention and early detection, specialized formation for professionals, research development, and epidemiological information. All of its activities aim at to minimizing the incidence and mortality caused by cancer in Brazil.
- This year, the institute estimates 466.7 thousands of new cancer cases will be recorded in the country. The highest incidence is prostate and lung cancer on men, and breast and uterine cancer on women, being this profile the same for the disease growth worldwide. According to the World Health Organization, one third of the occurrences could be prevented if the problem was diagnosed in the initial phase. INCA makes big efforts to minimize these statistics.