The Challenge

Globally, a lack of patient safety causes more deaths than limited access to healthcare. Many patients face additional harm while receiving care, and there is insufficient capacity within medical facilities to manage these risks.

Based on IFC’s work with hospitals and clinics to date:

- ~70% have no structured quality improvement plan
- ~40% do not measure clinical outcomes
- ~70% do not have a dedicated person to direct patient safety and quality standards

Why Invest in Healthcare Quality?

Investors, insurers and governments are increasingly pressing for quality. Why? Because it creates safer environments for staff and patients, prevents medical errors and costs of complications, boosts productivity and patient satisfaction.

Facilities that invest in quality:

- Attract more patients
- Retain highly skilled talent
- Avoid litigation
- Maintain and boost reputation

The Solution

IFC’s IQ-Healthcare program -- where "IQ" stands for improving quality -- enables healthcare facilities to embed a culture of quality in their operations. The result? Increased patient safety and better clinical outcomes.

IFC’s healthcare quality program includes diagnostic tools and implementation support. IFC also promotes learning and development through in-person training, webinars, online self-paced learning, and a moderated community of practice for quality professionals.
When to Use IFC IQ-Healthcare Tools?

**Beginning a Quality Journey**
IFC IQ-Healthcare tools measure gaps and successes in a structured way and provide meaningful insights and recommendations.

**Considering Accreditation**
Our tools align with international accreditation bodies’ standards for managing healthcare institutions.

**During or After Acquisition**
Throughout due diligence, IFC experts assess the acquisition target’s current practices and develop a quality improvement action plan. The goal is to bring the newly acquired entity up to corporate standards.

**Onboarding Management or Constructing a New Facility**
New management and quality teams will receive a balanced view of the facilities and their quality assurance practices.

**Benchmarking and Continuous Improvement**
Our IQ-Healthcare tool is an excellent resource for ongoing internal benchmarking.

---

**IFC SUPPORT**

IFC’s IQ-Healthcare program addresses quality challenges facing healthcare providers in emerging markets: hospitals, outpatient clinics, diagnostic facilities, specialist centers (e.g. ophthalmology, fertility, dialysis, etc).

**The Process:**

**Diagnostic**
- Preparation | 2 weeks before the on-site assessment
- On-site Assessment | 3-6 days
- Results Presentation | End of on-site
- Report | 4-6 weeks after

**Implementation Support (Optional)**
- Tailored Coaching | 20-100 days
- Re-Assessment | in 6-18 months

**The Benefits:**
- Low cost, high return on investment
- Action-oriented roadmap to achieve international standards, including “quick wins” and priority actions
- Structured overview of level of compliance
- Third-party assessment to be used for various corporate initiatives, i.e. to attract investors
- Global expertise, adjusted to region and specialization
- Ongoing support
ADVISORY AREAS

The cases below show ways clients improved their operations and services based on IFC IQ-Healthcare assessments and recommendations:

CASE #1: HOSPITALS PROGRESS ON QUALITY JOURNEY
Most clients with reassessment demonstrated strong progress in compliance scores in implementation of IFC recommendations. Select achievements include:
- Newly employed pharmaceutical head led major reorganization of medical management system
- Tailored low-cost solution that greatly improved high-risk sterilization unit layout, flow and processes
- First in the country to introduce patient identification with ID bands and bar codes

CASE #2: RADIOLOGY CHAIN ACHIEVED INTERNATIONAL STANDARDS
- Formed team of quality champions in radiology unit
- Revised and enacted updated policies and procedures
- Became the first radiology chain in the region to achieve accreditation by the American College of Radiology (ACR) for nuclear medicine, ultrasound, and CAT scan two years after the initial assessment

CASE #3: LABORATORY PRACTICES STRENGTHENED
- Quality management systems greatly enhanced by improved reporting and investigation of lab incidents
- Significant improvement in turnaround times for critical testing
- Developed and implemented quality manual following international standards
- Empowered staff to take lead on quality and safety efforts to prepare for accreditation

CASE #4: HOSPITAL DESIGN REVIEW REDUCED INFRASTRUCTURE RISKS
- Streamlined circulations between non-restricted and restricted areas in the operating theater
- Optimized medication preparation area
- Improved layout of Central Sterilization Supply Department to decrease risk of cross-contamination
- Adjusted sterilizers capacity to match needs of operating theaters and procedure rooms
WHY IFC

IFC fosters best practices in healthcare and life sciences, promotes the deployment of innovative technologies, and advancement of quality care. Our institution also participates in several public-private partnerships and has an active portfolio of $2 billion in emerging market healthcare companies.

Through these investments, IFC helps private providers meet the soaring demand for healthcare and supports governments in reaching Universal Health Coverage by 2030.

IFC offers the key ingredients required for accelerated value creation – tailored for healthcare companies in emerging economies.

IFC Solutions

<table>
<thead>
<tr>
<th>Capital Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tailored Financial Package</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reputation Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethical Principals in Healthcare</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>International Quality Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>IFC IQ-Healthcare Program</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operational Excellence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare Benchmarking</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Digital Transformation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digi-Health and DigiPharma</td>
</tr>
</tbody>
</table>

The IFC Advantage

- Exemplary understanding of challenges in emerging markets
- Strong practical expertise and global experience
- Cost-effective and results-oriented
- Tailored to the existing level of operations
- Long-term competitive financing

IFC is the largest multilateral investor in private healthcare in emerging markets. IFC supports private healthcare and life sciences companies in over 57 countries, treating over 44.8 million patients.

Contact Us

General Inquiries
www.ifc.org/qlhealth
ifc_healthcare@ifc.org

Zeynep Kantur
Global Sector Manager, Healthcare
zkantur@ifc.org

Yana Gorbatenko
Healthcare Advisory Lead
ygorbatenko@ifc.org

Julia Khalimova
IFC Healthcare Quality Specialist
ikhalimova@ifc.org

Ajibike Fadekemi Oyeiwumi
IFC Healthcare Quality Specialist
aoyewumi@ifc.org

Scan the code above to join our community of practice on Facebook, or visit:
http://bit.ly/3ZYt1PO

IFC IQ-Healthcare program is implemented in partnership with the governments of Norway, the Netherlands, and Japan.