

# IFC HEALTHCARE QUALITY ADVISORY

*IFC promotes improvements in the quality of healthcare service delivery as the foundation of better risk management and stronger performance*

## THE CHALLENGE

Around the world, most patients admitted to a hospital assume that they are in safe hands. Unfortunately, this assumption is not always true. Patient safety is a serious global public health issue. Estimates show that in high-income developed countries about one in ten patients is harmed while receiving hospital care.

There is increasing evidence (including recently from the Lancet Commission and the US National Academies) that poor quality healthcare causes more deaths than lack of access to healthcare. For example, according to the National Academies, “even if the movement toward Universal Healthcare succeeds, billions of people will have access to care of such low quality that it will not help them, and indeed often will harm them.”

## THE SOLUTION

IFC has developed a Healthcare Quality Assessment Tool (“the Tool”) to help clients improve patient safety and align with current best practices.

The purpose of the Tool is to help hospitals or clinics take steps on the path to quality improvement and embed quality in the culture of the organization. When recommendations from the Tool are implemented, clients can achieve better patient safety, clinical quality, and care outcomes.

The Tool has been designed specifically for hospitals and clinics in emerging markets. By using the Tool, clients will be better prepared to eventually pursue one or more of the existing national or international healthcare accreditations. Following an assessment, tailored advisory services can help guide the quality journey.

## WHY healthcare quality assurance is important

- Given the increasingly litigious nature of the health sector, a single incident can result in a large financial claim and ruin a hospital's reputation.
- The proliferation of social media means that stories of medical failures can “go viral” – with disastrous consequences for business.
- Hospitals with good reputations attract more patients and higher quality staff.
- Investors are increasingly focused on quality during appraisal as it helps them understand the entity's potential for growth and alignment with international best practice and ethical principles.
- Also, as the health insurance sector matures, in many markets a greater emphasis will be placed on pre-requisite quality standards.



Poor quality health services contributed to more deaths (five million) than non-utilization of services (3.6 million) across Lower Middle Income Countries



Clinical guidelines were followed in less than 45% of cases



Medical errors and preventable complications account for 15% of hospital costs



10% of hospitalized patients can expect to acquire infections during their stay



Unintended or unnecessary harm in a medical setting is the 14<sup>th</sup> leading cause of ill health globally

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## WHAT needs to be done and HOW to do it?

### IFC Healthcare Quality Assessment Tool

The IFC Tool is a specialist assessment service for healthcare providers:

- Easy-to-use series of quality assessment “scores”
- Detailed gap-analysis
- Step-by-step guide to reach international standards
- Global expertise, adjusted to local specificities

### WHEN the Assessment is most useful?

#### 1. When you start on the path to higher quality

The IFC Tool measures gaps and achievements in a structured way, providing recommendations for moving forward.

#### 2. When you check readiness for accreditation

The IFC Tool is based on the standards for the management of healthcare institutions used by international accreditation bodies.

#### 3. When you go through pre/post acquisition process

It can be used in the due diligence process to assess the current practices of the acquisition target and to develop a quality improvement action plan to bring the newly acquired entity up to corporate standards.

#### 4. When you have a new management/quality team or constructing a new facility

New management/quality team can get a balanced view of the facilities and their Quality Assessment (“QA”) practices.

#### 5. When you need benchmarking for continuous improvement

It can be used as a rolling check list / internal benchmark of quality assurance.

**PREPARATION:** *2 weeks prior on-site assessment*

**ON-SITE ASSESSMENT:** *3-4 days*

**RESULTS PRESENTATION:** *at the end of the visit*

**REPORT:** *2-3 weeks after the assessment*

### WHAT organizations will benefit from the IFC Tool?

The IFC Tool has been specifically designed to address quality challenges faced by healthcare providers in emerging markets: hospitals, outpatient clinics, and specialist centers (e.g. ophthalmology, fertility, dialysis, etc).

### WHAT does the Assessment involve?

- Physical survey of facilities
- Review of QA practices through structured interviews with staff
- Review of QA documentation

### WHAT do clients receive?

- An on-site presentation of early results
- A detailed, evidence-based, easy-to-use assessment of QA standards
- A step-by-step guide on how to meet international standards, including priority areas

### WHAT are the benefits to clients?

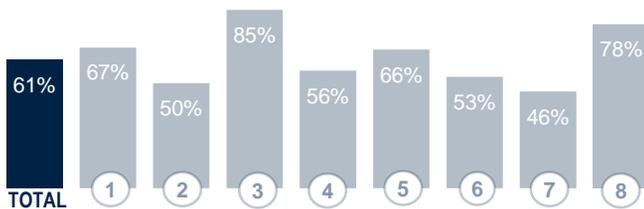
- Structured overview of achievements / gaps in standards of quality assurance and patient safety
- A detailed, easy-to-use, action-oriented roadmap to reach international standards, including “quick wins” and priority actions
- Knowledge transfer from IFC quality assurance specialists, including a three-day on-site visit followed by a half-day presentation and Q&A session
- Low cost and high value for money
- An independent assessment of quality can be used for various corporate initiatives (e.g. attracting investors)

## WHAT areas are covered?

The most important international standards of healthcare quality assurance:  
**34 standards in 8 key areas, 158 measurable elements**

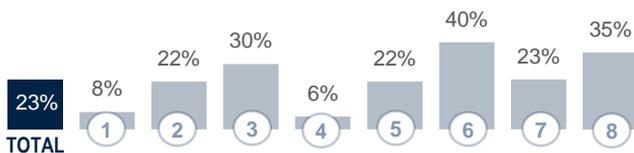


### Company 1: Identified gaps for certification



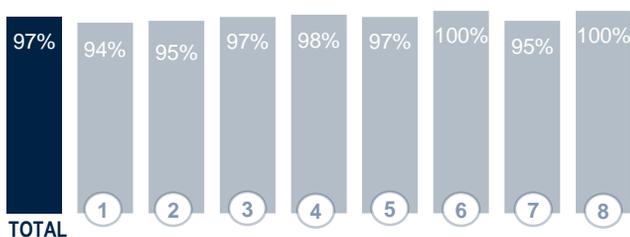
- Received recommendations on “quick wins” and long-term improvements to fill in the gaps in compliancy, which were included in the Quality Improvement Action Plan
- Achieved JCI Accreditation within six months of the re-assessment (support included two assessments during two years prior to Accreditation)

### Company 2: Prioritized starting points



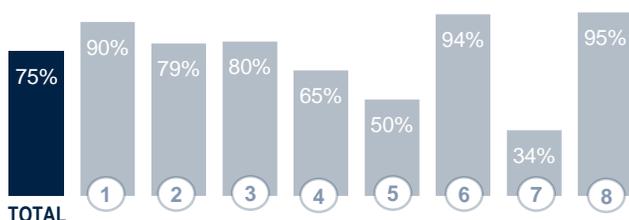
- Increased awareness of the key Quality & Patient Safety principles
- Received recommendations on “quick wins” and long-term improvements
- Action Plan incorporated into the Corporate Annual Quality Improvement Plan, approved by Board

### Company 3: Measured strong performance



- After recognition of the strong performance the Company decided to proceed with international accreditation
- To address shortage of skilled staff in the country the hospital decided to set up training center for quality related knowledge transfer

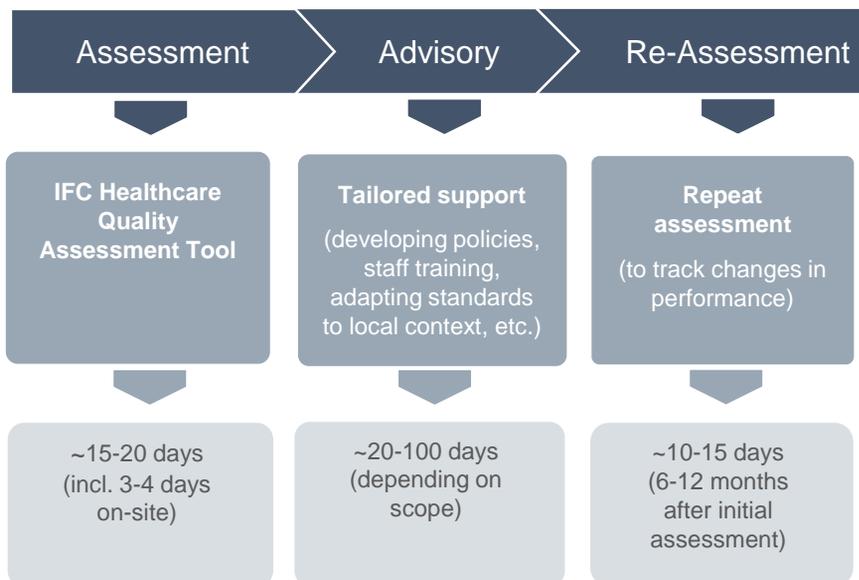
### Company 4: Revealed real causes of incidents



- Company received recommendations on “quick wins” and long-term improvements to fill in the gaps in compliancy, which will be included into the Annual Quality Improvement Plan
- Team of Quality champions mastered approach to Root-cause analysis and was able to identify the real cause of recent sentinel event and develop prevention plan for future



## WHAT is an IFC Advisory Process?



## IFC is the largest multilateral investor in private healthcare in emerging markets

Financed over \$4.3 billion in over 200 projects as of June 30, 2017

63%

INTEGRATED HEALTH SERVICE PROVIDERS

29%

LIFE SCIENCES

4%

OTHER HEALTH

4%

LABS

Supported private healthcare and life sciences companies in 57 countries, treating over 31.8 million patients

## WHY work with IFC?

### 1. Exemplary understanding of challenges in emerging markets

*IFC served healthcare clients across 57 countries*

### 2. Strong practical expertise and global experience

*IFC staff and experts focus on practical solutions, not just on identifying gaps*

### 3. Cost effective, result oriented

*IFC approach focuses on core issues (i.e. patients safety)*

*IFC process is condensed and reflects what is important*

### 4. Tailored to existing level of quality practices

*IFC engagement will highlight where to start for those who are taking their first steps in quality improvement and how to structure further improvement for more advanced healthcare service providers*

### 5. Potential investment in leading healthcare providers

*Living quality every day is not just managing by checklists.*

## Contacts

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