

IFC Hospital Quality Tool

A new tool and service provided by IFC to help emerging market hospitals and clinics to raise the standards of quality at their facilities across all areas.



THE CHALLENGE:

When a passenger boards an airplane, they have a reasonable expectation of arriving safely at their destination. When a patient enters a hospital or clinic, they should have the same expectation. Unfortunately, statistics show that the hospital experience for a patient might be more like a bungee jump than a flight in terms of health risk. Many studies have highlighted how poor quality leads to additional costs, unnecessary suffering, and potential death. Many hospitals in all parts of the world, even advanced economies, sometimes fail to follow established processes for patient safety, exposing their patients—and their professional reputations—to unnecessary risk.

THE SOLUTION

IFC has developed a Quality Tool to help clients improve patient safety and align with current best practices. IFC aims to expand the impact of the Quality Tool by offering clients a new advisory 'full service' suite of products that can support those using the Tool each step of the way toward improved quality and other associated services (for example, process improvement).

THE REWARD

The purpose of the Quality Tool is to help hospitals or clinics take steps on the path to quality improvement and embed quality into 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.

HOW IT WORKS

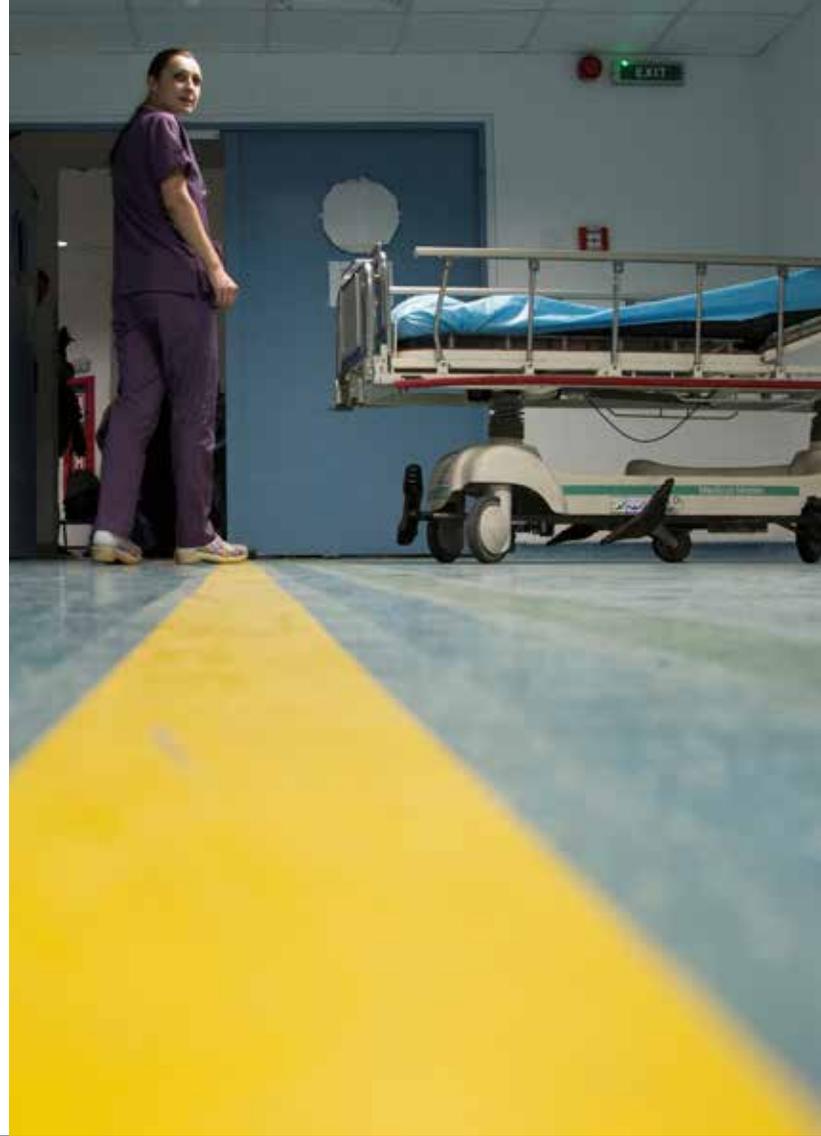
The IFC Hospital Quality Tool comprises 150 standards in eight core areas:

1. *International patient safety goals*
2. *Ethics, patient, and family rights*
3. *Medication management and use*
4. *Quality improvement and patient safety*
5. *Infection control*
6. *Governance, leadership, and direction*
7. *Facilities management and safety*
8. *Human resources*

The process of helping a hospital or a clinic align with the Tool's 150 standards involves:

- *The entity undertaking a self-assessment in preparation for an onsite visit from the IFC team*
- *IFC visiting the facility and working with staff to score it on all quality metrics.*
- *IFC producing a report that identifies the gaps and makes recommendations.*

IFC can then offer additional services to help the entity implement recommendations.



THE PILLARS OF IFC'S HEALTH STRATEGY

Quality is one of the four pillars underpinning IFC's health strategy. When investing in emerging market hospitals and clinics, IFC seeks out entities that:

1.

Have *sustainable* business models.

2.

Improve overall *access to* healthcare in their country or region.

3.

Offer healthcare at an *affordable* price point.

4.

Provide services that are of high *quality*.

IFC's committed investment portfolio in the health sector in emerging markets totals \$2.2 billion. IFC has more than 100 active investments in health services, life sciences and medtech. Over the last 15 years IFC has invested more than \$4 billion in the private health sector in these markets.

CONTACT US

Tania Lozansky

Global Head—Advisory
Manufacturing,
Agribusiness & Services,
IFC
tlozansky@ifc.org

Chris McCahan

Global Sector Lead
Health | IFC
cmccahan@ifc.org

Charles Dalton

Senior Health Specialist
Health | IFC
cdalton@ifc.org

LEARN MORE

www.ifc.org/health