
Using Accreditation Standards To Promote Patient Safety

Liza Greenberg, RN, MPH
VP of Research and Quality

URAC



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About URAC

National accreditation organization
Standards for UM, CM, HMOs, PPOs
and other health care organizations
Consensus-driven standards
development

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Current Standards Address Areas of...

- Program Structure
- Quality Management
- Network Management
- Credentialing
- Staff Training and Qualifications
- Member Protection (confidentiality)

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URAC Response to IOM Report

- Endorse charge to accreditation organizations
- Examine opportunities for interventions in programs URAC accredits
- Develop core standards for all programs that address patient safety
- Revise existing standards to include patient safety
- Collaborate with other accreditors to ensure seamless system
- Identify future research issues

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Charge to Accreditation Organizations

IOM 7.1: Regulators and accreditors should require health care organizations to implement meaningful patient safety programs with defined executive responsibility

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Examine Opportunities for Organizations to Promote Patient Safety

- Standards Relating to Health Organization's Structure:
 - » Credentialing
 - » Charge to QM committee
 - » Information systems with flag capability
 - » Clinical intervention capability

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Examine Opportunities for Organizations to Promote Patient Safety

- Standards Relating to a Health Organization's Processes:
 - » staff training re patient safety - detection and intervention
 - » Protocols for clinical intervention
 - » Review and verification of provider performance

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Core Standards

- Will be part of each URAC accreditation program, as applicable
- The organization:
 - ♦ Assesses role in patient safety
 - ♦ Implements appropriate programs to address patient safety
 - ♦ Investigates adverse events
 - ♦ Analyzes trends in adverse events and reports to the QM committee

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Standards Revisions

- Three year cycle
- Guided by Standards Committee
- UM standards to be revised in 2001

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Collaborate with Accreditors

Joint Statement on Patient Safety: URAC, JCAHO, NCQA

- 1) Principles:
 - coordinated, evidence-based efforts
 - multi-site, multi-functional approach
 - non-punitive
 - meaningful and applicable
 - continued research
- 2) Cooperation among Accreditors
- 3) Foci for Cooperation

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Future Research Needs to Support Accreditation Standards

More information is needed on:

- IT systems in UM, CM and plan management that promote patient safety;
- Effect of criteria for UM and CM on patient outcomes
- Effect of UM process on outcomes
- “Best practices” for health plan interface with providers on patient safety

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(American Accreditation HealthCare Commission)

1275 K Street, NW, Ste 1100

Washington, D.C. 20005

(202) 216-9010

Fax (202) 216-9006

Lgreenberg@urac.org

www.urac.org

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