

The Effectiveness of Accreditation Assessment for Quality Improvement in Healthcare: Malaysian Private Hospital experience

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Abstract

This paper investigates how effective the usage of accreditation, license and external assessment used to improve quality private hospital services to customers. Our case study is based on KPJ Seremban Specialist Hospital, belong to KPJ Healthcare Berhad, the biggest private healthcare providers in Malaysia. A retrospective study was conducted from January to December 2008 before the accreditation of the hospital compared to January to December 2009 after the accreditation activities. We can conclude that the Patient Safety Indicators (PSIs) For KPJ Seremban, the rate of 2009 was lower compared to 2008. Rate of White Appendix was higher than the standard (5-20%) for year 2008 but it had dropped significantly for year 2009 after the implementation of Accreditation with recorded rate of only 12% which is within the standard rate.

Keywords: *Accreditation, quality, private hospital, PSI.*