

What are its strengths?

- Voluntary
- Focus on patient safety
- Evidence based evaluation system for the institutions
- The requirements of the standards are more specific than they generally are in other systems
- It provides solutions for the problems occurring during health care
- Only practicing health care professionals can work as surveyors - a peer review system which avoids conflicts of interest allows an objective and unbiased survey
- Complex evaluation criteria for the surveyors covering different areas of performance, e.g. professional preparedness, team-work, communication, time management
- Thorough impact study and cost-efficiency evaluation
- All the standards and the principles of survey methodology are publicly available
- Extensive amount of supporting materials: more than 250 documents help the institutions in the implementation process
- Does not need extra administration

THE HUNGARIAN ACCREDITATION PROGRAM



If you have any questions
or require further information,
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SZÉCHENYI 2020

What is BELLA?

- Accreditation of health care providers for safer care (*BELLA - BetegELLátók Akkreditációja a biztonságos betegellátásért*)
- Newly developed comprehensive accreditation system of Hungary for quality assessment and management in health care, aiming to improve patient safety through regulating operational processes
- Available for inpatient and outpatient institutions and public pharmacies

How was it made?

- It was developed
 - by practicing health care professionals
 - by identifying the problems in the health care process in the institutions and exploring their possible feasible solutions
 - in harmony with the ISQua requirements
- The standards follow the quality improvement technique PDCA cycle: plan, do, check, act
- The program was tested in multiple rounds by involving health care providers
- Supporting tools were developed:
 - indicators
 - softwares (adverse event reporting and learning system, supporting softwares for pharmaceutical care and indicator data collection)
 - written materials which help implementing the accreditation standards
- Before implementing the system, all the surveyors and the joined institutions participated in thorough and extensive trainings

What are its main features?

- Its main goal is to improve patient safety
- It is the first health care specific quality system in Hungary with unified external assessment
- The standards are specific for the type of care, with a narrow focus on inpatient and outpatient institutions and public pharmacies for the time being
- It regulates the organisational and operational processes instead of the professional activity
- It focuses on actual practice and operation instead of documentation inspection
- It operates with a mandatory 3 year renewal cycle for the institutions
- It offers basic or advanced level accreditation depending on the preparedness of the applicant institution
- It contributes to a more efficient health care
- It improves team-work and organisational culture, and helps clarifying responsibilities
- It helps to improve project management and quality improvement approach
- To support the implementation process, a thorough consulting system was developed
 - by the surveyors
 - personal advisory service for the participating institutions