

**HOSPITAL ACCREDITATION IN THE BRAZILIAN CONTEXT**
ACREDITAÇÃO HOSPITALAR NO CONTEXTO BRASILEIRO
ACREDITACIÓN HOSPITALARIA EN EL CONTEXTO BRASILEÑO

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e115

<https://doi.org/10.47820/jht.v1i1.5>**RECEIVED: 02/05/2022****APPROVED: 30/06/2022****PUBLISHED: 20/07/2022****ABSTRACT**

Introduction: Hospital accreditation aims to promote patient care and assistance and quality in the institution's sectors, aiming at process safety, integrated management and continuous improvement. **Objective:** to identify in Brazil in 2021 the types of establishments certified in the country, as well as their respective states, type of management and certification seals in force in the national territory. **Method:** Descriptive and retrospective study with a quantitative approach. The search was carried out on the website of the National Accreditation Organization in October 2021. Variables of interest were considered: types of accredited health establishments, types of certifications in force in the national territory, type of management of the accredited establishment, state and city of establishments. **Results:** The analyzes identified that in the month of October 2021 there are 906 certifications in the Brazilian territory. Of these, 760 (84%) of the accreditations in the national territory are private institutions and 337 (37.2%) are hospital institutions. As for the certification seal, 201 (22.1%) of the institutions are accredited (level I) and 341 (37.6%) are located in the state of São Paulo. **Conclusions:** It was possible to obtain a view of the accreditation certifications in force in Brazil through their characterization, in order to visualize which types of seals, establishments and states are covered with health establishments committed to quality and excellence in care.

KEYWORDS: Accreditation. Health Facility Accreditation. Hospital Accreditation. Brazil

RESUMO

A acreditação hospitalar visa a promoção de atendimento e assistência prestados ao paciente e a qualidade nos setores da instituição, visando a segurança dos processos, a gestão integrada e a melhoria contínua. **Objetivo:** identificar no Brasil os tipos de estabelecimentos certificados no país, bem como seus respectivos estados, tipo de gestão e selos de certificação vigentes no território nacional. **Método:** Estudo descritivo e retrospectivo com abordagem quantitativa. A busca foi realizada no site da Organização Nacional de Acreditação no mês de outubro de 2021. Foram consideradas variáveis de interesse: tipos de estabelecimentos em saúde acreditados, tipos das certificações vigentes no território nacional, tipo de gestão do estabelecimento acreditado, estado e cidade dos estabelecimentos. **Resultados:** As análises identificaram que no mês de outubro de 2021 há 906 certificações no território brasileiro. Destas, 760 (84%) das creditações em território nacional são instituições privadas e 337 (37,2%) são instituições hospitalares. Quanto ao selo de certificação, 201 (22,1%) das instituições são acreditadas (nível I) e 341 (37,6%) estão situadas no estado de São Paulo. **Conclusões:** Foi possível obter uma visão das certificações de acreditação vigentes no Brasil por meio da sua caracterização, a fim de visualizar quais os tipos de selos, estabelecimentos e estados que

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estão contemplados com estabelecimentos em saúde comprometidos com a qualidade e excelência na assistência.

PALAVRAS-CHAVE: Acreditação. Acreditação de Instituições de Saúde. Acreditação Hospitalar. Brasil.

RESUMEN

Introducción: La acreditación hospitalaria tiene como objetivo promover la atención y asistencia al paciente y la calidad en los sectores de la institución, visando la seguridad de los procesos, la gestión integrada y la mejora continua. **Objetivo:** identificar en Brasil en 2021 los tipos de establecimientos certificados en el país, así como sus respectivos estados, tipo de gestión y sellos de certificación vigentes en el territorio nacional. **Método:** Estudio descriptivo y retrospectivo con enfoque cuantitativo. La búsqueda se realizó en el sitio web de la Organización Nacional de Acreditación en octubre de 2021. Se consideraron variables de interés: tipos de establecimientos de salud acreditados, tipos de certificaciones vigentes en el territorio nacional, tipo de gestión del establecimiento acreditado, estado y ciudad de establecimientos. **Resultados:** Los análisis identificaron que en el mes de octubre de 2021 existen 906 certificaciones en el territorio brasileño. De estas, 760 (84%) de las acreditaciones en el territorio nacional son instituciones privadas y 337 (37,2%) son instituciones hospitalarias. En cuanto al sello de certificación, 201 (22,1%) de las instituciones están acreditadas (nivel I) y 341 (37,6%) están ubicadas en el estado de São Paulo. **Conclusiones:** fue posible obtener una visión de las certificaciones de acreditación vigentes en Brasil a través de su caracterización, con el fin de visualizar qué tipos de sellos, establecimientos y estados están cubiertos por establecimientos de salud comprometidos con la calidad y la excelencia en la atención.

DESCRIPTORES: Acreditación. Acreditación de Instituciones de Salud. Acreditación de Hospitales. Brasil

INTRODUCTION

In the last century, the American College of Surgeons (CAC) established around 1924 the Hospital Standardization Program (HSP) designed to ensure quality and patient care. Initially, this process focused on the medical staff, diagnoses, and medical records ¹.

With the joining of the CAC and medical institutions dedicated to health improvement and promotion, in 1951 the Joint Commission on Accreditation of Hospitals (JACH) was created and together in 1952 made official the accreditation program through the creation of the Joint Commission on Accreditation of Hospitals ¹.

The Joint Commission on Accreditation of Hospital is a non-governmental organization created in the United States with hospital accreditation criteria focused on respect and rights of patients and families. Its objective is to minimize or eliminate, by means of a policy of continuous quality follow-up and improvement of the safety process, the management of drugs and training of the team ². Thus, the Joint Commission on Accreditation of Hospitals seeks to establish an international standard of safety and quality in care, besides aiming at continuously improving patient care through a high level of excellence and reliability in its processes ²⁻³.

The history of quality care in Brazil began with the World Health Organization (WHO), which in 1989 began to address the subject and estimated that the accreditation process would be the strategy to encourage quality in health services ³.



JOURNAL HEALTH AND TECHNOLOGY - JHT ISSN 2764-7625

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In 1994 the Ministry of Health (MH) established the National Commission for Quality and Productivity in Health in Brazil, which implemented the evaluation and certification of health services. In 1998 the Brazilian Accreditation Program was officially launched at the International Congress on Quality in Health Care, led by Brazilian physician Humberto de Moraes Novais ⁴.

It is estimated that in Brazil there are currently 64 JCI accredited hospitals, with the Hospital Israelita Albert Einstein in São Paulo in 1999 being the first to be accredited ⁵.

Hospital accreditation is a method used to promote patient care and assistance and quality in the institution's sectors, aiming at process safety, integrated management (customers and suppliers) and continuous improvement. For this, a process is developed in which the healthcare institution attests its technical competence to provide a service following strict protocols and requirements through standardized evaluations and certification by the ONA (National Accreditation Organization). This certification evaluates if the place, the product, and the service meet the requirements it has set itself to fulfill, followed by good practices regarding quality and standardization. The ONA is a private, non-profit organization of collective interest that is recognized internationally ⁵.

Organizations of various sizes and complexity may be accredited according to the standards required by ONA, that is, to have been legally constituted for at least one year, to have an operating license, to have a health license, to have a license pertinent to the nature of the activity, and to have the registration of the technical manager according to the organization's profile. When health institutions undergo the accreditation process, it is estimated that the institution must have responsibility and commitment to safety, professional ethics in the procedures performed and the guarantee of quality care to users ^{6,7}.

The accreditation brings the benefit and stimulus to the health care institution that undergoes this voluntary and periodic evaluation, without the restriction of techniques and tools to be developed during the management process and organization to be accredited ⁷.

Hospital accreditation has three levels with guiding principles, the first referring to safety and structure, the second referring to organization, and the third referring to quality management practices. This way, its classification is also divided into three levels: accredited, fully accredited and accredited with excellence ⁸.

Level 1 accredited is established 70% the quality and safety standards defined by ONA, including structural and care aspects. The seal is valid for two years. Level 2, which are full accredited institutions, have a seal of approval of 80% of the quality and safety standards defined by the ONA and 70% of integrated management and communication among activities. Level 3, on the other hand, corresponds to accredited institutions with excellence, and its seal is valid for three years.

According to the National Health Confederation released in August 2019, there were 6,820 hospitals operating in Brazil, with 351 hospitals accredited by the ONA. The objective of following the protocols established by the ONA together with the MH is to align hospital quality in Brazil. Thus, the question is: what are the current accreditation certifications in Brazil?



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The objective of this study was to identify the types of certified establishments in Brazil, as well as their respective states, management type and certification seals in force in the national territory.

METHOD

Type of study:

Descriptive and retrospective study with a quantitative approach.

Procedures for data collection

The search will be on the ONA website for the period July 2021 in the session Accreditation maps. The National Accreditation Organization (ONA) is responsible for the development and management of Brazilian standards of quality and safety in health care.

Data will be collected using a form with the variables of interest: types of accredited health care facilities, types of certifications in effect in the national territory, type of management of the accredited facility, state and city of the facilities.

Ethical considerations

According to Resolution No. 510 of 20169 of the National Health Council (CNS), the present study does not require evaluation by a Human Research Ethics Committee because it uses information in the public domain.

Data analysis

The data collected will be entered into Microsoft Excel® version 2016 and analyzed using the Statistical Package for the Social Sciences (SPSS) ® version 20 for Windows®. A descriptive analysis of the data will be performed using simple and relative frequencies, presented in tables and/or graphs.

RESULTS

The analyses identified that in October 2021 there were 906 certifications in the Brazilian territory. Of these, 337 (37.2%) are hospital institutions, 157 (17.3%) laboratory services, 112 (12.3%) diagnostic imaging services, radiotherapy and nuclear medicine, 79 (8.9%) outpatient services, 63 (6.9%) oncology services, 43 (4.7%) chemotherapy services, 39 (4.3%) day hospital, and 76 (8.4%) other health services. Figure 1 shows the accreditations in effect in October 2021 in Brazil.

Table 1- Accreditations in force in October 2021 in Brazil, Guarulhos, São Paulo.

Accredited Health Services	Total	%
	906	
Hospital institutions	337	37,2%
Laboratory services	157	17,3%
Diagnostic imaging, radiotherapy and nuclear medicine services	112	12,3%
Outpatient services	79	8,9%
Oncology services	63	6,9%
Hemotherapy services	43	4,7%
Day Hospitals	39	4,3%
Other health services*	76	8,4%

*Emergency Care Services, Home Care - Assistance and Hospitalization, Handling Service and Pharmaceutical Care for Health, Chronic Nephrology, Home Care Services, Diet Therapy Services for Health, Clinical Engineering Service for Health, Processing of clothing for Health, Hyperbaric Medicine Services, Nephrology-Chronic and Acute, Healthcare Products Processing Service, Nephrology and Renal Replacement Therapy Services, Dental Service, Health Hygiene Service, Ophthalmology Services, Nutrition Services Health Clinic, Home Care - Hospitalization, Handling Services, Home Care - Assistance, Health Clothing Processing Service, Health Programs and Risk Prevention.

With respect to the certification seal, 201 (22.1%) of the institutions are accredited (level I), 426 (47%) of the institutions are accredited with excellence (level II), 255 (28.1%) are full accredited (level III) and 24 (2.8%) have only the qualification seal.

As for the type of management, 760 (84%) of the accreditations in the national territory are private institutions, 88 (9.6%) are public institutions, operating 100% SUS and 58 (6.4%) are philanthropic institutions.

Regarding the states, São Paulo leads the number of accredited institutions with 341 (37.6%), followed by Minas Gerais with 144 (15.8) institutions, followed by Rio de Janeiro with 61 institutions (6.7%), Rio Grande do Sul with 42 (4.6%) institutions, and 318 (35.3%) divided among the 22 states that make up Brazil.

DISCUSSION

The analyses identified that in October 2021 there were 906 certifications in Brazil. Of these 760 (84%) of the accreditations in the national territory are private institutions and 337 (37.2%) are hospital institutions. As for the certification seal, 201 (22.1%) of the institutions are accredited (level I) and 341 (37.6%) are located in the state of São Paulo.

Accreditation is of great importance and is necessary for the hospital field because it is through the standards that underlie it that one can achieve quality improvement in hospital medical care and a risk-free environment⁹.



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The corporate growth, competition and consumer expectations (patient, customer) regarding quality of care make hospitals pay attention to management and management in qualitative standards of health safety ¹⁰.

The impact caused by the hospital accreditation process is felt by everyone, because the benefits reach since the leaderships, direct collaborators and outsourced collaborators, patients and the community itself, where it is centralized; thus, it is seen that the accreditation is fundamental for the credibility, development and recognition in hospital care in all sectors, having its greatest coverage in the state of São Paulo ⁹⁻¹⁰.

CONCLUSIONS

The data demonstrated that in the national territory, in the second half of 2021, most Brazilian health accreditations contemplated private hospital services, with excellence certification (level II) in the state of São Paulo.

The findings provide a vision of the current accreditation certifications in Brazil through its characterization, in order to visualize which types of seals, establishments and states are contemplated with health establishments committed to quality and excellence in care.

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