Welcome Message from the Director General

Welcome to this introductory profile about the Saudi Central Board for Accreditation of Healthcare Institutions CBAHI that aims to introduce our vision, mission and the objectives for which CBAHI was established.

The health sector in Saudi Arabia has been experiencing a rapid growth in the construction of healthcare institutions, both governmental and private, as part of the massive process of development unfolding in the Kingdom through consecutive development plans for more than 40 years. However, this rapid growth has not been accompanied by a parallel growth in developing the required quality and safety performance monitoring systems, linking and contextualizing all healthcare elements including inputs, processes and outputs.

CBAHI together with all its stakeholders, helps healthcare facilities to implement healthcare quality and safety standards. Continuous compliance and dissemination of this knowledge builds and enhances our trust in the healthcare system.

Dr. Salem Bin Abdullah Alwahabi
The Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) is a non-profit governmental entity operating on a national scale. It was established by a resolution of the Council of Ministers to be the partner upon which healthcare facilities in the public and the private sectors can depend in order to upgrade the quality and safety of health care services. CBAHI executes its mission through the development of unified performance standards, field assessments, accreditation and performance monitoring.

CBAHI is one of the organizations working under the supervision of the Saudi Health Council, having its registered office in Riyadh. CBAHI was first established in 2001 when Dr. Mohammed bin Hamza Khushaim, a healthcare promoter in the Kingdom, laid the foundation for CBAHI by creating an initiative aimed at improving the quality of healthcare provided in Mecca hospitals, which is known as the Mecca Region Quality Program. Given the remarkable success of the initiative, the Minister of Health issued a resolution in October 2005 to expand the scope of the program to include Ministry and the private sector hospitals throughout the Kingdom. The program became known as the (Central Board for Accreditation of Healthcare Institutions.}
In late 2013, Resolution No. (371) of the Council of Ministers was issued, changing the name to the “Saudi Central Board for Accreditation of Healthcare Institutions”; and under this resolution, national accreditation has become mandatory. In addition, a previous circular of the Ministry of Health was issued considering national accreditation by CBAHI a precondition to renew the operating license for all private medical facilities, a step towards encouraging more participation in such an ambitious national initiative.

For more information about the history of CBAHI and the accreditation programs it offers, please visit www.cbahi.gov.sa or kindly visit our offices. It will be a great opportunity to discuss the needs of your institutions with regard to quality and safety systems and methods of receiving national accreditation from CBAHI.
At CBAHI, we have great passion in what we do, and we are convinced that the responsibility assigned to us is highly noble. We support healthcare facilities to improve their performance and protect patients, their relatives, visitors and staff against any real or potential risks. We execute our mandate within a framework of core shared values and ethics, in which we believe and apply daily.

نحن في سباهي يحدونا شغف كبير بما نقوم به، ومقتنعين بأن المهمة الموكلة إلينا هي مهمة على قدر كبير من النبل. ندعم المنشآت الصحية على تحسين أدائها وحماية المرضى وذويهم والزوار والموظفين داخلها من أي مخاطر محتملة أو محددة. لا يمكن أن نقوم بذلك دون اتباع مجموعة من القيم والأخلاقيات التي نؤمن بها ونبذلها في عملنا اليومي.

Vision
To be No. 1 healthcare accreditation agency in the region.

Mission
To support all healthcare facilities, through accreditation, to continuously comply with quality and patient safety standards.
We adhere to a standard of excellence, which governs the work we do. This entails a tireless commitment to conceptualizing and applying creativity, innovation, modern technology and attracting highly qualified and talented individuals to work with us.

Our associates work together and cooperate with the healthcare facilities acclaimed by us as a single harmonious, coherent and collaborative team with a shared vision and mission.

We are committed to honesty, transparency and admission of any mistakes without equivocation. We strive to conduct our work in accordance with defined laws and regulations, and integrity.

We work diligently to develop professional behavior skills for all of our associates, based on courteousness and dedication to the service of our partners, individuals or organizations. This professionalism encompasses data and information confidentiality, ethics, and ensuring maximum accuracy and objectivity in the assessments we conduct.

Embracing the following values:

**Excellence**
We are committed to doing our best in everything we do. Excellence is achieved through dedication, perseverance, and innovative thinking.

**Team Spirit**
Our associates work together and cooperate with the healthcare facilities accredited by us as a single harmonious, coherent and collaborative team with a shared vision and mission.

**Integrity**
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What is Healthcare Accreditation?

Healthcare accreditation is a process of comprehensive and integrated assessment, carried out by an impartial and independent party, in order to measure the level of compliance by the healthcare facility with quality and safety standards that are previously established by that supervising party. Upon receiving a positive assessment outcome, a healthcare facility will be granted the accreditation certificate, which will commence that facility’s improvement in the quality of the healthcare provided. Thereafter, follow-up assessments shall be conducted every three years, or as required.

A Standard refers to high, reliable and recognized level of proper and safe performance in the medical community. Standards should be achievable and reproducible, and they are simply general guiding rules that can be used as benchmarks to compare between the healthcare service actually provided and that which is desired.
We set unified performance standards for all healthcare facilities operating in the Kingdom.

We assess and grant accreditation to all healthcare facilities through field visits conducted by professional surveyors.

We have great passion to attract and train qualified surveyors to conduct survey visits.

We represent the Kingdom of Saudi Arabia in all important events related to healthcare accreditation locally, regionally and globally. This includes quality and patient safety forums, cooperation and sharing experiences with international healthcare accreditation agencies and organizations.

We conduct researches related to healthcare quality and best practices of patient safety. In this regard, we cooperate with all relevant bodies.

We conduct field visits to all healthcare facilities to ensure their continuous compliance with accreditation standards and key performance indicators set forth in those standards.

We follow up with the performance of healthcare facilities to ensure their continuous compliance with accreditation standards and key performance indicators set forth in those standards.

We prepare healthcare facilities to apply accreditation standards and continuously comply therewith through our training, educational and advisory services.

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Support

Performance Monitoring

Attracting and Training of Surveyors

Researches

Representing the Kingdom

Roles & Responsibilities

The Saudi Central Board for Accreditation of Healthcare Institutions CBAHI is responsible for helping and supporting healthcare facilities, including hospitals, laboratories, blood banks, clinics and other ambulatory healthcare centers, to provide excellent and effective healthcare services known as the safest services at the highest quality and best value. We do this through carrying out the responsibilities assigned to us, including the following:

1. Setting Standards
2. Assessment and Accreditation
3. Performance Monitoring
4. Attracting and Training of Surveyors
5. Researches
6. Representing the Kingdom

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The process of accreditation covers the systems, operations and performance of the healthcare facility being comprehensively assessed by efficient surveyors and reviewers to ensure that they are in line with applicable national standards.

Before external assessment, a healthcare facility should conduct comprehensive self-assessment to determine its level of readiness and how far it is from the application of standards. At CBAHI, we aim to be the first choice for healthcare facilities wishing to get acquainted with performance and accreditation standards.

The following list provides answers to the following question: why do we think that CBAHI is the best choice for healthcare facilities wishing to receive accreditation?

Why CBAHI?

What are the benefits of accreditation? The process of accreditation covers the systems, operations and performance of the healthcare facility being comprehensively assessed by efficient surveyors and reviewers to ensure that they are in line with applicable national standards.

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Competitiveness
Researches show that receiving accreditation leads to higher operational efficiency, resulting in greater savings of resources and lower rates of waste, which is reflected in raising competitiveness and profitability of private facilities in the medium and long term.

Trust and Satisfaction
CBAHI accreditation significantly helps build an effective system to support patient safety and minimize imminent risks, adverse outcomes and medical errors, increasing trust and medical service satisfaction.

Insurance
CBAHI national accreditation meets policies of the supervising health insurance bodies and enhances the ability of healthcare facilities to enter into contracts with private insurance companies.

International Best Practices
CBAHI is recognized by the International Society for Quality in Health Care (ISQua), the entity supervising all healthcare accreditation bodies all over the world, meaning that our standards and assessment mechanism are in line with international best practices.

Accreditation is mandatory
CBAHI national accreditation meets the requirements of the Ministry of Health which made our national accreditation a precondition to maintain the license for private healthcare facilities. Therefore, all healthcare facilities operating in the Kingdom must register with CBAHI and join one of its national accreditation programs to avoid any potential suspension of their operating license.

Our Surveyors are experts
Surveyors working with us are employees of the various health sectors in the Kingdom. Accordingly, they are best placed to understand the challenges facing national healthcare facilities as well as providing them with optimal tips to improve their performance.

CBAHI is Saudi
National standards by CBAHI are clear, detailed and descriptive. They are designed to match the work environment in the Kingdom and the region as a whole and are in line with its nature and culture. They represent a clear road map for health facilities to adopt the right organizational and administrative structure.

Accurate and Thorough
CBAHI assessment mechanism is one of the most accurate and comprehensive. During visits to hospitals, our surveyors review hundreds of elements and requirements, and emphasize practical application more than theoretical requirements.

Help & Support
At the end of the assessment visit, we provide the healthcare facility with a detailed and objective report on the clinical and administrative performance of all internal operations, prepared by experienced surveyors. In addition, we provide effective proposals to further improve operations and services provided to patients.

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Why CBAHI?
Having members and connections in more than 100 countries with a main purpose to provide supervision and recognition for healthcare accreditation bodies worldwide, the International Society for Quality in Health Care (ISQua) is an independent non-profit organization which is concerned with the improvement of the quality of healthcare globally.

CBAHI is proud to receive a double accreditation by such a prestigious organization. Therefore, the Kingdom is among the 20 countries that received such an accreditation. First, we received international recognition for hospital national standards, and then we got recognized as an external accreditation body having the administrative, professional and technical systems in line with international standards in this field.
Existing Accreditation Programs
Today, CBAHI is proud to have a comprehensive set of evidence-based standards that are utilized for the assessment of thousands of healthcare facilities across the country. CBAHI began few years ago with only few hospitals enrolled in the accreditation process and limited number of surveyors and staff. CBAHI national hospital standards are accredited by the International Society for Quality in Health Care (ISQUA).

The Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) is a non-profit organization emerging from the Saudi Health Council Services and is responsible for setting and implementing the quality and patient safety standards in Saudi Arabia. The goal of this manual is to be used as a reference for achieving the optimal care for patients and their families, given the local challenges we are facing today. All standards and policies included in this manual are effective 1 July 2015.

The focus of the first edition of the National Hospital Standards issued by the Saudi Central Board for Accreditation of Healthcare Institutions in 2006 G. The second edition was issued in November, 2011 G. The second edition was an updated version of the first edition. In 2011 G, the second edition was issued, which was an updated version of the first edition. In early 2016 G, the third edition was adopted.

About This Manual

The third edition of the National Standards for Hospitals was developed through a consensus process which entailed the participation of all the relevant stakeholders. This third edition of the National Standards for Hospitals was developed in 2015 G.

Public primary healthcare facilities provide primary, preventive and curative healthcare, and maternal and child healthcare through more than 2500 centers operating in all cities and villages of the Kingdom. Therefore, it is clear that there is a need to help these centers improve their performance and safety standards. In order to achieve this purpose, the first edition of National Standards for Primary Healthcare Centers was issued in November, 2011 G. The second edition is scheduled to be issued in the second half of 2017 G.

S Audi hospitals work together to provide more than thirty-one million people with secondary and tertiary healthcare services. Given their role in dealing with a great number of high risk impact, it is imperative that hospitals become the main focus of the first edition of the National Hospital Standards for Primary Healthcare Centers. In order to meet the high impact, given the local challenges we are facing today. All standards and policies included in this manual are effective 1 January 2016.

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CBAHI is a non-profit organization emerging from the Saudi Health Council of Health, which represents a main component of the Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) (CBAHI) is a non-profit organization emerging from the Council of Health Services and is responsible for setting and implementing the quality and patient safety standards in Saudi Arabia. CBAHI began few years ago with only few hospitals enrolled in the national accreditation programs in 2017.

The goal of this manual is to be used as a reference for achieving the optimal standards of the best healthcare practices. This manual includes all the relevant stakeholders.

The Saudi Central Board for Accreditation of Healthcare Institutions developed quality and safety standards for clinical laboratories and blood banks to ensure the safety and reliability of diagnoses and treatments as well as long-term planning.

National standards for clinical laboratories and blood banks require regular revisions for procedures varying according to the field of each laboratory. They examine equipment, quality controls, and infection control, in addition to explanation how to provide qualified staff as well as several operational aspects.

CLINICAL STANDARDS for SAUDI CENTRAL BOARD FOR ACCREDITATION OF HEALTHCARE INSTITUTIONS

National Program for Ambulatory Healthcare Centers Accreditation

Currently, there are more than three thousand ambulatory healthcare centers, mostly private polyclinics, both general and specialized, one-day surgery centers and other ambulatory centers that provide outpatient services. Every day, thousands of patients and their families visit these centers, which represent a main component in the provision of healthcare for citizens and residents. Therefore, they are included in CBAHI national accreditation programs in 2017.

The program national for ambulatory healthcare centers accreditation is the first edition of National Blood Bank and Laboratory Standards. The program is effective for all blood banks and laboratories, and based on the current requirements. From the beginning, the aim was to have a set of standards that are detailed and descriptive, assembled around the key departments and services.

Clinical laboratories and blood banks represent a fundamental part in diagnosis and treatment, as doctors intensively depend on laboratory results to diagnose diseases and prescribe medicines. Without firm compliance with accuracy, incorrect results may adversely affect diagnosis and treatment, the matter which may cause severe harm to patients’ health or may lead to death and therefore the reputation of the treating physician, the laboratory and the healthcare facility will be at stake.

In addition, negligence may result in legal consequences. Accordingly, committees of the Saudi Central Board for Accreditation of Healthcare Institutions developed quality and safety standards for clinical laboratories to ensure the safety and reliability of diagnoses and treatments as well as long-term planning.

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Accreditation Programs Under Development

- Mental Health Centers Accreditation Program
- Dental Centers Accreditation Program
- Stroke Units Certification Program
- Trauma Center Certification Program
- Emergency Medical Transport Accreditation Program
- Program for Safe Design of Healthcare Facilities
- Morbid Obesity Centers Certification Program
- Home Healthcare Certification Program
- Dialysis Centers Accreditation Program
- Long Term Care Facilities Accreditation Program
- Cardiac Centers Certification Program
- Healthcare Operating Companies Accreditation Program

برامج الاعتماد تحت التطوير

- برنامج اعتماد مراكز الصحة النفسية
- برنامج اعتماد مراكز طب الأسنان
- برنامج اعتماد وحدات العلاج الدماغي
- برنامج اعتماد مراكز علاج الإصابات
- برنامج اعتماد مراكز النقل الإسعافي
- برنامج معايير تصميم الأماكن للمنشآت الصحية
- برنامج اعتماد مراكز علاج الجدوى
- برنامج اعتماد مراكز العلاج الأمراض المتزلاجة
- برنامج اعتماد مراكز علاج النقل
- برنامج اعتماد مراكز العلاج طويلة الأمد
- برنامج اعتماد مراكز علاج البدانة
- برنامج اعتماد شركات التشغيل الطبي
We believe that our most valuable asset lies in the people working with us, especially certified surveyors who serve as our ambassadors to healthcare facilities. There is a growing need for enthusiastic surveyors wishing to help CBAHI to make the desired change in healthcare quality in our country. If you are a doctor, a nurse, a leader, a medical equipment engineer or a specialist in infection control, clinical laboratories or medications safety, we invite you to join hundreds of surveyors collaborating with us, and start now sharing your knowledge and experience with thousands of health facilities around the country and the region. Join our program (Be a surveyor.. Make a difference) by sending an email to:

sad@cbahi.gov.sa
"Eye on Healthcare Quality"

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