



HAI Training Information for Applicants External Surveyor Coursework (HA451)

Objectives:

1. To enhance understanding of quality improvement concepts, tools, and HA Standards that can be applied during a survey process.
2. To facilitate practicing key surveyor skills, e.g. analytical skills, systematic approach, listening, observation, coaching.
3. To facilitate practicing analysis of self-assessment report, survey planning, and drafting recommendation.
4. To prepare for further development to be HAI surveyors.

Contents:

1. Basic concepts and philosophy of healthcare accreditation and ethics of surveyors.
2. Organization analysis from hospital profile.
3. Application of HA Standards for a value added survey.
4. Survey planning from self-assessment report
5. Key skills of surveyors, i.e. data collection, survey preparation, observation, listening, interviewing, coaching, teamwork, report writing.

Learning methods

Use participatory learning as a main method. Most of the learning sessions will start with a brief presentation of principles or theory. Then participants will be asked to do some group works, sharing their experiences or using a case study. 15-30 minutes for each session will be allocated for open discussion and conclusion of lesson learned at the end.

Expectation

1. Participants will have a better understanding of HA Standards and be able to apply HA Standards in their organization more effectively.
2. Participants will gain knowledge and skills necessary for organization assessment.
3. Participants will learn practical points from experienced surveyor.
4. Participants will demonstrate their knowledge and skills throughout the workshop and enable HAI decision of enrollment for fieldwork.

Qualification

1. Bachelor degree in healthcare field.
2. Has a basic knowledge of the Thai healthcare system.
3. Completed the HAI course of HA501 (SPA & SAR) within 1 year.



4. Age 35 year or more with experience of quality improvement, HCO management, or unit management for at least 2 year. (Those who will be eligible to be a surveyor must have 10 year experience of working in a HCO or 5 year experience of working as HCO management.)
5. Has good communication skills, healthy, be flexible and adaptable, be a good team member.
6. Willing to work for society in driving healthcare quality culture with permission from the top executive.
7. Be approved by the HAI.

Number of participants: 80.

Application

Applicants can download the application form at www.ha.or.th and submit the application to the HAI 6 weeks before the training program started. The HAI reserves its authority to approve only those who fulfil the abovementioned criteria.

Resource persons: Dr. Anuwat Supachutikul and the team of experienced surveyor.

Duration: 5 days (12 hours per days)

Registration fee: 25,000 Baht per person

Venue: Outside Bangkok

Time

Class	Training Period	Open for Application
1	6-10 August 2018	1 Jan-30 March 2018
2	2-6 September 2019	1 May-30 June 2019



Surveyor Apprenticeship Program New surveyor training program (See-Try-Act: STA program)

Objectives:

1. For participants to understand nature and value of surveyor practices, be adaptable and able to work on a hospital context.
2. For participants to have a better understanding of HA Standards, quality tools and concepts, and be able to apply in the survey process.
3. For participants to practice organization diagnosis, develop a survey plan, collect evidences, and writing a survey report.
4. For participants to practice key surveyor skills, i.e. analytical skill, systems thinking skill, document review skill, questioning and probing skill, listening skill, observation skill, coaching skill.
5. For participants to be ready to be registered as surveyors.

Contents

1. Practice analysis of a hospital context in a real setting
2. Practice analysis of a hospital self-assessment report (SAR), identify strength and opportunity for improvement in the design, deployment, monitoring and improvement process.
3. Practice key surveyor skills, i.e. analytical skill, systems thinking skill, document review skill, questioning and probing skill, listening skill, observation skill, coaching skill.
4. Practice working as a team in integration of survey finding, scoring and writing a survey report.

Learning Method

1. Self-study by reading hospital self-assessment report and review relevant HA Standards.
2. Team meeting to make preliminary organization diagnosis and develop a survey plan
3. Gradual practice of the survey skills from (1) observation and discussion (See), (2) practice under closed supervision (Try), (3) independent practice with available consultation (Act).
4. After action review, reflection, and feedback.
5. Share and learn with experienced surveyor and mentors.

Expectation

1. Trainees will have a good attitude of being a surveyor.
2. Trainees will be able to adapt themselves in working as a team and working on the hospital context.
3. Trainees will gain knowledge and skills from on-site practicing, sharing and reflection, feedback from a mentor.
4. Trainees will have enough competencies to be registered as surveyors.

Qualification



1. Same as participants of HA451
2. Finished the coursework, complete the home work, using comjoin the apprenticeship orientation program, and pass the selection process.
3. Has the knowledge and ability to utilize computers and related technology efficiently

Number of participants: 35.

Application

All participants who finish the coursework will be provided with a package of homework. Those who complete the homework in-time will be invited to join the apprenticeship program. A 2-day orientation program will be arranged to review knowledge, give opportunity for trainee to express opinion and make a presentation. Trainee performance will be assessed and use for decision of enrollment to further activities.

Duration: Maximum of 5 visits, 1 day planning and 2 day on-site for each visit.

Registration fee: none (HAI takes responsibility for training cost)

Venue: Any hospital in Thailand, except in the unrest area.