IEEA | International Society for Quality in Health Care External Evaluation Association
Accredited Standards 2019-2023

Temos
Trust • effective medicine • optimized services

Dr. Claudia Mika
Founder & CEO

Lessons learned from the pandemic for the medical travel sector
- an accreditation body's perspective -

Today's agenda

- Short introduction

- Where are we today?
  - Impact of COVID-19 on MT market
  - Impact of COVID-19 on patient behaviour

- How can accreditation help to be prepared?

- Summary

Introducing Temos International

- International accreditation body

- 12 years in business

- 18 regional offices worldwide

- 25 assessors with experience from > 100 countries

- Accredited/certified providers published on: https://temos-accreditation.com/AccreditedPartners/List.aspx

Dr. Claudia Mika
Founder & CEO

What happened?
- Impact of COVID-19 on the medical travel market -

„Medical tourism drop hits Bumrungrad Hospital"

The Covid-19 crisis is a very tough test for all businesses," Chief Executive Officer Artirat Charukitpipat said in a written interview on Monday. "More than 50% of our patients used to come from overseas. They've now disappeared. The most important question is how we will get over this crisis"…

OECD August 2022:
„The impact of COVID-19 on health and health systems"

The Covid-19 pandemic has shown how vulnerabilities in health systems can have profound implications for health, economic progress, trust in governments, and social cohesion.

The pandemic has put health systems under extreme stress, they have had to adapt to unexpected and changing circumstances while continuing to provide high quality health care.

Impact of COVID-19 on hospitals

- Shortage of staff
  - Illness of family members or staff itself

- Necessity to use PPE (personal protective equipment)
  - Shortage of PPE

- New and often changing infection control measures

- Uncertainty and fear

Impact of COVID-19 on hotels & tourism

- Shortage of staff
  - Illness of family members or staff itself

- Necessity to use PPE (personal protective equipment)
  - Shortage of PPE

- New and often changing infection control measures

- Uncertainty and fear

Impact of COVID-19 on patients

- Uncertainty and fear

- Own infection and/or infection of family members

- Closed borders

- Delay/postponement of treatments in the home country and abroad

Temos as an accreditation body

1st reaction:

2nd reaction:

yes, it's going to be hard but hard is not impossible.

DAILY INSPIRATIONAL QUOTES
FACEBOOK.COM/D.I.QUOTES

IEEA
International Society
for Quality in Health Care
External Evaluation Association
Accredited Standards 2019-2023

Temos
Trust • effective medicine • optimized services

Dr. Claudia Mika
Founder & CEO

What did we do?
- How can/could accreditation help? -

Actions:

Standard development from March to May 2020:

- To minimize the risk of transmission
- Free download via Temos website

What did we have?

1. Hygiene and infection prevention standards are already implemented
   - ✓ Complete policies and procedures
   - ✓ Trained staff (compliance!)
   - ✓ Quality culture
   - ✓ Monitoring tools in place

2. Disaster management and preparedness plans are already in place
   - ✓ Adjustment instead of unsystematic "reaction"
   - ✓ Responsibilities are clearly defined
   - ✓ Responsive committees
   - ✓ …

ICHP 1: Hand hygiene processes

ICHP 1.1: The implementation of the "5 moments for hand hygiene" published by WHO (World Health Organization) is assured throughout the healthcare provider:

1. Before touching a patient.
2. Before clean/aseptic procedures.
3. After body fluid exposure/risk.
4. After touching a patient.
5. After touching patient surroundings.

ICHP 1.2: Regular training on hand hygiene to care-givers (medical and nursing staff) is ongoing and documented.

ICHP 1.3: Measures, evaluation, assessment and monitoring of correct hand hygiene are taken and corrective actions are implemented.

ICHP 1.4: Information about the "why" and "how" of proper hand hygiene is provided to patients, relatives, and visitors.
In accordance with their exemplary function doctors support the education of patients and accompanying persons in hand hygiene and the importance of hand hygiene in the prevention of infections.

ICHP 1.5: Availability of and access to hand disinfectant for staff, patients, and visitors is assured to support proper hand hygiene.

FSIS 2: Risk management, safety and security

FSIS 2.1: The healthcare provider plans and provides a safe and secure physical environment in the facility through an implemented risk management and respective auditing, inspection and monitoring. Security measures are in place to provide a secure environment for staff, patients, relatives and visitors.

Details are defined in chapters IPSG 2 to 2.7, COM 3 and COM 5.

FSIS 4: Emergency preparedness

FSIS 4.1: Based on the healthcare provider's risk assessment and as part of the healthcare provider's risk management as well as in cooperation with the local authorities, possible emergencies and any kind of disaster are identified, classified and respective procedures and instructions are in place.

Details are defined in chapter IPSG.

What did we need?

Additional standards to fill the gap!

- Adjusted standards for hygiene, infection prevention and control
- Adjusted standards for occupational health and staff safety
- Cross-training for nurses
- Telemedicine standards
- Adjusted disaster and emergency preparedness plans
- Crisis communication

Added to all accreditation programs!

Don't reinvent the wheel, just realign it.

Anthony J. D'Angelo

Dr. Claudia Mika
Founder & CEO

What else did we learn?
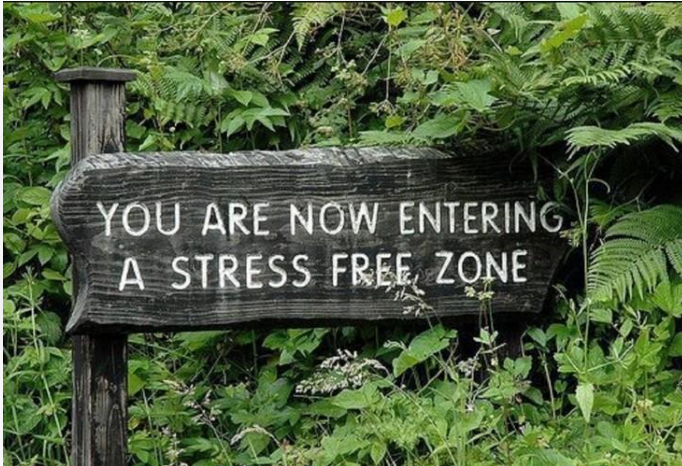- How can/could accreditation help? -

The power of cooperation

Thinking out of the box …

- Social media activities
- Patient testimonials (where permitted by law)
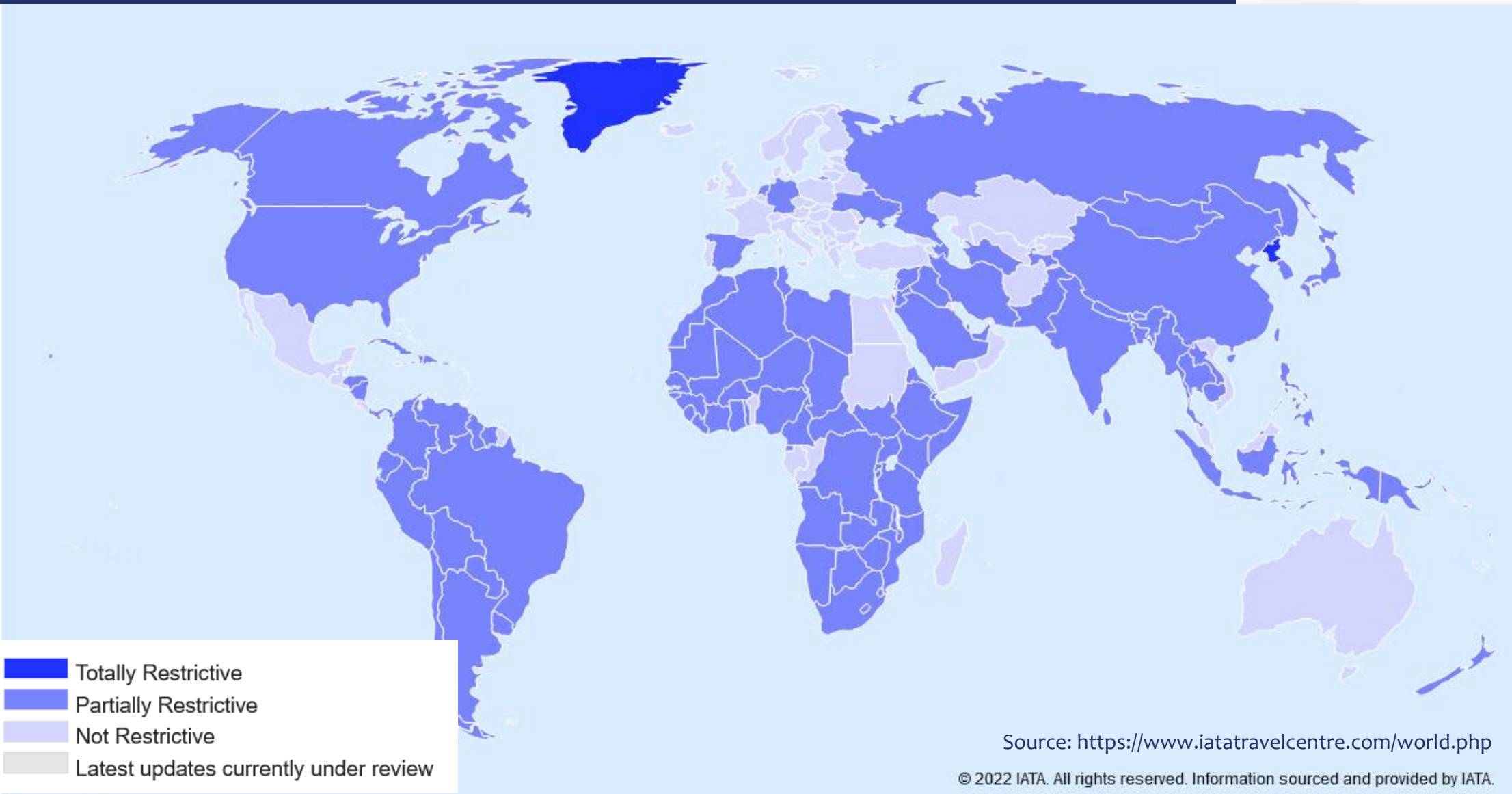- Education videos, podcasts
- Web-seminars, online education & events

… Keeping in touch…

Thinking out of the box ...

- SAFE packages = peace of mind services packages for "the new normal"

- What is needed for whom and when?
- Which services need to be adjusted?
- What are the travel requirements in the patient's home and destination country?
- Are my former clients (patients) my future clients (patients)?

COVID-19 travels regulations map by IATA as of 24 August 2022

Totally Restrictive
Partially Restrictive
Not Restrictive
Latest updates currently under review

Source: https://www.iatatravelcentre.com/world.php

Lessons learned …

- COVID-19 has changed healthcare now and for the future
- Quick responses to new and changing situations are essential to maximizing patient and staff safety as well as minimizing risk

Temos
Trust • effective medicine • optimized services

Thank you for joining us today!

www.temos-international.com
c.mika@temos-international.com
Phone: +49 2204 426480