ISO/TC 304 Healthcare Administration Review

15 December 2016

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Agenda

Welcome

Why global healthcare administration standards?

Who are we (UTMB)? Why is UTMB sponsoring this?

ISO Standards Development

Role of the US TAG and Membership Requirements

Progress to Date

Timeline

Next Steps

Welcome

Why Global Healthcare Administration Standards?

Why?

UTMB has begun the development that will be designed to ***improve the operations or "business" of healthcare*** entities in the United States.

We decided to pursue this initiative because experience and research reveals that better managed healthcare entities ***operate at a lower cost, provide more opportunities for consumer access, have greater patient satisfaction scores and finally have lower morbidity rates among patients***.

Six Justifications for Global HA Standards

Justification 1: Establishing healthcare administrative standards will slow if not reduce the cost of providing healthcare through the widespread adoption of interoperable metrics and workflows, and practices.

Justification 2: Reducing the cost of healthcare will make these services more affordable and thereby provide an opportunity for greater access to society.

Justification 3: Improving the administrative and managerial performance of healthcare entities results in better healthcare outcomes for patients.

Six Justifications for Global HA Standards

Justification 4: Although numerous standards exist for the laboratory protocols, clinical services and patient care functions of healthcare organizations, there are scant standards that address administrative workflows that are specific to healthcare entities.

Justification 5: Standardizing healthcare administrative metrics will create apple-to-apple comparisons of organizations performance that will better educate consumers and drive process improvement activities.

Justification 6: Rural communities and developing countries will have access to effective practices that offer a roadmap to improve the quality of healthcare services they receive.

Who is UTMB? Why are we sponsoring this?

Who Are We?

ANSI Designated standards developer for Healthcare Administration since 2015

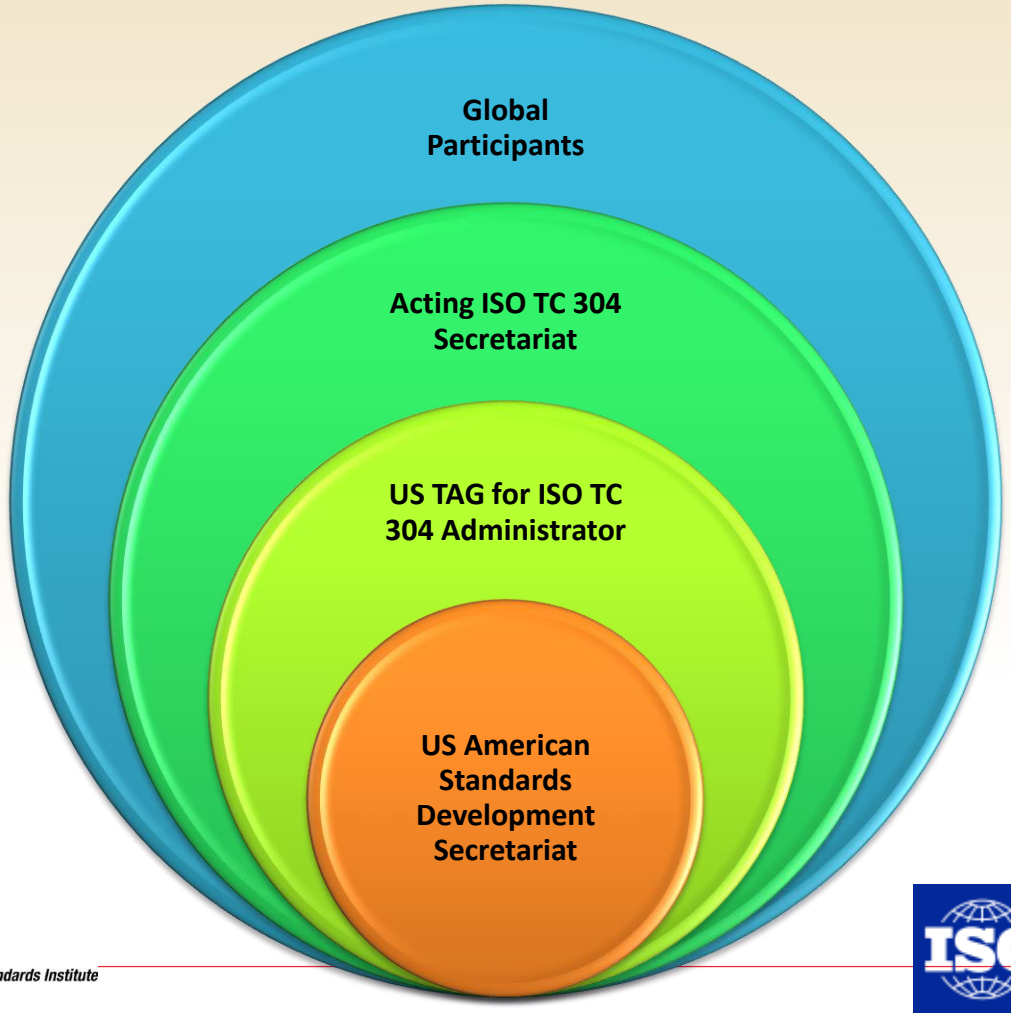
Secretary for ISO TC 304 for Healthcare Administration since 2016

Administrator for ISO TC 304 for Healthcare Administration since 2016

Administrator for the US TAG for ISO TC 260 for Human Resource management since 2014

Pending Secretary for ISO TC 260 for Human Resource Management

UTMB Seeks Oversee All Levels of Healthcare Administration Standards Development



ANSI American National Standards Institute

ISO International Organization for Standardization

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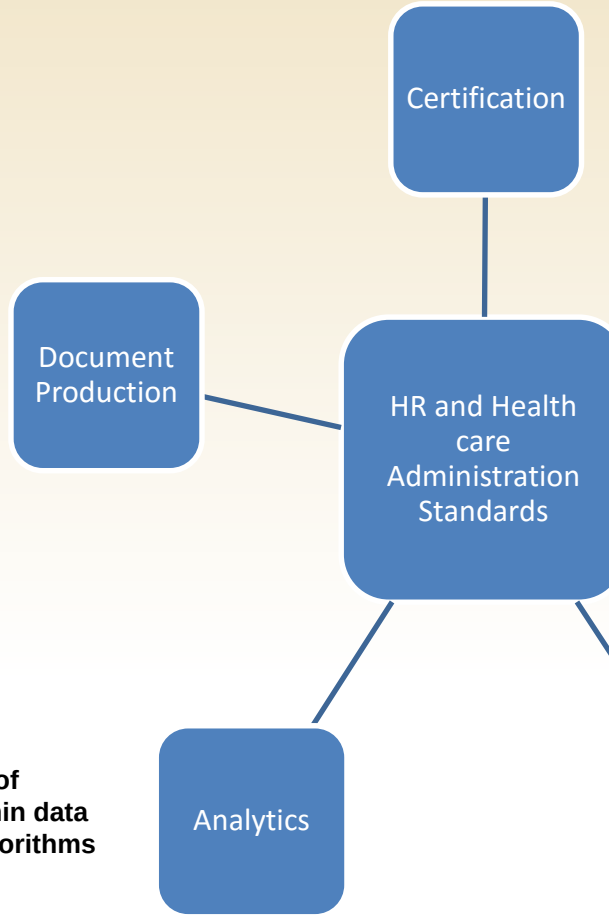
UTMB's Role in Advancing Standardization



- **Standards Based Conformity Assessment**
- **The "Mark"**
- **Proof of Healthcare Administration Effectiveness**

- **Production of Standards, Bulletins, and Technical Reports**
- **Produce books, articles & white papers**

- **Developing and providing educational and training materials about standards and certification**
- **Convening webinars, conferences and seminars based on the standards**

- **Creating a clearinghouse of actionable healthcare admin data**
- **Healthcare admin data algorithms conform to the standards**

- **Developing and producing original research based standards**
- **Convening webinars, conferences and seminars based on this research**

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ISO Standards Development

Credible, Durable Process

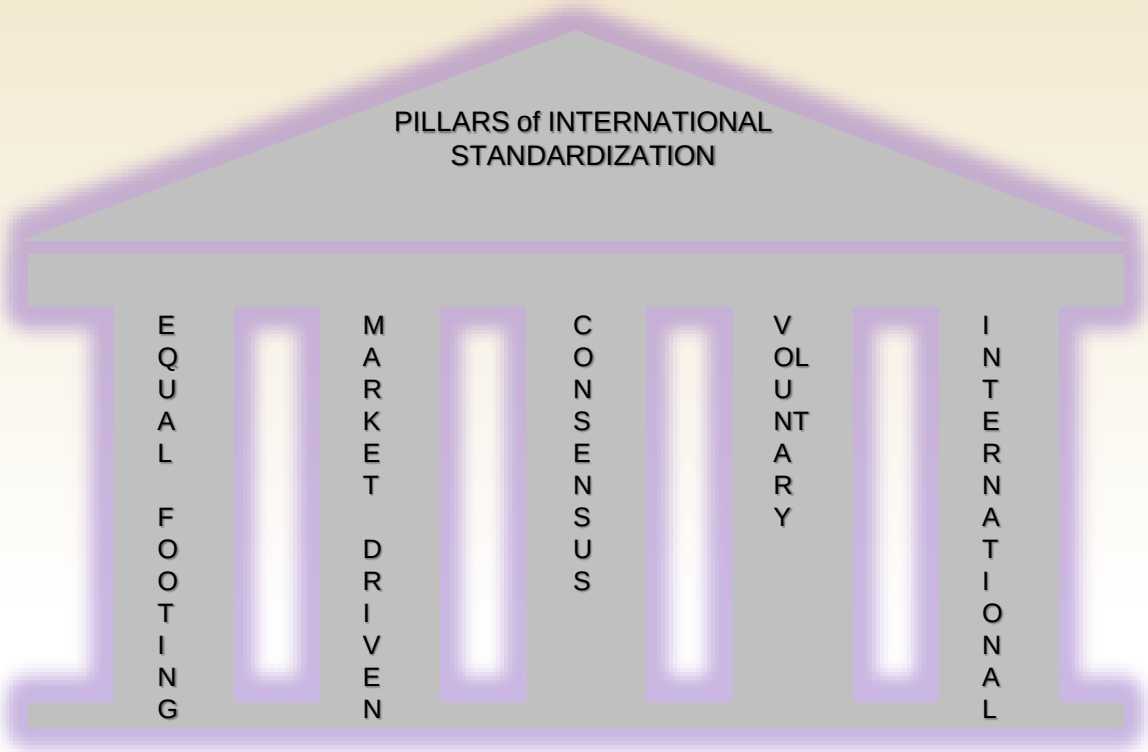
The American National Standards Institute (ANSI) has served in its capacity as administrator and coordinator of the United States private sector voluntary standardization system for more than 90 years.

Founded in 1918 by five engineering societies and three government agencies, the Institute remains a private, nonprofit membership organization supported by a diverse constituency of private and public sector organizations.

ISO

In 1946, delegates from 25 countries met in London and decided to create a new international organization, of which the object would be "to facilitate the international coordination and unification of industrial standards". The new organization, ISO, officially began operations on 23 February 1947, in Geneva, Switzerland.

ISO Approach to Standards Development



ISO Standards Development Process

Stage	Major Actions
Proposal	This first step is to confirm that a new International Standard in the subject area is really needed. (See the *Global relevance policy*.) A new work item proposal (NWIP) is submitted to the committee for vote using *Form 4*. The *electronic balloting portal* shall be used for the vote.
Preparatory	Usually a working group (WG) is set up by the parent committee to prepare the working draft (WD). The WG is made up of experts and a Convenor (usually the *Project leader*). During this stage, experts continue to look out for issues around copyright, patents and conformity assessment. Successive WDs can be circulated until the experts are satisfied that they have developed the best solution they can. The draft is then forwarded to the WG's parent committee who will decide which stage to go to next (Committee stage or Enquiry stage).

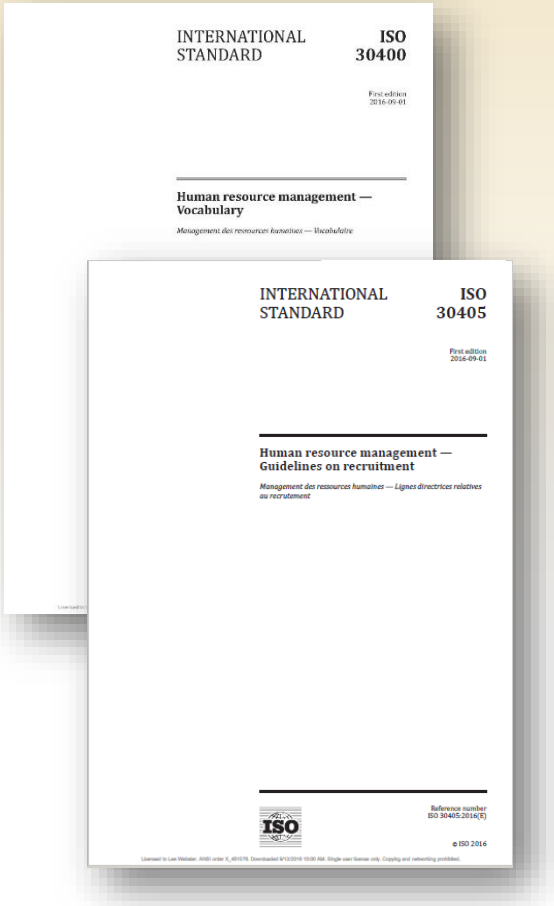
ISO Standards Development Process

Stage	Major Actions
Committee	During this stage the draft from the working group is shared with the members of the parent committee. If the committee uses this stage, the committee draft (CD) is circulated to the members of the committee who then comment and vote using the Electronic Balloting Portal. Successive CDs can be circulated until consensus is reached on the technical content.
Enquiry	The Draft International Standard (DIS) is submitted to ISO Central Secretariat by the committee secretary. It is then circulated to all ISO members who get 3 months to vote and comment on it. (The *submission interface* should be used to submit the draft). The DIS is approved if a two-thirds of the P-members of the TC/SC are in favor and not more than one-quarter of the total number of votes cast are negative

ISO Standards Development Process

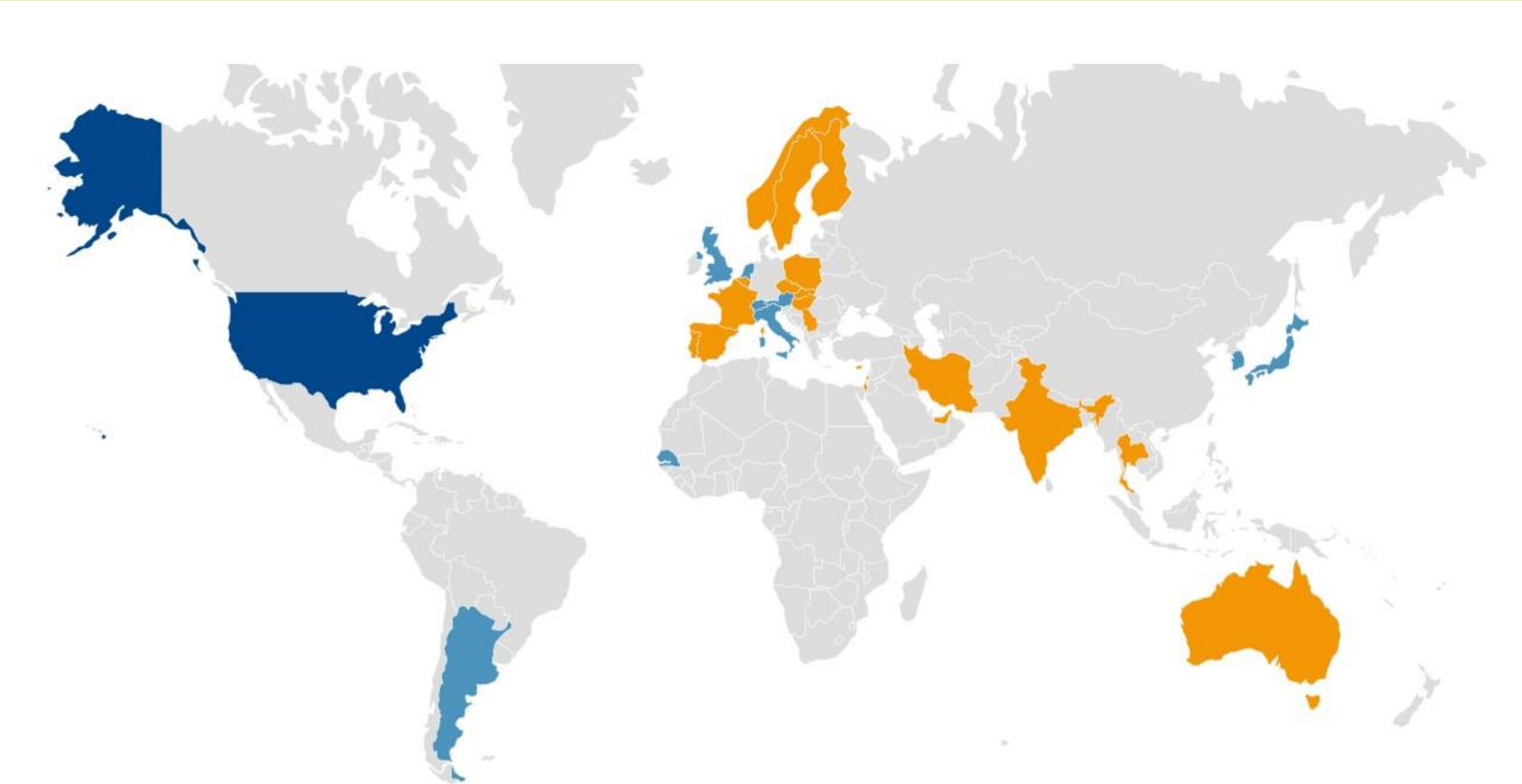
Stage	Major Actions
Approval	However, if the draft has been significantly revised following comments at the DIS stage (even if the DIS has been approved) committees can decide to carry out this stage. (See the ISO/IEC Directives Part 1, 2.6.4 for more information.) If this stage is used, the Final Draft International Standard (FDIS) is submitted to ISO/Central Secretariat (ISO/CS) by the committee secretary. The FDIS is then circulated to all ISO member for a two-month vote (The *Submission Interface* should be used when sending the draft to ISO/CS).
Publication	At this stage the secretary submits the final document for publication through the Submission Interface. But if the standard has passed through the Approval stage, the secretary may submit the project leader's responses to member body comments on the FDIS. Only editorial corrections are made to the final text. It is published by the ISO Central Secretariat as an International Standard.

Published International Examples (Fall 2016)



Current Members of ISO TC 304

(as of 02 May 2016)



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ISO TC 304 Member Countries

(as of 02 May 2016)

Participating Countries (10)

- Argentina (IRAM)
- Austria (ASI)
- Italy (UNI)
- Japan (JISC)
- Korea, Republic of (KATS)
- Netherlands (NEN)
- Senegal (ASN)
- Switzerland (SNV)
- United Kingdom (BSI)
- United States (ANSI)

Observing Countries (19)

- Australia (SA)
- Belgium (NBN)
- Cyprus (CYS)
- Czech Republic (UNMZ)
- Finland (SFS)
- France (AFNOR)
- Hungary (MSZT)
- India (BIS)
- Iran, Islamic Republic of (ISIRI)
- Israel (SII)
- Norway (SN)
- Poland (PKN)
- Portugal (IPQ)
- Serbia (ISS)
- Slovakia (SOSMT)
- Spain (AENOR)
- Sweden (SIS)
- Thailand (TISI)
- United Arab Emirates (ESMA)

Role of the US TAG and Membership Requirements

Basics about the TAG

Each country involved in the TC must create a “mirror” committee

The US Technical Advisory Group (TAG) is the body of experts “mirror committee” from the United States that represents American interests in standards activities

Organizations are members of the US TAG

These organizations identify technical experts who offer 1) propose ideas for standards, 2) work with colleagues on working groups to draft a standard, 3) help develop the US position on work in progress, and 4) represent the US interests at international meetings

Chaired by a member (TBD) and UTMB serves as Administrator

Basics about the TAG

The TAG meets in person twice per year and virtually twice per year

Delegates to the ISO plenary meeting are selected by the members of the TAG

In non leadership roles, the workload is approximately 3-5 hours per month

This is a voluntary effort for technical experts, their employer (sponsor) must be willing to support this expert's involvement

In preparation for the first plenary in February 2017, we will hold the first US TAG meeting in late January (teleconference)

Sustained by a membership fee

Progress to date

ISO/TC 304 Healthcare Administration

Scope: Codifies most effective practices and metrics in the management of non-clinical services in a healthcare entity

Primary Benefit: Patients and other direct consumers of healthcare will benefit from slower increases in the cost of health care and an anticipated improvement in access to care. UK and US research also shows that patients are more satisfied with their care experience and are healthier after receiving clinical services from better managed healthcare organizations

ISO/TC 304 Healthcare Administration

Potential Projects: Although these project proposals will be dictated by the marketplace, we can foresee the following:

- Healthcare admission and discharge procedures
- Service Utilization - Characterize the number/type of basic services rendered and resources used
- Healthcare IT and supply chain selection and implementation procedures
- Patient (Payer) billing
- Patient Satisfaction - Measure satisfaction from a patient's perspective and are typically based on patient surveys after treatment/release.

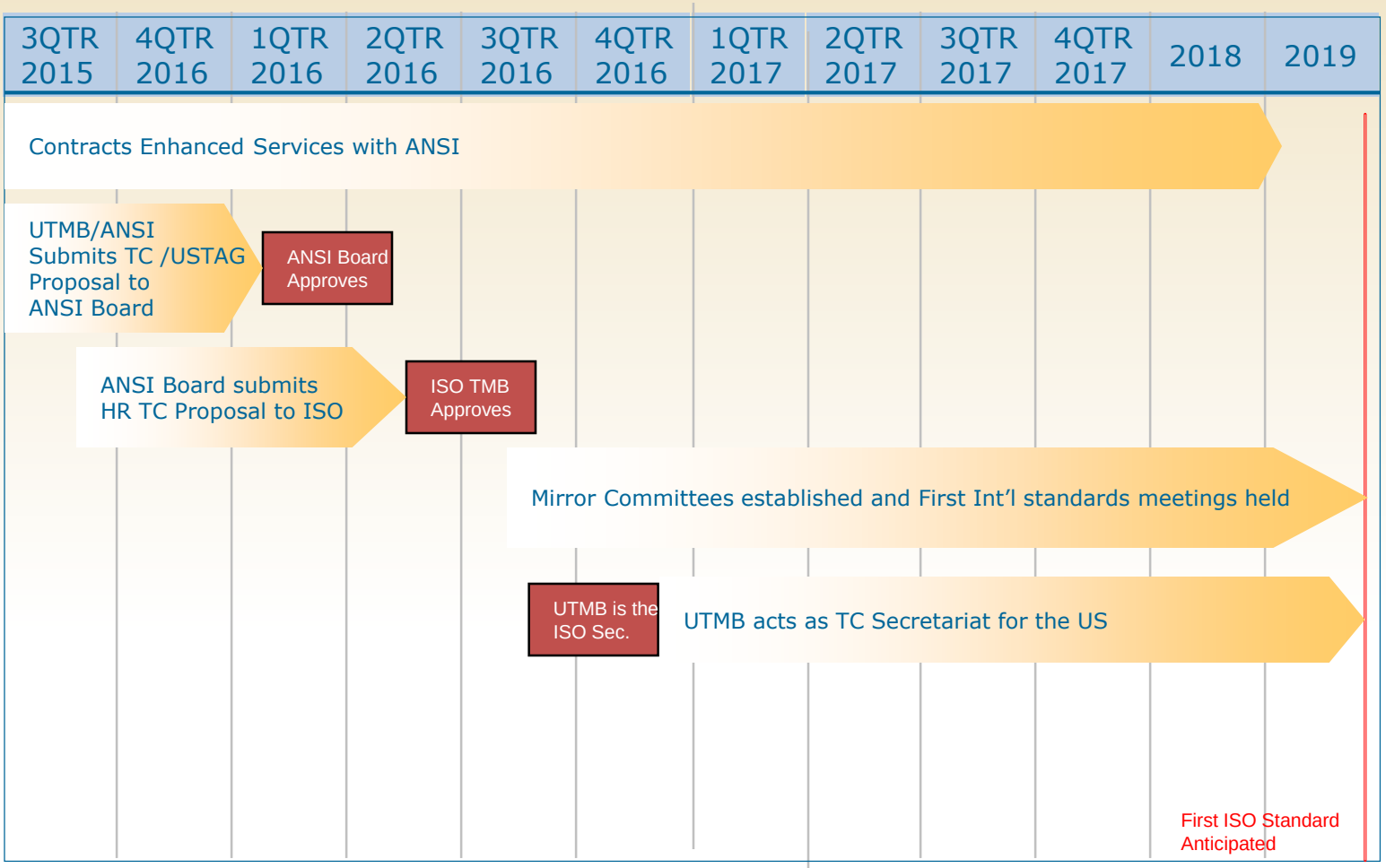
Next Steps: Organizing the committee consistent with the draft timeline and project plan (enclosed)

ISO/TC 304 Healthcare Administration
(Draft High Level Project Plan)

Milestones	Timing	Status
Obtain ISO member approval to start a TC for Healthcare Admin	Spring 2016	ISO/TC 304 for Healthcare Administration approved
USA identified as Secretariat and Administrator	Spring 2016	Done. UTMB offers to act as secretary for this TC
TC304 Chairperson identified and accepted	Winter 2017	Search in progress.
TC304 Business Plan Draft	Winter 2017	
Initial "Mirror Committees" for TC304 established	Winter 2017	
1st Plenary Meeting for TC 304	Winter 2017	
1st Working group meetings	Spring 2017	
Estimated delivery of 1st TC 304 standard	Fall 2019	

Timeline

International Development Standards Timeline (Draft)



This timeline depends on the meeting schedules of the ANSI and ISO boards which meet every 3 to 6 months.

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Considerations and Next Steps

Opportunities for the Healthcare Sector to Consider

Encouraging individual healthcare entities to join and participate in the international healthcare standards development activities

Consider adopting standards once they are completed

Consider certification for your healthcare entities once a portfolio of standards have been established

Participate in original research based on healthcare administration standards sponsored by UTMB, Northwestern University, the University of Michigan, and any interested non-US academic institution

Implications: Challenges and Risks

The healthcare community fails to appreciate the magnitude of this achievement and build on the opportunity

Existing standards developing bodies may establish barriers to entry for these standards

Global organization may be concerned about UTMB or US hegemony in the area of healthcare administration standards

Some healthcare leaders may be concerned that standards will restrict their freedom to operate with patients or within the healthcare marketplace

Consumers and employees may become concerned that standards will dehumanize patient care

Both clinical and non-clinical healthcare professionals may become concerned that these standards will make them more unduly accountable

After building it (them), will they come (adopt)?

Implications: Opportunities for HR

Once a number of domestic standards are done, UTMB can establish an accreditation methodology for organizations that wish to be identified as compliant to the standards.

ISO is eager to establish a management system for healthcare administration management standards. They have begun considering numbers, like ISO15000, for this system of global standards.

ANSI and ISO strongly supports of this effort

As more international organizations and governments learn about this standard, they are interested in getting involved

Immediate Needs

Complete the application and join the TAG

Attend the first US TAG meeting in January (TBD)

Consider being a member of the US delegation (5) to the plenary on February 17 in Galveston, TX.

Identify candidates for the Chair of the TC and TAG

Think about global New Work Item Proposals (NWIPs)

Questions?

Thank You!

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