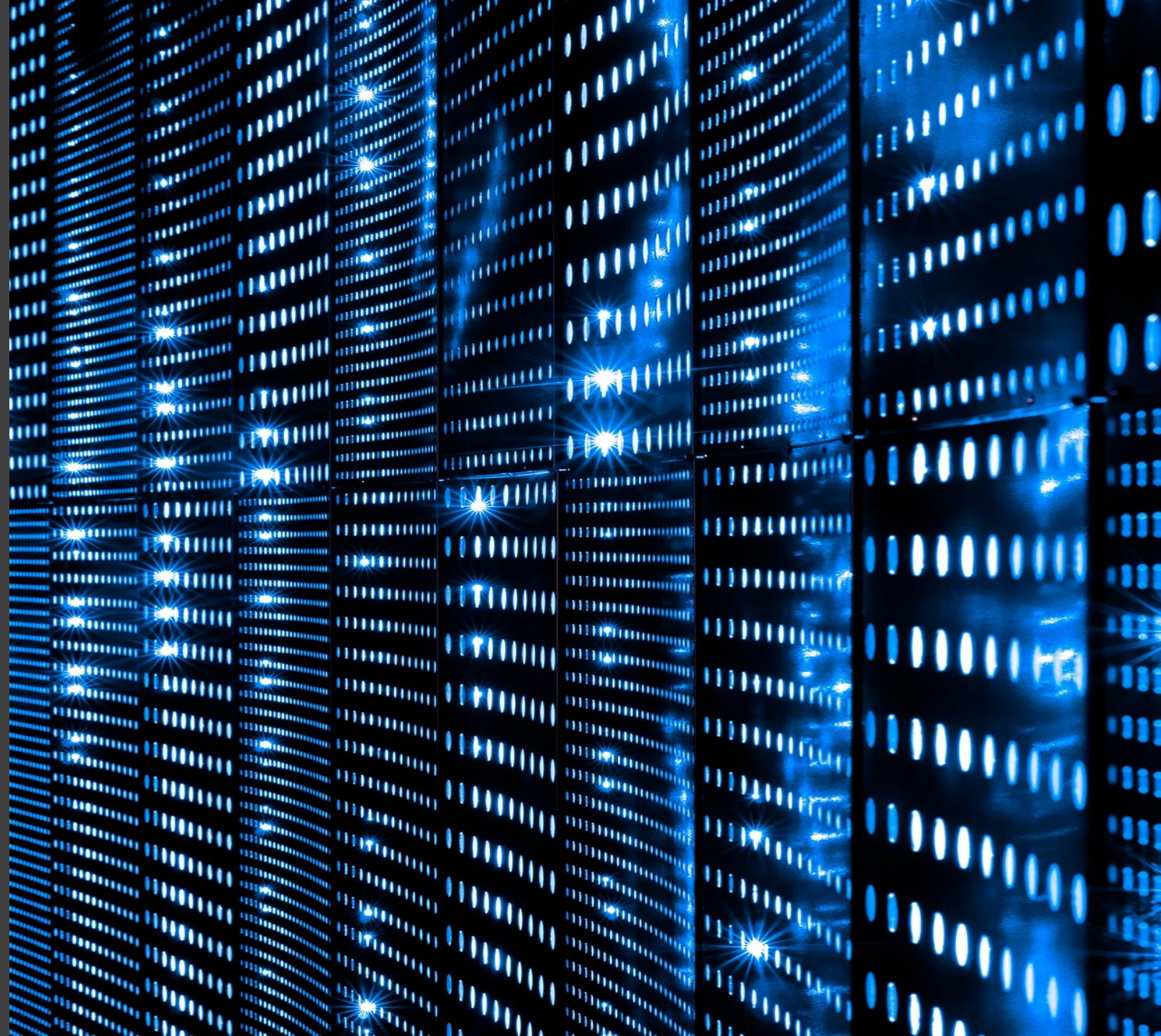




July 26, 2021

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Journal of Healthcare  
Management Standards  
Q3 2021



# Agenda

*Reminder: Please mute phones, utilize the “raise hand/chat” features and breaks as necessary*

**Welcome** *(Dr. Veronica Muzquiz Edwards, Founder & Managing Editor)* (10 minutes)

- Mission, Vision Values & Code of Conduct
- HSI and IGI Portals

**Board Introductions** *(Dr. Sharon Kleefield, Editor-in-Chief)* (15 minutes)

**JHMS Volume 1, Issue 1**

- Manuscripts *(Dr. Sharon Kleefield, Editor-in-Chief)* (15 minutes)
- Position Papers *(Lee Webster, Associate Editor)* (15 minutes)

**JHMS Volume 1, Issue 2** *(Gene Migliaccio, Dr.P.H., Managing Editor)* (10 minutes)

- Submissions & 2021-2022 Timeline

**Communications/Social Media** *(Angela McCaskill, Director, Communications & Audit Programs)* (5 minutes)

**Closing** *(Dr. Veronica Muzquiz Edwards, Founder & Managing Editor)* (10 minutes)

- Upcoming Board Meetings



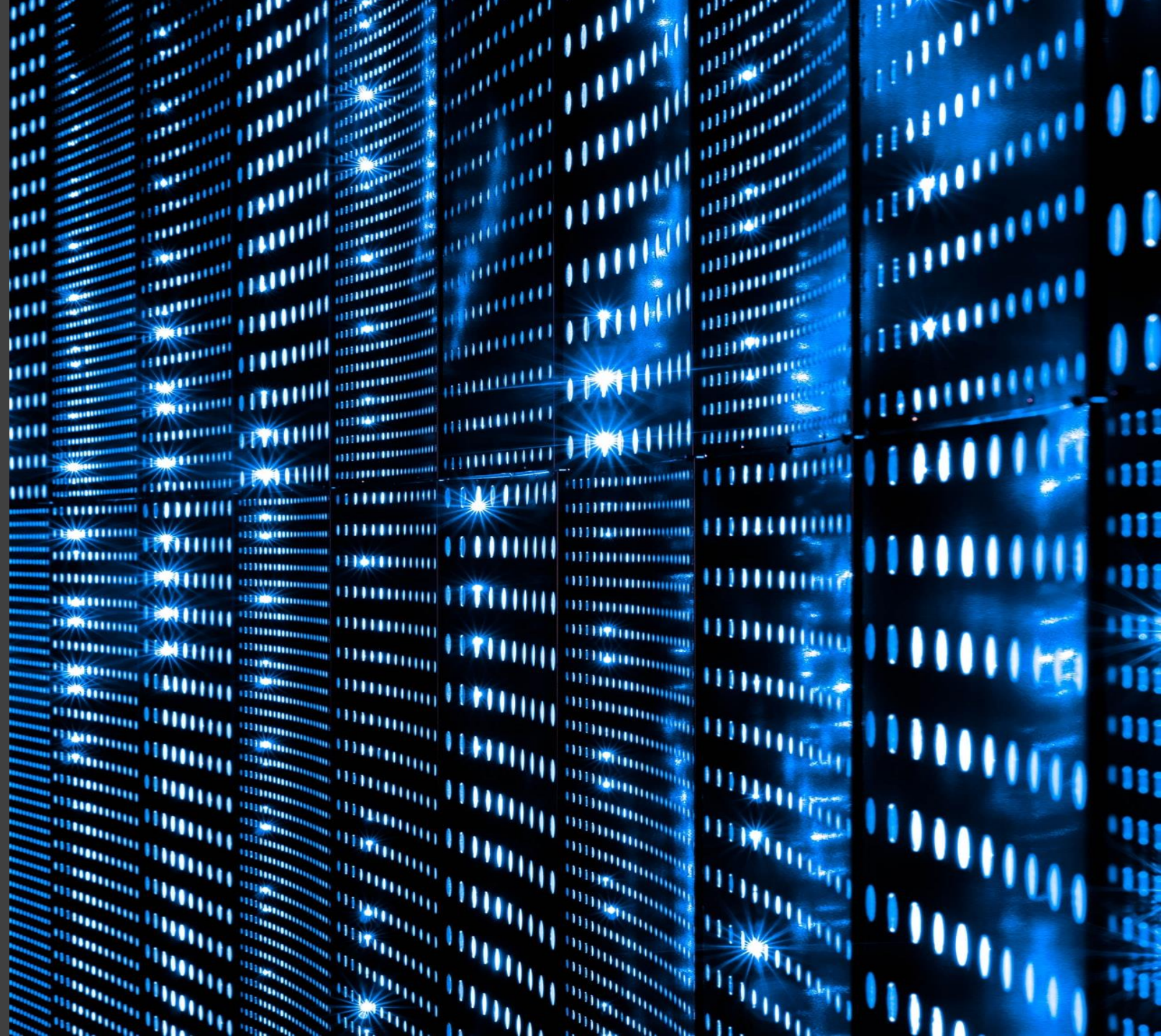


# System of Excellence

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*Dr. Veronica Muzquiz Edwards*

*CEO*



# Healthcare Standards Institute System of Excellence



## Mission

Develop definitive American standards and educational resources for healthcare administration to support the continuity of care.



## Vision

Leading sustainable improvement



## Values

H – Health and wellbeing of individuals

E – Excellence in healthcare administration

A – Accountability in the delivery of healthcare

L – Leader in the establishment of continuity of care standards

T – Transparency in standards of care

H – Honesty and integrity in healthcare communication



# Healthcare Standards Institute System of Excellence

Code of Conduct

Respect

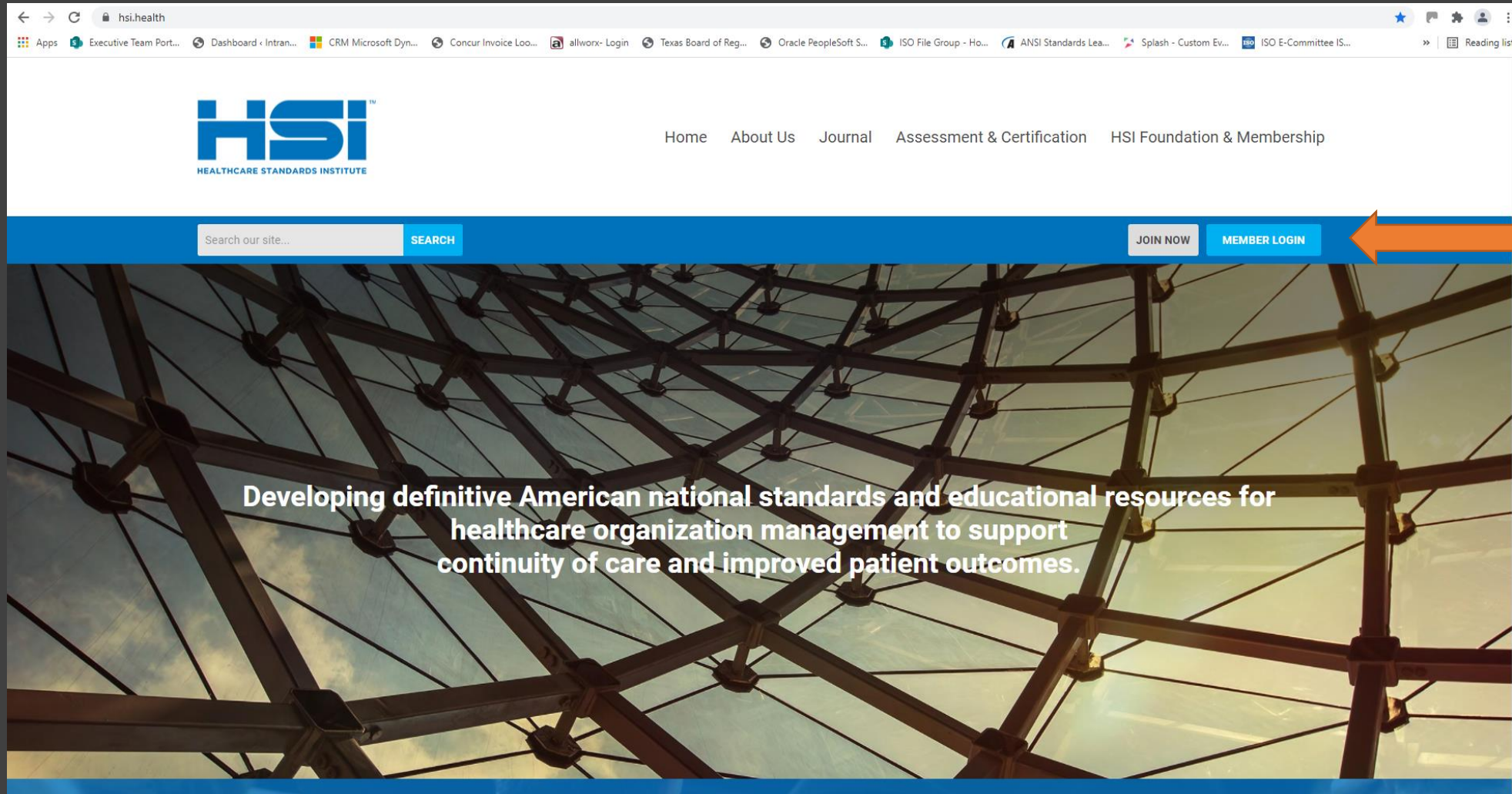
Ethical Conduct

Consensus and Governance



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*The Journal of Healthcare Management Standards realizes that the most innovative, timely, and groundbreaking ideas in healthcare management come from a diverse, international, collaborative mindset.*

*With this goal in mind, the journal is proud to have an editorial board comprised of academics and subject matter experts from twelve countries representing six continents. It is from this deep and varied diversity of experience, knowledge, and practice, that the journal presents a unique and academically rigorous selection of scholarship about healthcare organization management and standardization that is globally relevant.*





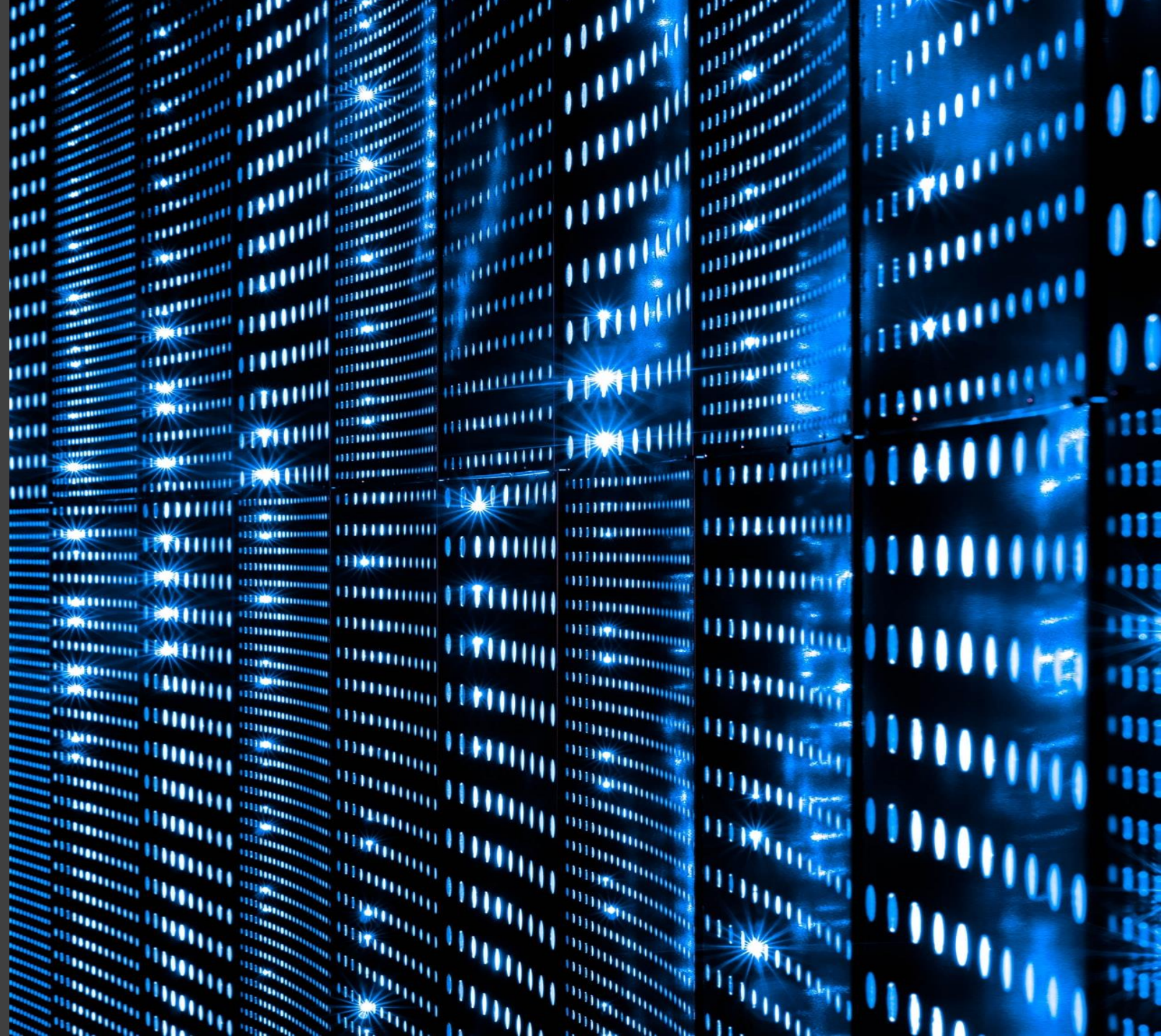


# Board Introductions

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*Dr. Sharon Kleefield*

*Editor-in-Chief*





# Journal of Healthcare Management Standards

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3. China
4. France
5. Germany
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Managing Editor, Journal of the Healthcare Standards Institute. Associate Dean and Professor, [George Washington University](#) Milken Institute School of Public Health, Washington, D.C.



### Dr. Forest Kim, PhD, MBA, MHA, FACHE

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Managing Editor, Journal of the Healthcare Standards Institute Professor/Director, [University of the Incarnate Word](#) Center for Medical Tourism Research (CTMR)



### Lee Webster, JD-MDA, GPHR, AStd

Associate Editor, Journal of the Healthcare Standards Institute. Secretary, HSI Foundation Standards Board & ISO TC 304 Healthcare Organization Management. Affiliate, [Northwestern University](#)



# Welcome

## Associate Editor Journal of the Healthcare Standards Institute



**Dr. Ayesha Abdullah**, Higher Colleges of Technology, Dubai

Dr. Ayesha Mohammed Abdullah is currently the Executive Dean of Business. Previously, CEO of CERT, she was also the Managing Director of Sciences Cluster which includes Dubai Healthcare City, Dubiotech and ENRPARK. Ayesha is a 25 years veteran of the healthcare and engineering industries. Dr. Ayesha Abdullah plays a key role in realizing the science cluster's strategic objectives. She is responsible for strategic planning and operations, development of education and research vision, new businesses, and managing strategic partners. In her previous position as Chief Executive Officer at the Center for Healthcare Planning and Quality (CPQ), Dr. Abdullah was responsible for establishing and maintaining healthcare standards within DHCC. Played a key role in establishing CPQ as a premier regulatory body in the healthcare industry. Dr. Abdullah holds a bachelor's degree in Biomedical/Electrical Engineering(USA), MBA and PhD and M. Phil in Strategy Management/ Planning Studies (UK).

Read More: <https://www.linkedin.com/in/ayeshamohdabdullah/?originalSubdomain=ae>



# Welcome

## *Associate Editor* *Journal of the Healthcare Standards Institute*



**Dr. Matan Joel Cohen**, Associate Professor of Medicine, Hebrew University Faculty of Medicine, Jerusalem, Israel

Dr. Cohen is the director of ambulatory care medical training, evidence-based medicine and public health teaching at the Hebrew University School of Medicine. Currently practices family medicine at the largest community healthcare provider in Israel – Clalit Health Services. Dr. Cohen is a senior internist and infectious diseases consultant. His MPH and work at Hadassah Medical Center, Jerusalem, included the introduction and study of quality indicators and preventable harm, and his PhD and primary focus of research are in the field of infection control.

Read More: <https://www.linkedin.com/in/matan-cohen-208373171/>



# Welcome

## *Associate Editor* *Journal of the Healthcare Standards Institute*



**Dr. Nicole Gerber**, ZHAW Zurich University of Applied Sciences, Geneva, Switzerland

Dr. Nicole Gerber is a healthcare specialist in theory and practice. She accompanies projects and advises organisations in healthcare with BEG & Partners AG and is involved in Research & Development for non-medical services in healthcare for the Zurich University of Applied Sciences (ZHAW). Amongst other honorary positions, she has also been involved in different working groups for ISO TC 304 since 2016.

Read More: <https://www.linkedin.com/in/dr-nicole-gerber-19a7b2a3/>



# Welcome

## Associate Editor Journal of the Healthcare Standards Institute



**Dr. Shakti Kumar Gupta, All India Institute of Medical Sciences, New Delhi, India**

Dr Shakti Kumar Gupta, Executive Director and CEO, All India Institute of Medical Sciences Jammu, INDIA, hails from a border Village Ari (LOC), Dist. Poonch, J&K State is an alumnus of Government Medical College, Jammu from where he did his MBBS and AIIMS New Delhi from where he obtained his Masters in Hospital Administration. Commencing his medical career at grass-root levels as an Assistant Surgeon in J&K Health Services, he provided curative, preventive, promotive and rehabilitative services at dispensary and primary healthcare centres. He headed the Department of Hospital Administration at AIIMS and mentored more than 45 Postgraduate & PhD students, conducted 112 research studies, published more than 110 research papers published in several national and international journals of repute. He has also been the Principal Investigator of WHO projects on Public Hospital Governance: AIIMS-a case study; National Consultation on PPP; and Electronic Medical Records. The Department of Hospital Administration, under his leadership, had the honour of being the first Department of AIIMS to receive ISO Certification.

Read More: <https://www.linkedin.com/in/shakti-gupta-14210818/?originalSubdomain=in>

# Welcome

## Associate Editor Journal of the Healthcare Standards Institute



**Dr. Edwin Harari, University of Melbourne, Melbourne, Australia**

MB.,BS, ( Bachelor of Medicine, Bachelor of Surgery), University of Melbourne, 1970. DPM (Diploma in Psychological Medicine) University of Melbourne, 1975. FRANZCP ( Fellow of the Royal Australian and New Zealand College of Psychiatrists) 1976.

Currently: Clinical Associate Professor, Department of Psychiatry, University of Melbourne. Consultant Psychiatrist, St Vincent's Hospital Area Mental Health Service, Fitzroy, Melbourne, Victoria, Australia.

Graduated in Medicine University of Melbourne, 1970. Internship in General Medicine and General Surgery, St. Vincent's Hospital, Fitzroy, Melbourne, Victoria, Australia, 1971 Residency in General Medicine, St Vincent's Hospital, Fitzroy, Melbourne, Victoria, Australia.1972. Registrar in Psychiatry , Department of Psychiatry, Royal Melbourne Hospital, Melbourne, Australia, 1973-1976. Consultant Psychiatrist, Austin Hospital, Heidelberg, Melbourne, Victoria, Australia 1978-1981. Lecturer, Department of Psychiatry, University of Melbourne, 1979-1980 Senior Lecturer, Department of Psychiatry, University of Melbourne, 1980-1982. Fellow in Child and Family Psychiatry, Philadelphia Child Guidance Clinic, University of Pennsylvania, Philadelphia, PA., USA. 1982-1984.

Consultant Psychiatrist, St. Vincent's Hospital, Fitzroy, Melbourne, Victoria, Australia, 1984-current.  
Clinical Associate Professor, Department of Psychiatry, University of Melbourne, 2008-current.



# Welcome

## Associate Editor Journal of the Healthcare Standards Institute



### Dr. Claudia Mika, Temos International Healthcare Accreditation, Gladbach, Germany

Dr. Claudia Mika is the Founder and CEO of Temos International Healthcare Accreditation, a German-based international accreditation body that was founded in 2010 as a spin-off of a European research project. Dr. Mika brings years of dedication to developing accreditation standards and improving the Temos accreditation programs, assessing hospitals and clinics worldwide. Having worked globally with healthcare providers, she has first-hand experience in building quality management systems as well as risk management programs from Brazil to the Philippines. She actively participates in the accreditation process, spending time with clients to share her years of experience with the Continuous Quality Improvement process that is at the heart of successful accreditation.

Between 1994 and 2010, Dr. Mika gained extensive experience in the management of international projects, when she took up different positions at the German Aerospace Center (DLR), a German governmental research organization and the University Hospital of Aachen, Germany.

She advises different associations and governmental institutions and is the Vice Chairwoman of the Diplomatic Council Healthcare Forum. In 2017, Dr. Mika was awarded the Dr. Sanjiv Malik Lifetime Award.

In 2019, Dr. Mika successfully spearheaded the rigorous process of submitting Temos standards for accreditation by the International Society for Quality in Health Care (ISQua now known as IEEA) to firmly cement Temos' place among the world's elite international accreditation organizations.

In 2020, Dr. Mika developed together with her expert team a set of standards to help healthcare organizations worldwide to minimize the risk of COVID-19 transmission in healthcare settings.

Since January 2021 Dr. Mika has been a member of the Executive Committee of the European Fertility Society (EFS) and also chairs the society's Certification Committee. Since March 2021 she supports the Human Health Education and Research Foundation (HHERF) as a member of the Board of Directors.

Read More: <https://www.linkedin.com/in/dr-claudia-mika/>



# Welcome

## Associate Editor Journal of the Healthcare Standards Institute



**Dr. Elom Otchi**, Africa Institute of Healthcare Quality Safety & Accreditation, Ghana, Africa

Elom is the Technical Director of AfIHQSA where he leads the design and development of educational/training content, design and implementation of quality and patient safety interventions for healthcare organizations. He is a Fellow and an Expert of the International Society of Quality in Healthcare (ISQua) and a Certified Hospital Surveyor (CHS). He has a PhD in Public Health with specialization in Quality and Patient Safety from the University of Ghana.

Elom is an accomplished Organization Development and Healthcare Quality & Patient Safety Consultant having worked with UNDP, WHO and UNICEF undertaking research, supporting the development of national quality policies and strategies, facilitating the establishment of quality governance systems across all levels of the health sector and building capacity of national and sub-national quality leads/teams to institutionalize the practice of quality and patient safety across the continent. He has also worked extensively across all the levels of care in the health sector of Ghana including leading the Quality Improvement & Patient Safety program in the largest teaching hospital. He mentors many budding quality and patient safety professionals across the continent.

He is a member of the International Organization for Standardization (ISO) Technical Committee 304 (TC-304) Healthcare Organization Management and the WHO Global Learning Laboratory on Quality of Care and Universal Health Coverage. He is an Editorial Apprentice of ISQua's new Journal i.e., the International Journal for Quality in Health Care Communications (IJHC Comms). Elom's expertise and research interests are in organization development, health systems strengthening, quality improvement and patient safety. He is an author and a conference speaker.

Read More: <https://www.linkedin.com/in/elom-otchi-phd-28731742/>





# Welcome

## Associate Editor Journal of the Healthcare Standards Institute



**Dr. Pascal Michel Staccini, MD, PhD, University of Nice Sophia Antipolis, Nice, France**

Elections Municipales 2020, Cap Pour Saint-Paul-De-Vence, Aug 2019 – Present  
Membre de l'équipe conduite par le candidat Jean-Pierre Camilla  
Cap Pour Saint-Paul-de-Vence  
<http://www.cappoursaintpaul.com>

Directeur de l'Information Médicale, Groupement Hospitalier Alpes Maritimes (06), Jun 2017 – Present

Président, Association Française d'Informatique Médicale, Aug 2019 – Present, Région de Nice, France

Président, Collège National des d'Informatique Médicale, Biomathématiques, Méthodes en Epidémiologie,  
Dec 2018 – Present, Nice, France

Professeur des Universités - Praticien Hospitalier, Université Nice-Sophia Antipolis, Sep 2009 – Present  
Biostatistique, Informatique Médicale et Technologies de Communication

Read More: <https://www.linkedin.com/in/pascal-staccini-5966513/>



# Welcome

## *Associate Editor* *Journal of the Healthcare Standards Institute*



**Dr. Valdenize Tiziani, MSc, PhD**, Hospital da Crianca de Brasilia, Brasilia, Brazil

Dr. Tiziani is a senior healthcare and biomedical research executive with more than 30 years of experience as part of leading teams focused on capacity building, creation and implementation of healthcare, medical education and research initiatives in Brazil. Previously, Dr. Tiziani held a variety of roles at Harvard School of Dental Medicine, including leading positions in medical education and research. At Harvard Medical International, she participated in several global healthcare ventures and served as Regional Director for Brazil. Since 2014 she is the Chief Executive Officer of Hospital da Criança de Brasília. Dr. Tiziani is a biologist and obtained her doctorate degree from State University of Campinas - UNICAMP, Brazil in 1995.

Read More: <https://www.linkedin.com/in/valdenize-tiziani-713b4917/>



# Welcome

## Associate Editor Journal of the Healthcare Standards Institute



**Dr. Shin Ushiro, MD., PhD, Skushu University Hospital, Fukuoka City, Japan**

Dr. Shin Ushiro works as a divisional director of the Division of Patient Safety in Kyushu University Hospital, Japan. At institutional level he has engaged in wide range of projects for quality and safety improvement such as incident reporting system, staff education and training, hospital accreditation, conflict mitigation through candid communication with patient/family et cetera.

Dr. Ushiro also works in the Japan Council for Quality Health Care (JQ) under the dual assignment contract which is a third body at national level to carry out hospital accreditation, national adverse event reporting and learning system, No-fault compensation and investigation/prevention system for cerebral palsy et cetera. Dr. Ushiro has committed international activities in a circle on patient safety and quality improvement at global level. For instance, he has been a board member of ISQua (International Society for Quality Health Care) since 2017. He worked in JQ to hold ISQua conference in Tokyo in 2016.

As Dr. Ushiro was assigned to the Advisor to the Minister of Health, Labour and Welfare, Japan, he has dedicated to WHO projects on patient safety and the Ministerial Summit on Patient Safety which was held in Tokyo in 2018 among the past series of the meetings. Dr. Ushiro began his new career in 2021 as a delegate expert of G20 Patient Safety Leaders Group which was first mentioned in G20 Health Ministers' Declaration on November 2021.

Read More: <https://www.linkedin.com/in/shin-ushiro-9b6584a7/>

# Welcome

## Associate Editor Journal of the Healthcare Standards Institute



**Dr. Dong (Roman) Xu, PhD, MPP**, Professor of Global Health and Health Systems, Executive Deputy Director of Institute for Global Health at Southern Medical University, Guangzhou, Guangdong, China

Dong (Roman) Xu, PhD, MPP, professor of Global Health and Health Systems and Executive Deputy Director of Institute for Global Health at Southern Medical University, Guangzhou, China. His research focuses on health system innovations and implementation science, particularly those involving chronic diseases, quality of primary health care, and eHealth in the context of global health. He is leading several large studies including Primary heAlth Care quAlity Cohort In ChinA (ACACIA) using unannounced standardized patients and smartphone-based virtual patients, Silk Road Labs for Health System Strengthening in Nepal and Mozambique, implementation trial for stroke guideline in China, and Shared Medical Appointment trial for diabetes (SMART). Roman held important positions at the China Medical Board, Harvard Medical School's Harvard Medical International, Medtronic Inc., and the Chinese Medical Association. He is a founding board member of the China Health Policy and Management Society (CHPAMS), the commissioner of the Lancet Primary Health care commission in China, and an associate editor/editorial member of *Tropical Medicine & International Health*, *Advances in Simulation*, and *Global Health Research and Policy*. Roman received his Ph.D. in global health implementation science at the University of Washington, master in public policy from Harvard University, and medicine & English from Sichuan University.

Read More: <https://www.linkedin.com/in/romanxu/?originalSubdomain=cn>





# Journal of Healthcare Management Standards

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\*Referrals welcome: [suggestions@hsi.health](mailto:suggestions@hsi.health)

# Recommendations from the Publisher



- Call for 6-8 Additional Editorial Reviewers
  - 2 Promising applicants received
- All future reviews will be managed through the IGI Portal. <https://www.igi-global.com/login/>







HEALTHCARE STANDARDS INSTITUTE

# Journal of Healthcare Management Standards

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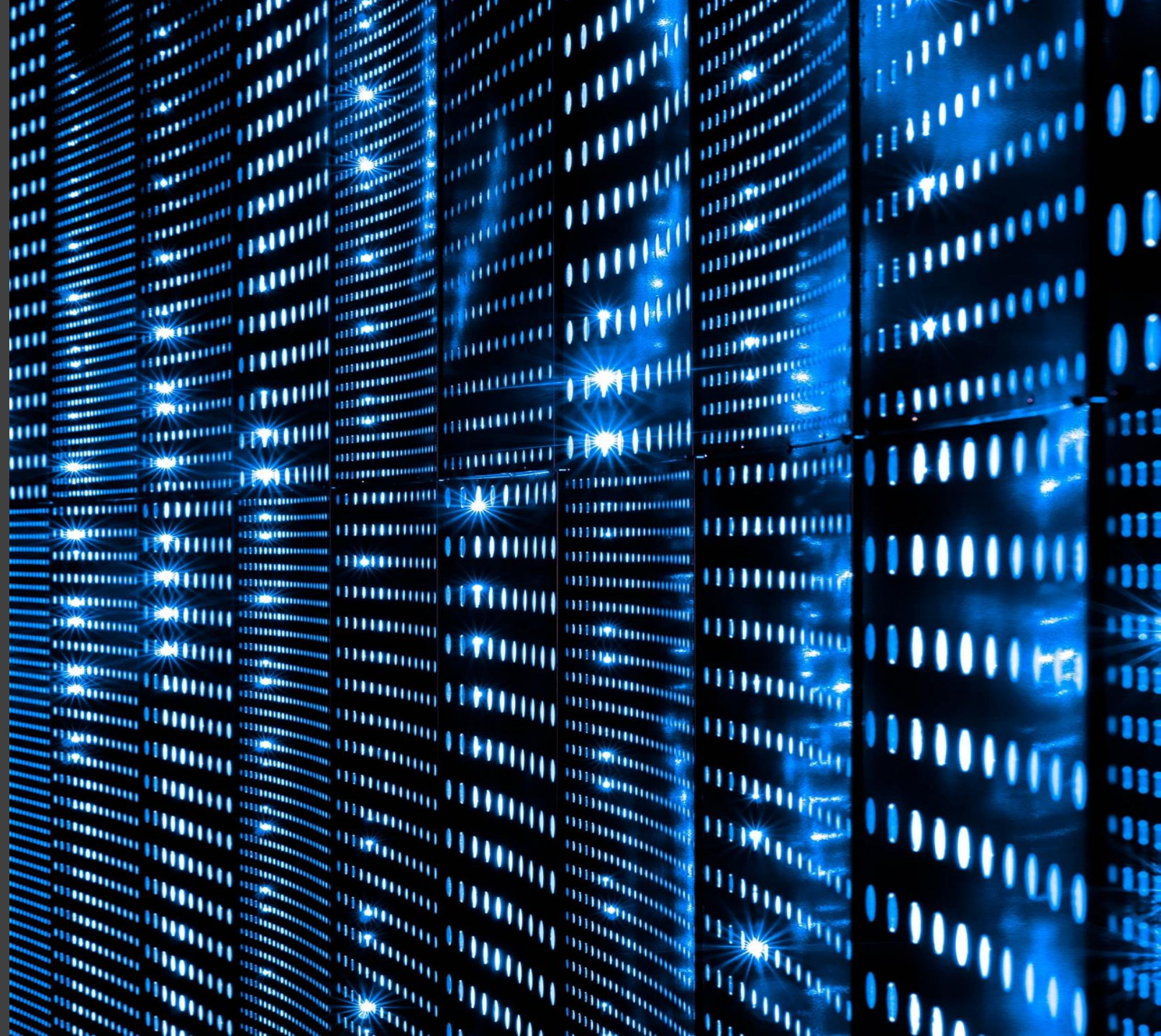
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*Volume 1, Issue 1*

*Manuscripts*

*Dr. Sharon Kleefield*

*Editor-in-Chief*





# “Sneak Peek” of Volume 1, Issue 1

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## Manuscripts

1. The Continuum of Care in Cross Border Travel: Implications for Medical Tourism Standards, *D. Vequist*
2. Predictors of Super-Performers in the Home Health Industry: Towards Improving Care for the Elderly, *S. Dey*
3. Broken DNA of Global Health Security: And why this will not be the last pandemic, *R. Pathni*

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# JHMS Volume 1, Issue 1 - Manuscript

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## About the Author :

**Dr. David G. Vequist IV**, University of the Incarnate Word, San Antonio, Texas

David has almost 30 years of consulting, industry and research experience in issues around the management of people, projects, and technology. He has been an executive of a Fortune 100 company, a consultant at a Big 4 firm, and prodigious speaker and author. He is currently a Tenured Full Professor of Management in the H-E-B School of Business & Administration at the University of the Incarnate Word (UIW) in San Antonio, Texas, U.S.A. In addition, he is the founder and Director of the first research institute to focus on patients traveling for healthcare/patient consumerism, the Center for Medical Tourism Research (CMTR).

## Abstract:

**The Continuum of Care in Cross Border Travel: Implications for Medical Tourism Standards**

*There are several studies showing that a breakdown in the continuum of care occurs when a person crosses an international boundary for healthcare, such as migrants and medical tourists. This study attempted to measure the impact of a lack of standard continuity on the healthcare outcomes by comparing self-reported perceptions of health among a large population of people that traveled cross border. These travelers, without a discernible continuum of care, were surveyed before and after travel. A statistical analysis of self-reported perception data about general health before and after cross-border travel shows a significant decrease in overall health after cross border travel. Despite some limitations, a moderate amount of the decline can be attributed to the breakdown of the continuum of care between providers on both sides of the border. The development of standards for cross border healthcare could potentially improve the healthcare received by migrants and medical travelers.*



# JHMS Volume 1, Issue 1 - Manuscript

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## About the Author:

**Prof. Sukhen Dey**, Indiana University, SE (Retired), Louisville, Kentucky

Prof. Sukhen Dey, Ph.D. is a retired faculty of Computer Science and Informatics from Indiana University, SE. His research interest is Artificial Intelligence, Data Science and Health Informatics.

## Abstract:

### **Predictors of Super-Performers in the Home Health Industry: Towards Improving Care for the Elderly**

*The world is aging (United Nations, 2019). The Stern Center claims “A fragmented and institutionally-dependent delivery system will pose significant risks to the health and quality-of-life of aging Americans.” (The Stern Center, 2019). This paper focuses on the home health care sector. We have examined the patient experience aspects of the elderly population. The Agency for Healthcare Research and Quality (AHRQ) designed a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey specifically for the home health care population (HHCAHPS). We have identified Super-Performers within the U.S. home health care agencies. By Super-Performers, we imply agencies that received superior consumer experience ratings among the U.S. home health care segment. We applied machine learning techniques to compose a predictive model and identify the predictors of Super-Performer agencies. The study signals the need for clinically oriented variables for a better model. We intend to continue this research with the additional clinically-driven care measures for the patients at home.*





# JHMS Volume 1, Issue 1 - Manuscript

## About the Author:

**Dr. Rajiv Kumar Pathni**, Research Foundation of Hospital & Healthcare Administration, New Delhi, India

Dr. Rajiv Pathni, an Air Force Veteran, has over 32 years of healthcare leadership experience. He is an alumnus of the Armed Forces Medical College (AFMC) and the All India Institute of Medical Sciences (AIIMS), and a recipient of a WHO Fellowship (Liverpool School of Tropical Medicine, UK). He is also trained in Accreditation, Military Medicine, Aerospace Medicine and International Business Management. Dr. Pathni is a member of the Executive Committee of Research Foundation of Hospital & Healthcare Administration (RFHHA) and the Editorial Board of International Journal of RFHHA.

## Abstract:

### **Broken DNA of Global Health Security: And why this will not be the last pandemic**

*The COVID-19 pandemic has wreaked havoc across the globe causing massive disruptions to life, liberty, and livelihoods. With more than 3.7 million deaths and a projected cumulative output loss of 28 trillion USD through 2025, it is evident that the extant global health security infrastructure is grossly inadequate. The current crisis has uncovered critical deficiencies in preparedness and response to epidemics and the predictive inability of current indices, underscoring the need for new framework and metrics. This paper argues for the global community to treat pandemics as a threat to global security to ensure mustering of political will and financial resources and to organize appropriate, rapid, and sustained domestic and international response. A public-health-only approach without commensurate national and global security measures will continue to fail to prevent local outbreaks from becoming global catastrophes. A values-based geopolitical order with resolute global leadership, political will, sustainable financing, and solidarity is critical for the world's future.*







HEALTHCARE STANDARDS INSTITUTE

# Journal of Healthcare Management Standards

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*Volume 1, Issue 1*

*Position Papers*

**Lee Webster, JD-MDA, GPHR, AStd**

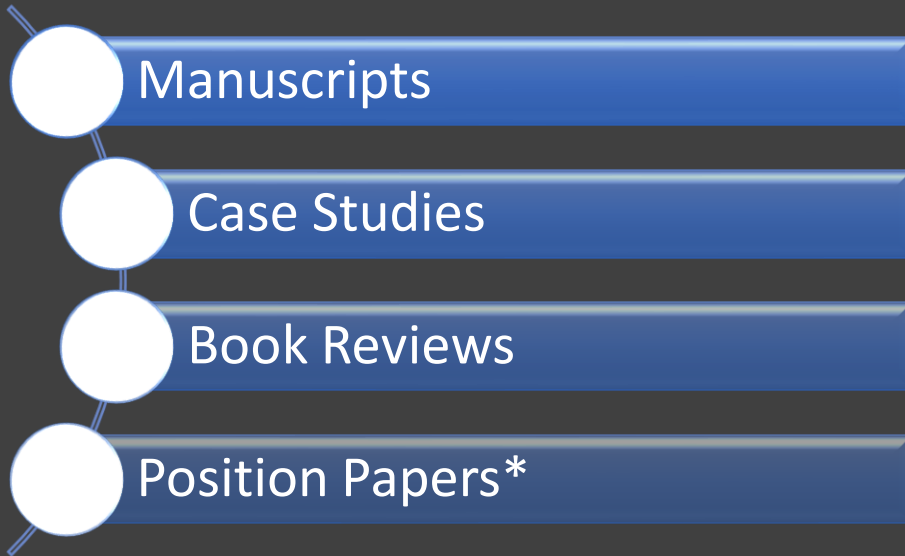
*Associate Editor*





# Traditional Categories Accepted by JHMS

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## JHMS: Unique Opportunities for \*Position Papers

### Definition of Position Paper:

*Position Papers express the author's opinion on a relevant topic of public or social policy aligned with healthcare management standardization. Rooted in academic scholarship, position papers are designed to inspired debate and generate support for an issue, which could influence the adoption of current standards or the development of new standards in healthcare management.*

# “Sneak Peek” of Volume 1, Issue 1

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## Position papers

1. Need for a Consensus Global Public Health Suicide Prevention Program and Analytics: Position Paper: Suicide Prevention and Management Standards Imperative, *L. Webster*
2. Report from a Virtual Care Task Force: Patient Safety Guidance, *P. Focarelli*
3. Accreditation Before, During and After COVID: Position Paper: Benefits of CQI-based accreditation program in preparing for and managing threats, *E. Ziemba*
4. Review of “Operational Resilience of Hospital Power Systems in the Digital Age”, *M. Anthony*

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# JHMS Volume 1, Issue 1 - Position Paper

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## About the Author:

**Dr. Michael A. Anthony**, University of Michigan, Ann Arbor, Michigan

Michael A Anthony is a member of the Institute of Electrical and Electronic Engineers and several ISO technical committees, the new ISO TC 304 Healthcare Administration among them. He represents the Institute of Electrical and Electronic Engineers on the National Electrical Code committee on power systems for healthcare facilities. He has been affiliated with both the business and academic side of the University of Michigan since 1982.

## Abstract:

### **Review of “Operational Resilience of Hospital Power Systems in the Digital Age”**

*Survey of literature that enlightens the moment in electrical power system research for the global healthcare sector. Using the latest paper from a team of experts from the Sapienza University of Rome and the University of Michigan as a focal point, this review expands upon broader and related work of a prolific and respected voice in Italy, in the European electrical power community and the United States. The paper presents perspective for technical policy makers and political leaders in all nations who are responsible for electrical power security for their nation's healthcare sector.*



# JHMS Volume 1, Issue 1 – Position Paper

## About the Author:

**Patricia H Folcarelli, CRICO, Boston, Massachusetts**

Pat Folcarelli oversees strategic and operational patient safety solutions for all CRICO members and represents the Harvard medical community and all of its affiliate organizations. This includes advancing CRICO's patient safety agenda, convening clinical leaders, executing the protected discussions of its Academic Medical Center Patient Safety Organization, distributing educational programs, as well as supporting advanced clinical data analytics. Prior to CRICO, Dr. Folcarelli worked at Beth Israel Deaconess Medical Center (BIDMC) for more than 30 years, most recently as Vice President, Health Care Quality.

## Abstract:

### **Report from a Virtual Care Task Force: Patient Safety Guidance**

*This review describes the development of a guidance document produced by The Controlled Risk Insurance Company (CRICO) a patient safety and medical malpractice company owned by and serving the Harvard medical community since 1976. In September, 2020 the CRICO AMC- PSO , a component organization of CRICO convened a group of experts to identify and analyze potential and emerging patient safety risks associated with virtual care. This Virtual Care Task Force was focused on: establishing a framework to analyze potential and emerging patient safety risks associated with virtual visits; identifying contributing factors that may increase patient safety risks in virtual care; and developing risk mitigation strategies to support safe and reliable virtual care. The outcome of their work is a new guidance document, Patient Safety Guidance for the Virtual Visit. The guidance document is available free of charge through a link in in the review.*





# JHMS Volume 1, Issue 1 – Position Paper

## About the Author:

**Ms. Elizabeth Ziemba**, Medical Tourism Training, Inc., Newport, Rhode Island

A pioneer in health travel as President & Founder of Medical Tourism Training, Elizabeth Ziemba delivers consulting, training, and assessment services for clients in the wellness, health, medical, and hospitality sectors with innovative, practical, evidence-based solutions for business development and economic growth. Ms. Ziemba helps clients build strong organizations at the cross-roads of health & hospitality to compete locally and globally. She promotes accreditation & certification as Regional Director for Temos International Healthcare Accreditation covering the US, Caribbean, Mexico, & Latin America.

## Abstract:

### **Accreditation Before, During, and After COVID: Position Paper: Benefits of CQI-based accreditation programs in preparing for and managing threats**

*Nationally and/or internationally accredited hospitals, in general, had standards in place to address the challenges presented by COVID-19 including infection control and prevention, clinical outcomes, quality of care, patient safety, risk management, and patient satisfaction. The pandemic presents healthcare providers with enormous challenges, some of which were or could have been ameliorated by accreditation standards. Responding to the pandemic and extracting lessons learned will impact the delivery of healthcare services in the future. Healthcare systems and providers have six distinct opportunities to shape a better future: faster learning; the value of standards; protecting the workforce; virtual care; preparedness for threats; and addressing inequity. Accreditation organizations will continue to contribute to improving quality of care during and post-pandemic by providing standards to improve access to and the delivery of healthcare services in the future.*



# JHMS Volume 1, Issue 1 – Position Paper

## About the Author:

**Mr. Lee S Webster**, Standards Development, Northwestern University, League City, Texas

Over a 30-year period, Lee has held a succession of senior management and executive positions at Fortune 500 companies, including ExxonMobil, Pepsi, and Rohm and Haas. Lee founded two ISO Technical Committees, ISO/TC 260 for Human Resource Management and ISO/TC 304 for Healthcare Organization Management, serving a Chair or Secretary on both. While serving on ISO/TC 260, Lee initiated and oversaw the development of ISO 30414:2018 Human resource management — Guidelines for internal and external human capital reporting.

## Abstract:

### **Need for a Consensus Global Public Health Suicide Prevention Program and Analytics: Position Paper: Suicide Prevention and Management Standards Imperative**

*Domestic and global suicide prevention and remediation efforts are public health matters that would be managed more effectively, with improved outcomes, if done through health systems using interoperable practices and sharing comparable metrics. This position paper describes the recent history concerning the administration of suicide prevention programs at the global Non-Governmental Organization ("NGO") and local national health ministry level. For decades, suicide and other fatal and non-fatal forms of self-harm have been crucial public health issues. Healthcare systems are best prepared to provide an integrated continuity of care that is necessary to reduce the number of suicidal attempts and outcomes. A generally accepted, interoperable approach for suicide prevention is necessary to make sustained positive changes in suicide and self-harm reductions globally. A generally accepted global body metrics and analytics about suicide prevention and response activities would also clarify the challenge ahead and provide meaningful feedback about the progress of these prevention programs.*







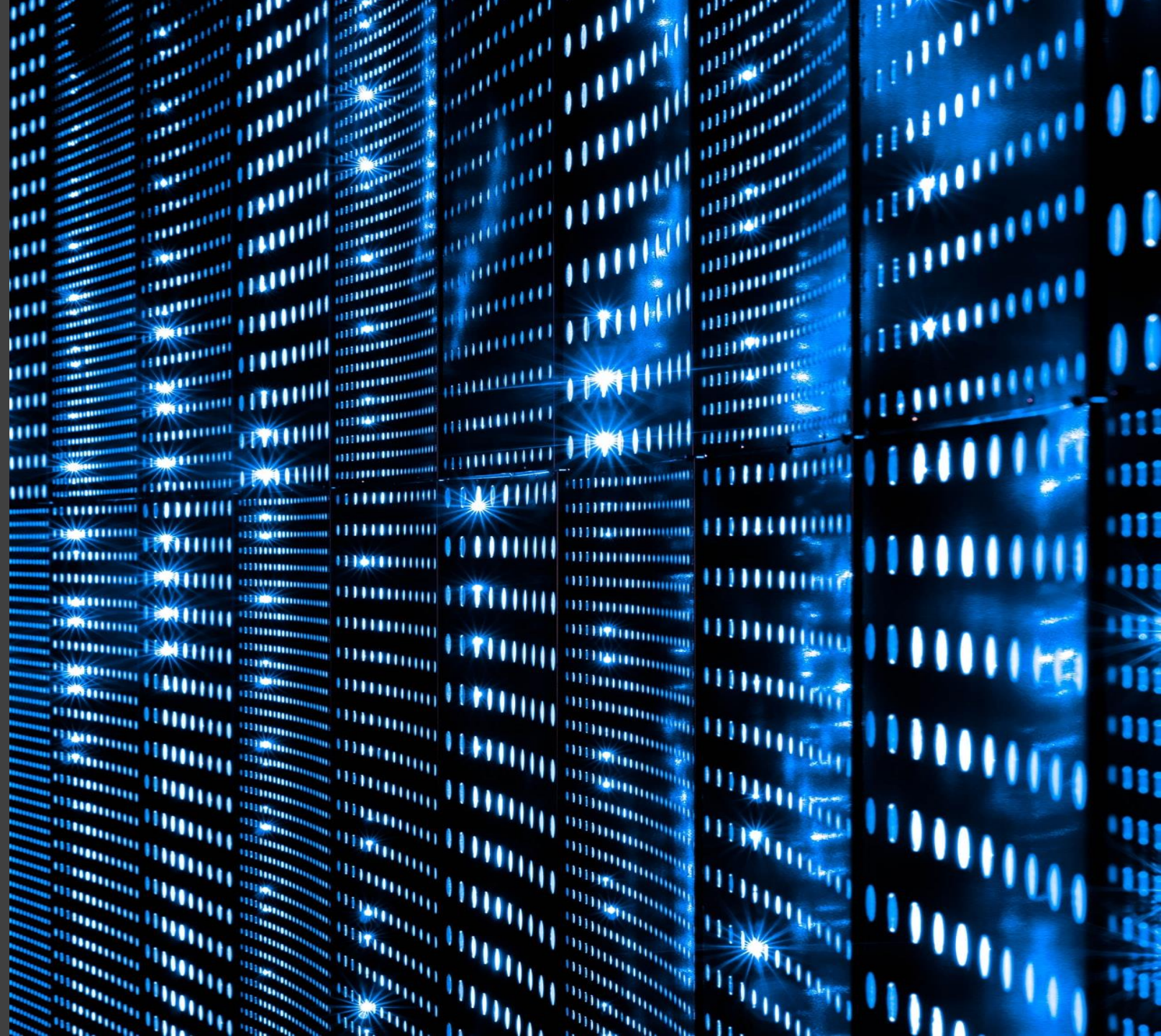
# Journal of Healthcare Management Standards

*Official Publication of the  
Healthcare Standards Institute*

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*Volume 1, Issue 2*

**Gene Migliaccio, Dr.P.H.**  
*Managing Editor*



# Submissions in the Queue - Volume 1, Issue 2

- Position on Universal Hand Hygiene: A Position Paper
- Cognitive Stimulation and Dementia: Traditional Interventions vs. Computer-Based Methodologies
- Machine Intelligent Doctor (MIDr): An Instance of Healthcare using Artificial Intelligence
- Conceptual View of Cognitive Intervention in Older Adults with and without Cognitive Decline: A Taxonomy Proposal
- Block chain in COVID19
- Review of International Studies on Stress, Job Satisfaction and Resilience among nursing professionals
- Body Composition Analysis and Normal Weight Obesity Syndrome: A Study Conducted Among Young Males Residing in the UAE





# Submissions in the Queue - Volume 1, Issue 2

- Chinese Pharma Companies' Performance in Supply Chain during Pre-Covid
- Healthcare Communication Strategies to improve Self-esteem in adults: with trust and assertiveness
- Timing of the first antenatal care visit and associated risk factors in rural parts of Ethiopia
- Factors affecting the Sales of Hand Sanitizers in the Indian Market: Factors for Sales of Hand Sanitizers in India
- Pre-Covid Performances in Supply Chain for Chinese Pharma Companies
- Identifying factors determining the survival time of under-five children in rural parts of Ethiopia
- Sales of Hand Sanitizers in the Indian Market – Factors and Consumer Perceptions: Sales of Hand Sanitizers in the Indian Market
- Pre-Covid Supply Chain Performances in Chinese Pharma and US Nationalization



# Update on the Journal of Healthcare Management Standards

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2022 Indexing

International and  
diverse



Respected institutions  
to increase journal and  
board ranking

Complementary copies  
to key stakeholders for  
HSI awareness





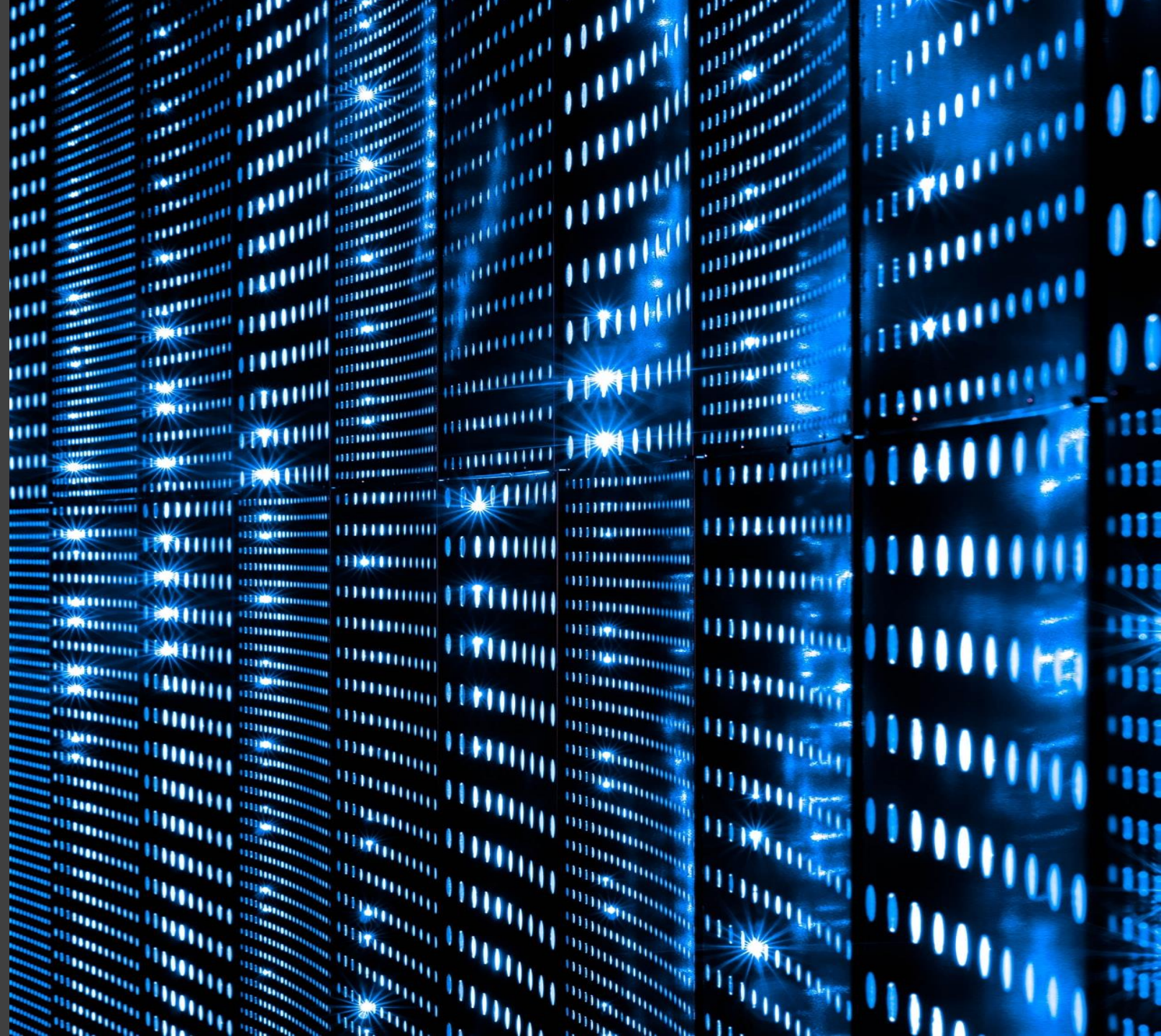
# Communications

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*Angela McCaskill*

*Director, Communications*

*And Audit Programs*





# Communications and Social Media

## Social Media

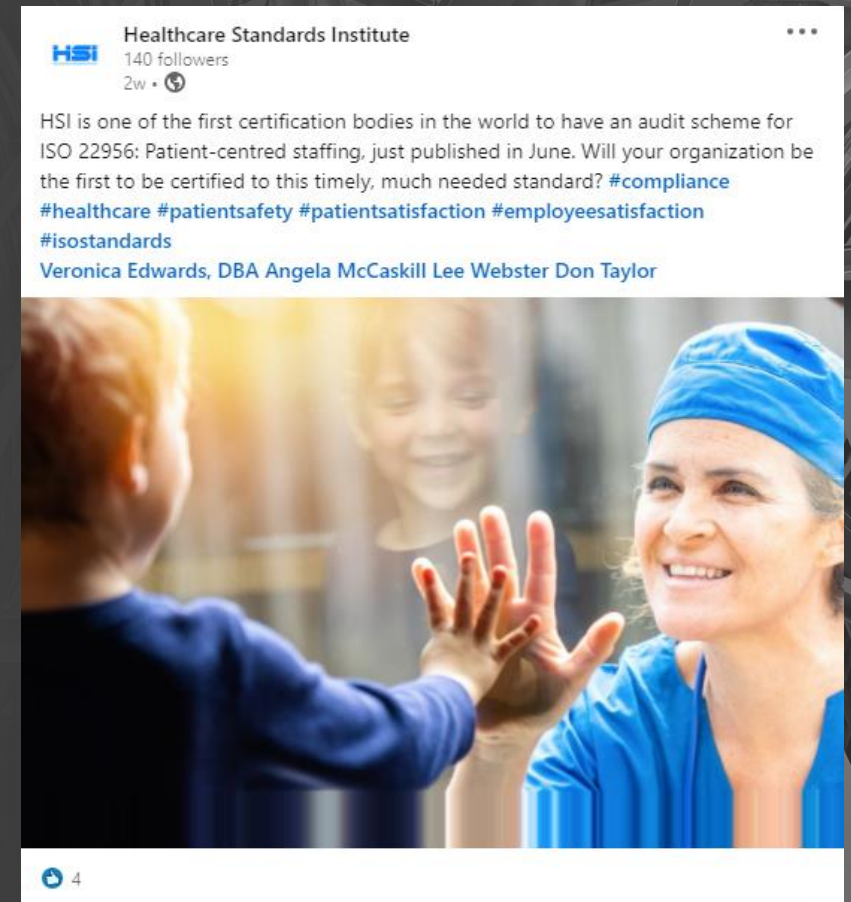
Please:

- ✓ Follow HSI on LinkedIn
- ✓ Like posts and share them with your network
- ✓ Comment on posts
- ✓ Send ideas or interesting news to Angela and she will post them and tag you!

## More Media News!

- Journal of Healthcare Management Standards Press Release had a total pickup of 47 in 30 days
- ISO News Release “Putting Patients First” (Published April 6, 2021):  
<https://www.iso.org/news/ref2650.html>
- ISO News Release “Patient-Centred Staffing” (Published June 21, 2021):  
<https://www.iso.org/news/ref2684.html>

Coming soon: Healthcare Standards Institute Podcast 2022





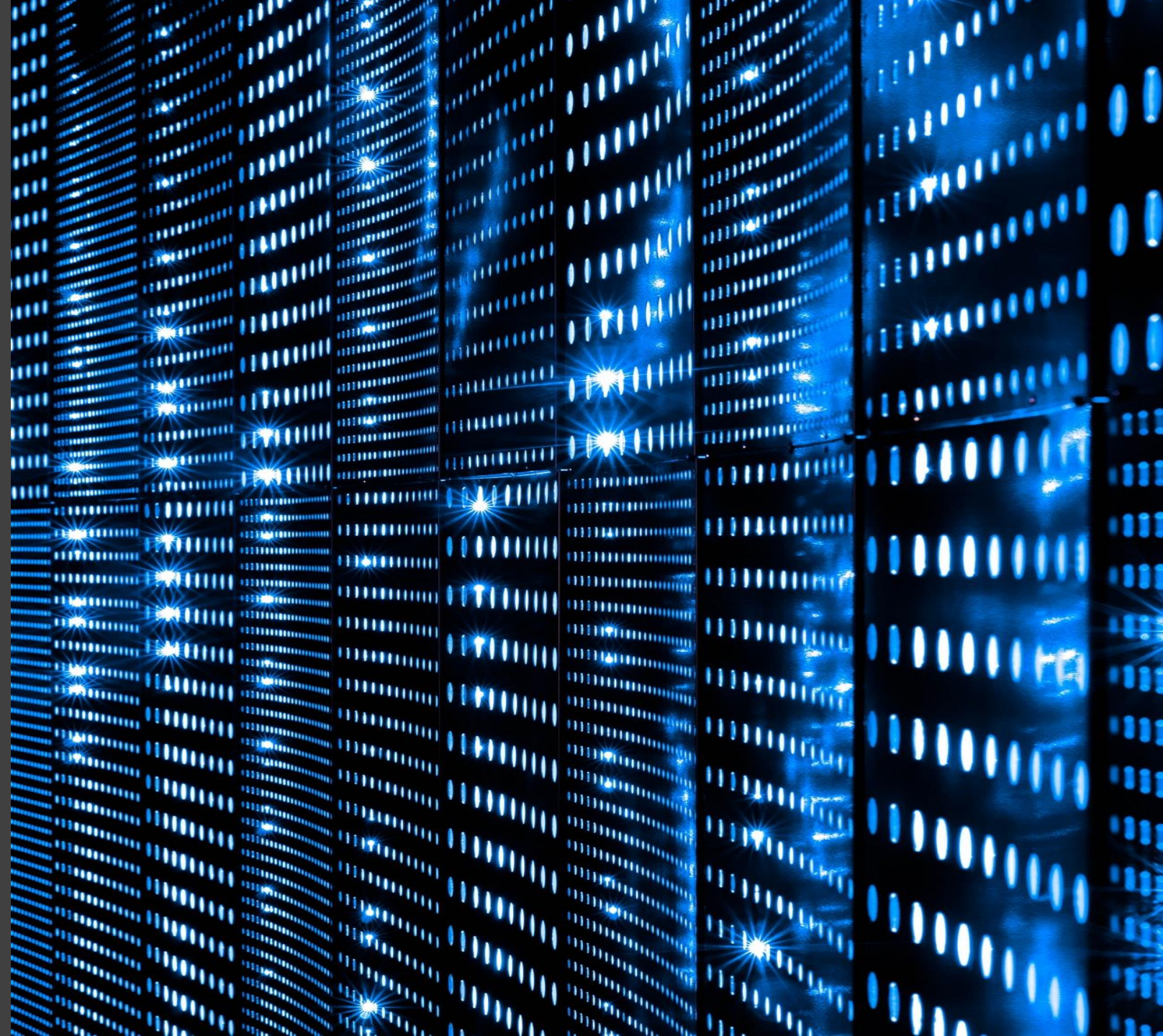


System of Excellence

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**Closing**

*Dr. Veronica Edwards*



# Upcoming Board Meetings

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Upcoming Board Meetings: 2021 and 2022  
Recurrs the 3rd Friday of every 3<sup>rd</sup> Month

	Q1	Q2	Q3	Q4
2021	<i>Complete</i>	<i>Complete</i>	<i>Complete</i>	Friday, October 15
2022	Friday, January 21	Friday, April 15	Friday, July 15	Friday, October 21



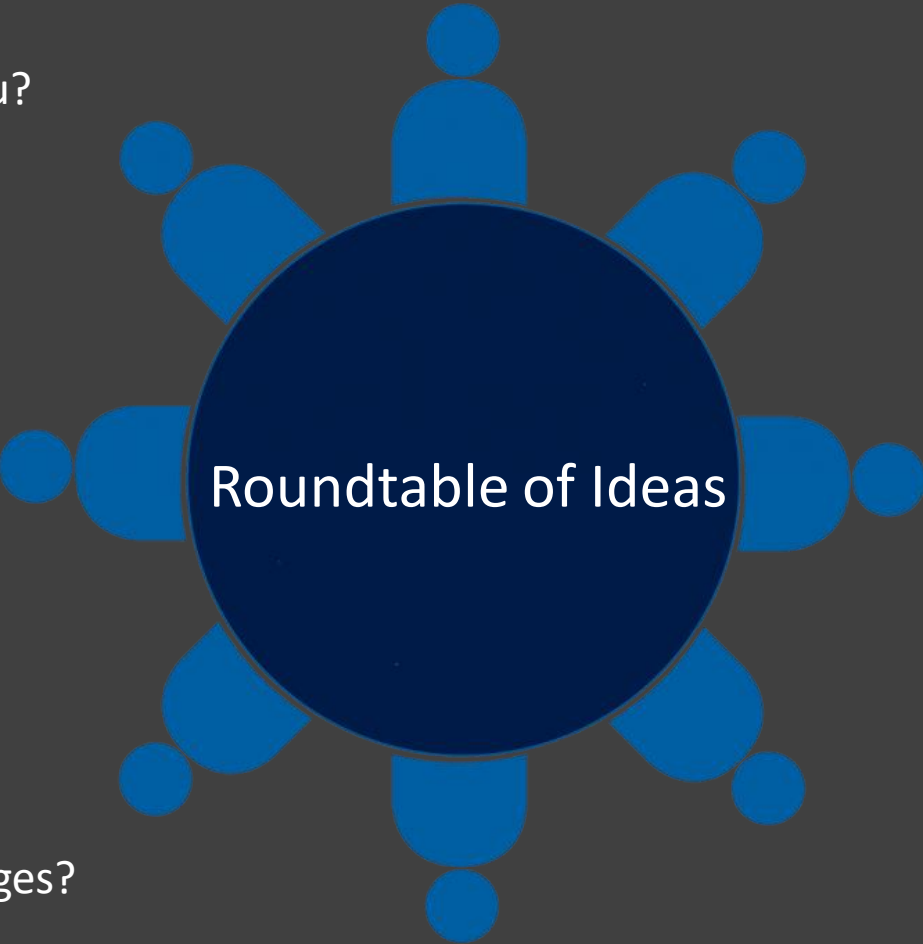
# We Want to Hear from You

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What concerns you?

Technology, AI

Healthcare  
administration trends?



Opportunities?

Current challenges?

What inspires you?



**Thank you for your time  
and collaboration!**

Please send any comments or ideas to:  
[suggestions@hsi.health](mailto:suggestions@hsi.health)

