



With **LIVE** translated captions

WEBINAR

# Certification for CEs & Service delivery companies

Wednesday

JUNE

14

2pm  
UTC

10am  
NY

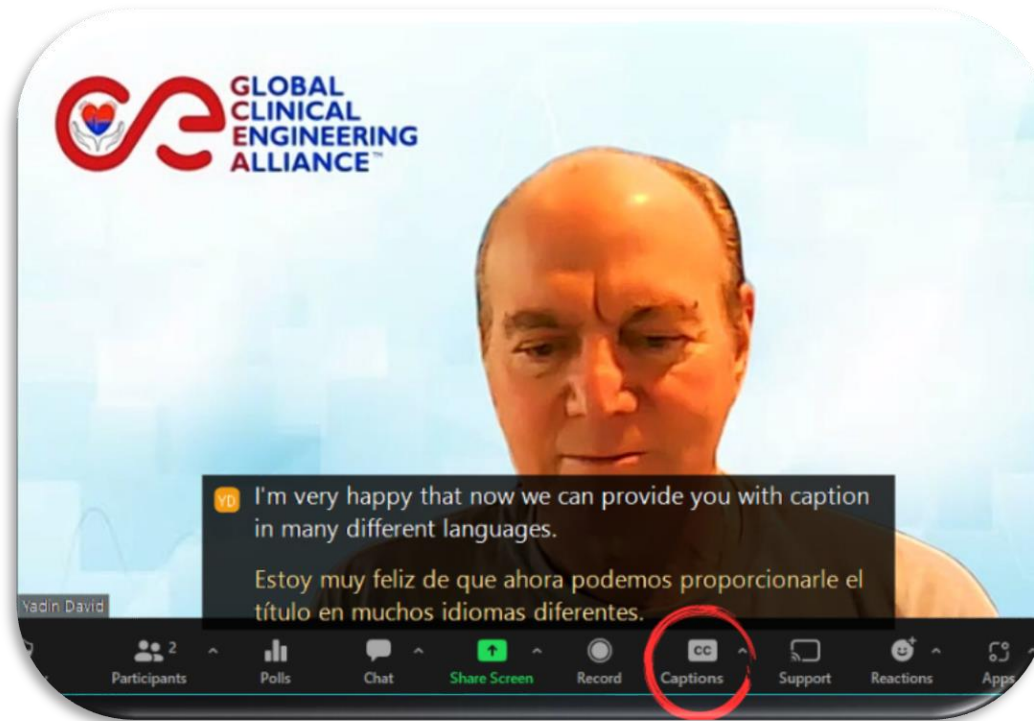


Register for free: <https://tinyurl.com/GCEA-certification>





GCEA is excited to announce the addition of a new **live translation** feature that we believe **will bridge the language gap and enhance your video conferencing experience** through Global Clinical Engineering Alliance programs even further. As part of our commitment to delivering innovative and educational video communications training, we have incorporated a new captioning option that facilitates the ability of our members to elevate their understanding of the spoken content during GCEA education and meeting events, by simultaneously customizing captions in their preferred language.



Simply click on the Captions tab at the bottom of your screen and select the caption language you would like to read from the drop-down menu.

English, Arabic (Beta), Chinese (Traditional) (Beta), Chinese (Simplified) (Beta), Czech (Beta), Dutch, Estonian (Beta), Finnish (Beta), French (France), Hebrew (Beta), Hindi (Beta), Hungarian (Beta), German, Italian, Japanese (Beta), Korean (Beta), Polish (Beta), Portuguese, Spanish, Romanian (Beta), Russian, Turkish, Ukrainian and Vietnamese.





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# Credentialing - Professions and Programs

Ricardo Silva, PhD, MBA, CCE & Chat GPT

# Why Is Credentialing Process Important?



## What is Credentialling?

- Credentialing refers to the process of verifying and evaluating the qualifications, skills, and credentials of individuals or organizations to ensure their competence and eligibility to perform specific tasks, provide services, or practice in a particular profession or industry.

# The credentialing process:

**Application:** Applicants submit personal information, education, work experience, and supporting documents.

**Verification:** Credentialing body confirms information by contacting relevant sources.

**Evaluation:** Qualifications and credentials are assessed against predetermined criteria.

**Decision and Approval:** Credentialing body determines applicant's eligibility for the credential.

**Maintenance and Renewal:** Credentials often require periodic renewal to ensure ongoing competency and adherence to standards. This may involve continuing education or reassessment.



The logo for the Accredited Commission on Certification Education (ACCE) is displayed vertically in a green, stylized font. The letters are bold and have a slight shadow effect.

# Healthcare Technology Certification Commission

## Credentialing for clinical and biomedical engineers

- Credentialing for clinical and biomedical engineers ensures that professionals in this field possess the necessary qualifications, expertise, and knowledge to effectively manage medical equipment and technology within healthcare settings. It helps maintain high standards of patient safety, equipment performance, and regulatory compliance.

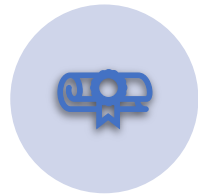




## Continuing Education:

- Credentialing bodies often require engineers to engage in ongoing professional development and continuing education to maintain their credentials.
- This involves participating in conferences, workshops, seminars, or completing specified educational activities related to the field of clinical and biomedical engineering.

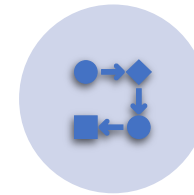
# Credentialing clinical engineering programs



**Application and Documentation:**  
Educational institutions submit an application with program details.



**Self-Assessment:** Programs evaluate their compliance with established standards.



**Site Visit:** Evaluators conduct an on-site visit to assess the program.



**Evaluation and Accreditation:**  
Programs are evaluated and granted accreditation if they meet the criteria.



**Ongoing Monitoring and Review:**  
Accredited programs are monitored and periodically reviewed.



**Continuous Improvement:**  
Programs engage in continuous improvement efforts.



Accreditation  
Board for  
Engineering and  
Technology

# Credentialing organizations

These organizations themselves undergo a credentialing process to ensure they meet established criteria and provide reliable and trustworthy credentialing services.

Credentialing organizations that successfully complete the credentialing process demonstrate their commitment to maintaining high standards and providing reliable credentialing services.

Accreditation of these organizations ensures that they operate with integrity, follow best practices, and serve as trusted entities for evaluating and verifying qualifications and competencies.

# Would GCEA become the Accreditation Body?



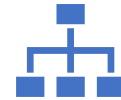
Mission and Purpose: Defines the organization's objectives and guiding principles.



Standards and Criteria: Establishes benchmarks for quality and competence.



Accreditation Process: Outlines the steps and procedures for evaluation and accreditation.



Governance and Structure: Defines the organization's leadership and decision-making structure.



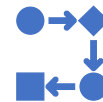
Evaluation and Assessment: Utilizes qualified evaluators to review and assess entities seeking accreditation.



Accreditation Status and Recognition: Grants accreditation to entities that meet the standards.



Ongoing Monitoring and Review: Monitors and reviews accredited entities to ensure compliance.



Continuous Improvement: Strives for ongoing enhancement of processes and standards.





**THANK YOU!**

Ricardo Silva, [rjsilvab@gmail.com](mailto:rjsilvab@gmail.com)



# Accreditation Program for Clinical Engineering

Gilvane Lolato – ONA's Manager Operational

# ONA Positioning

Organização Nacional de Acreditação (ONA) is responsible for the development and management of Brazilian Standards of Quality and Health Safety.



# ONA

More than **4.000** certifications granted to health institutions across the country, including hospitals, laboratories, outpatient clinics, home care, dentistry, nephrology and diagnostic imaging companies and others.

3rd **largest** Health Services Quality Certifier in the **world** by number.

Growth Around **15%** of Institutions per Year

Around **1.080** Organizations of health care accredited in Brazil follow ONA's Methodology.

**24 years** in Brazil

More than **45.000** trained people in its teaching programs



# Brazilian Accreditation System

Organização  
Nacional de  
Acreditação (ONA)

Founding  
Organizations and  
Associated  
Organizations

Certified  
Accredited  
Institutions (IAC)

Surveyors

Health  
Organizations  
(OPSS)

Service Providers

Health  
Professionals

Society

# Metodology Brazilian Accreditation System

Based on THE FUNDAMENTALS OF MANAGEMENT

DIMENSIONS OF QUALITY

Structure

Standards and Requirements

Process

Standards and Requirements

Result

Standards and Requirements

# External Evaluation

- In healthcare, the idea of **external evaluation** took hold almost 100 years ago when Ernest Codman, a pioneering American surgeon hailing from Boston, Massachusetts, had the bright idea of suggesting that clinicians and hospitals follow patients and assess whether the **outcomes of their treatments** were accomplished.

Source: Clarifying the concept of external evaluation. Ellen Joan van Vliet, Jacqui Stewart e Carsten Engel. International Society for Quality in Health Care (ISQua). Dublin 2. ISBN: 978-0-9955479-1-9. 2021. Jeffrey Braithwaite, PhD - Presidente, Sociedade Internacional de Qualidade em Cuidados de Saúde (ISQua) e Avaliação Externa ISQua Associação (ISQua EEA).

# External Evaluation

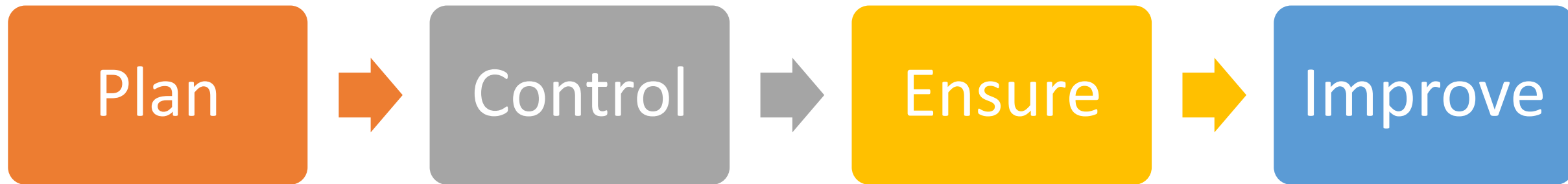
- According to the **International Society for Quality in Health Care (ISQua)** reference, **External Evaluation** is a **systematic approach** for **improving quality** and **safety** in healthcare systems. It is **based** on the **principle** of **evaluating performance** against a defined set of standards, using **external evaluators**.
- The World Health Organization (**WHO**) has defined **external evaluation** as one **component of a global quality strategy** and has cooperated with ISQua and the World Bank in producing a guidance on the design of such programmes.

Source: Clarifying the concept of external evaluation. Ellen Joan van Vliet, Jacqui Stewart e Carsten Engel. International Society for Quality in Health Care (ISQua). Dublin 2. ISBN: 978-0-9955479-1-9. 2021. Jeffrey Braithwaite, PhD - Presidente, Sociedade Internacional de Qualidade em Cuidados de Saúde (ISQua) e Avaliação Externa ISQua Associação (ISQua EEA).



# External Evaluation

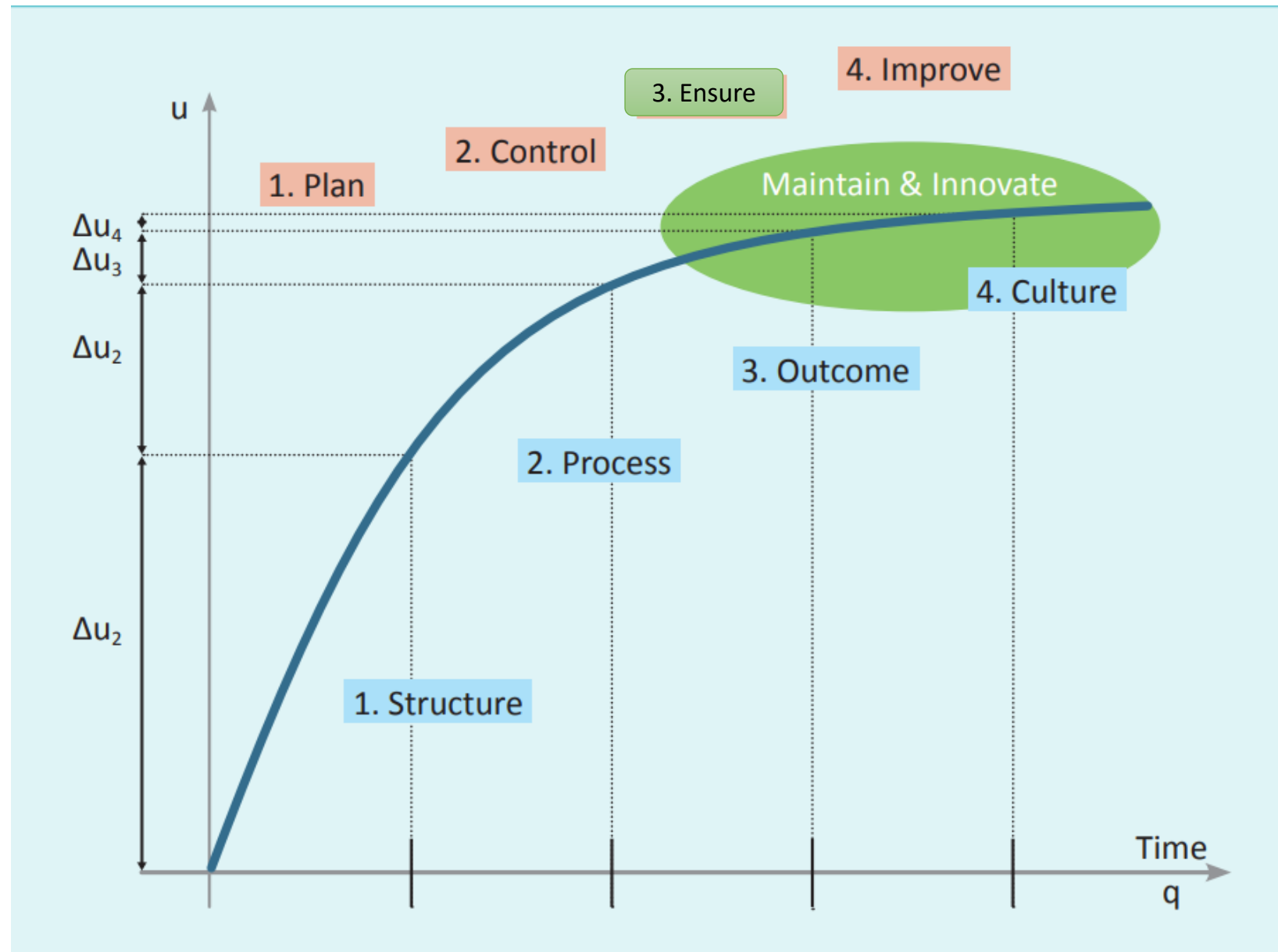
- Results of External Evaluation



Source: Clarifying the concept of external evaluation. Ellen Joan van Vliet, Jacqui Stewart e Carsten Engel. International Society for Quality in Health Care (ISQua). Dublin 2. ISBN: 978-0-9955479-1-9. 2021.

# External Evaluation

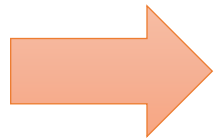
Standards of an external evaluation programme can explicitly or implicitly be related to one of the four levels of maturity of the quality management framework.



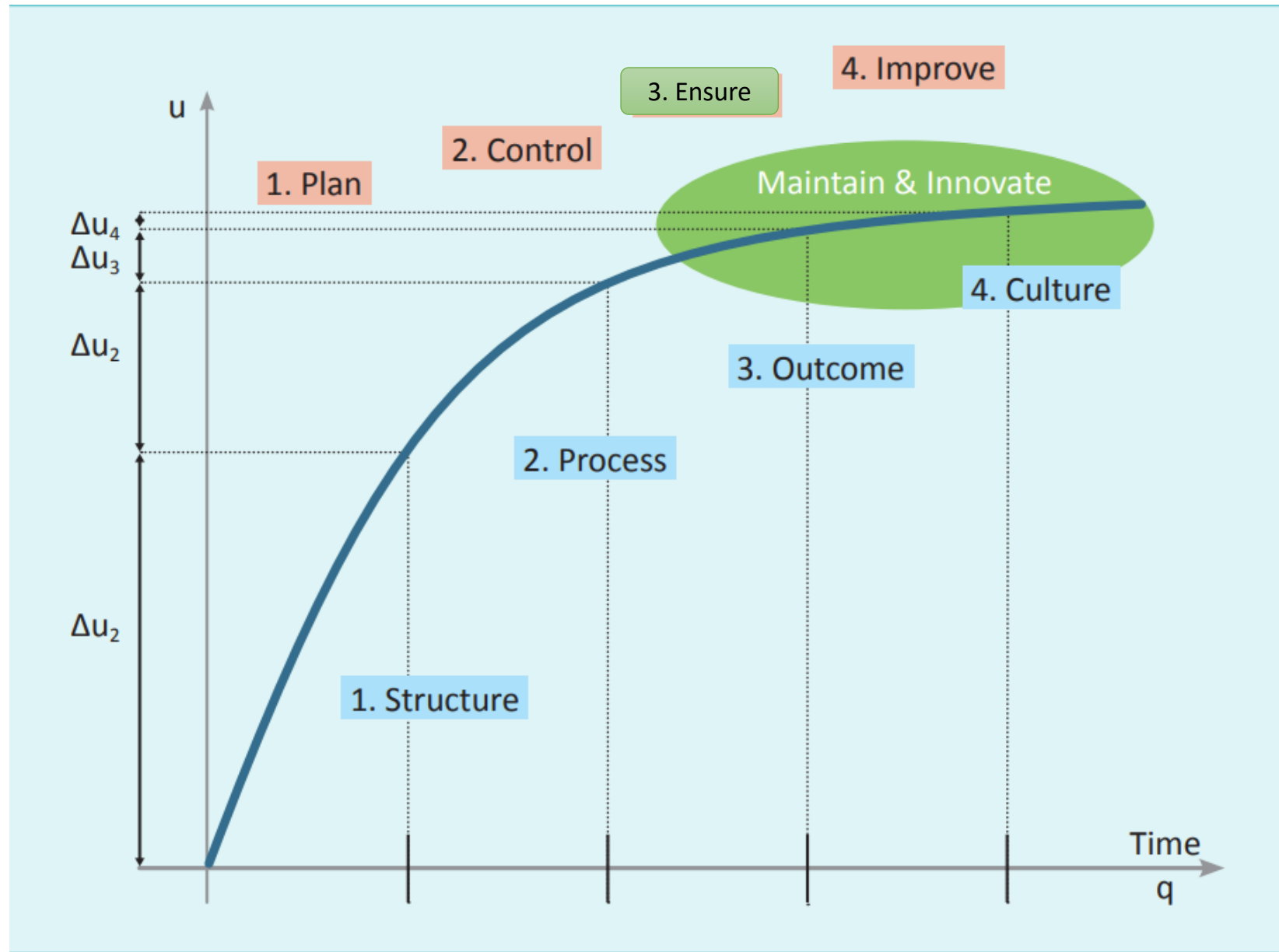
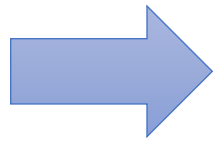
Source: Clarifying the concept of external evaluation. Ellen Joan van Vliet, Jacqui Stewart e Carsten Engel. International Society for Quality in Health Care (ISQua). Dublin 2. ISBN: 978-0-9955479-1-9. 2021.

# External Evaluation

Evolution over time



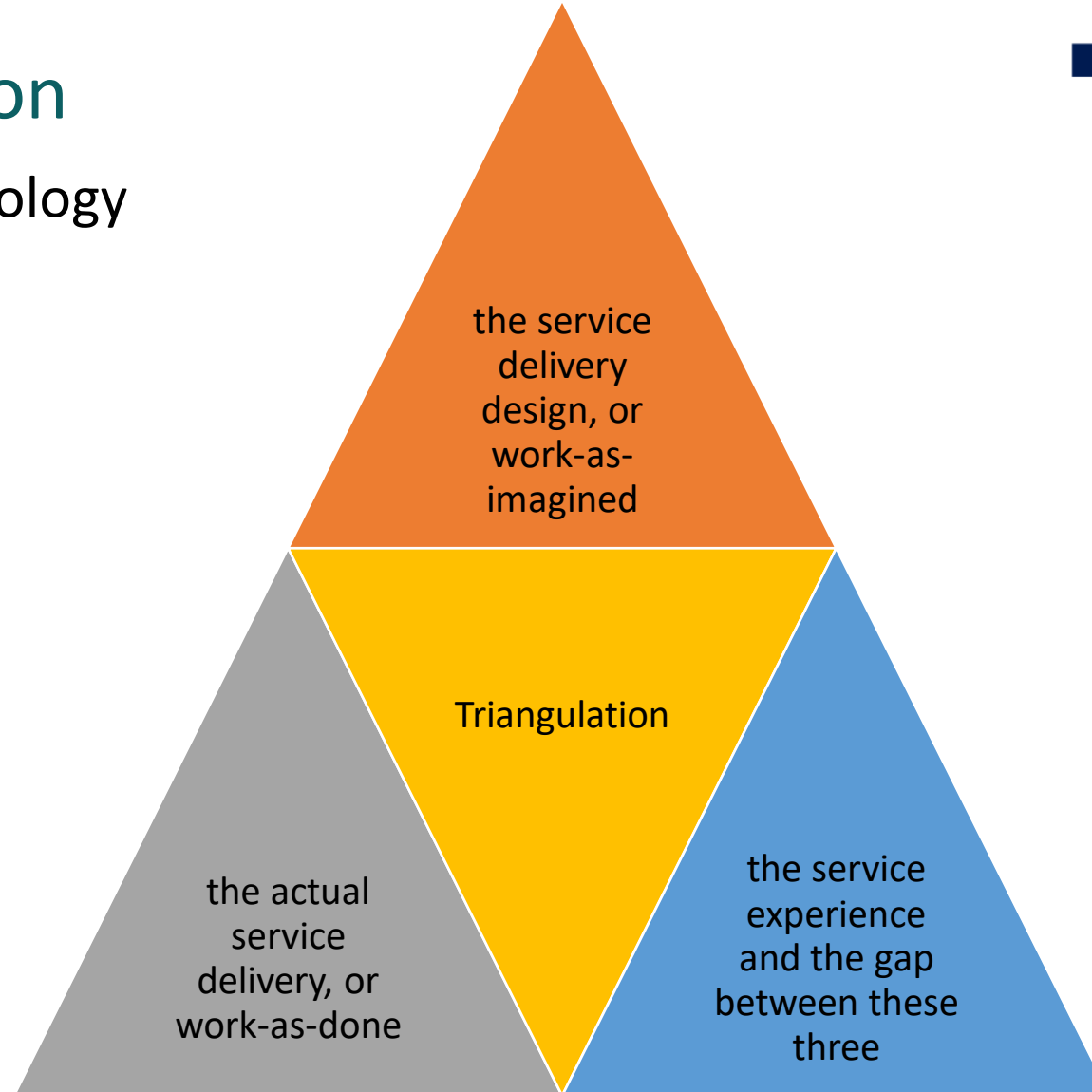
Result Achieved



Source: Clarifying the concept of external evaluation. Ellen Joan van Vliet, Jacqui Stewart e Carsten Engel. International Society for Quality in Health Care (ISQua). Dublin 2. ISBN: 978-0-9955479-1-9. 2021.

# External Evaluation

- Evaluation methodology



The triangulation of these three areas will identify if there are gaps between the work as imagined, actually done and the experience of the clients and staff.

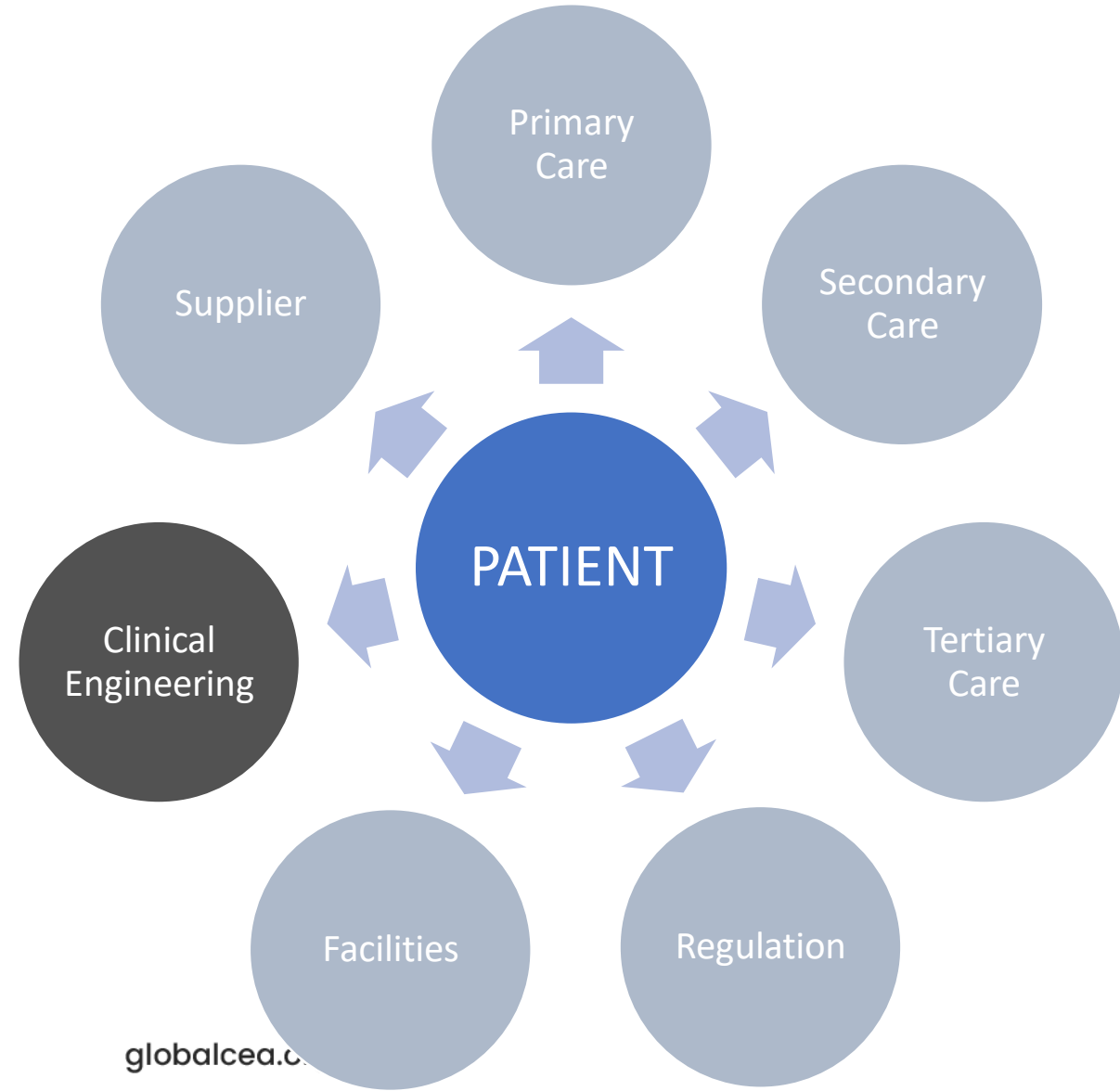
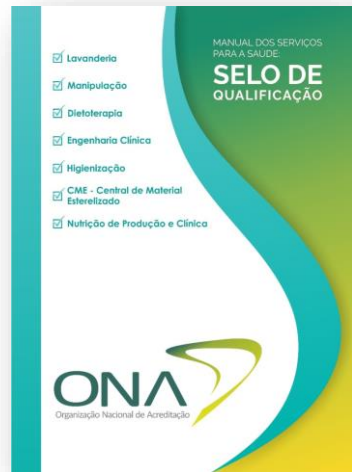


# External Evaluation Cycle

Typically, an external evaluation programme extends over three to five years in a cycle of activity involving:

1. Organisation-wide **self-evaluation**,
2. Development of a **quality action plan** to comply with standards and
3. Organisation-wide on-site **external evaluation**. In this evaluation external peer surveyors rate the organisation's **performance** against the **standards and criteria**.
4. Evaluation may reveal that there are performance gaps. These are described in a **report** that provides the organisation with information needed to close the **gaps**. When this has been done there may be another external evaluation or a **periodic review**.
5. If the organisation meets the requirements, an **evaluation decision is made and valid for a certain** amount of time.
6. Usually, the succeeding cycle of activity for **re-evaluation** equals the duration of the decision's validity.

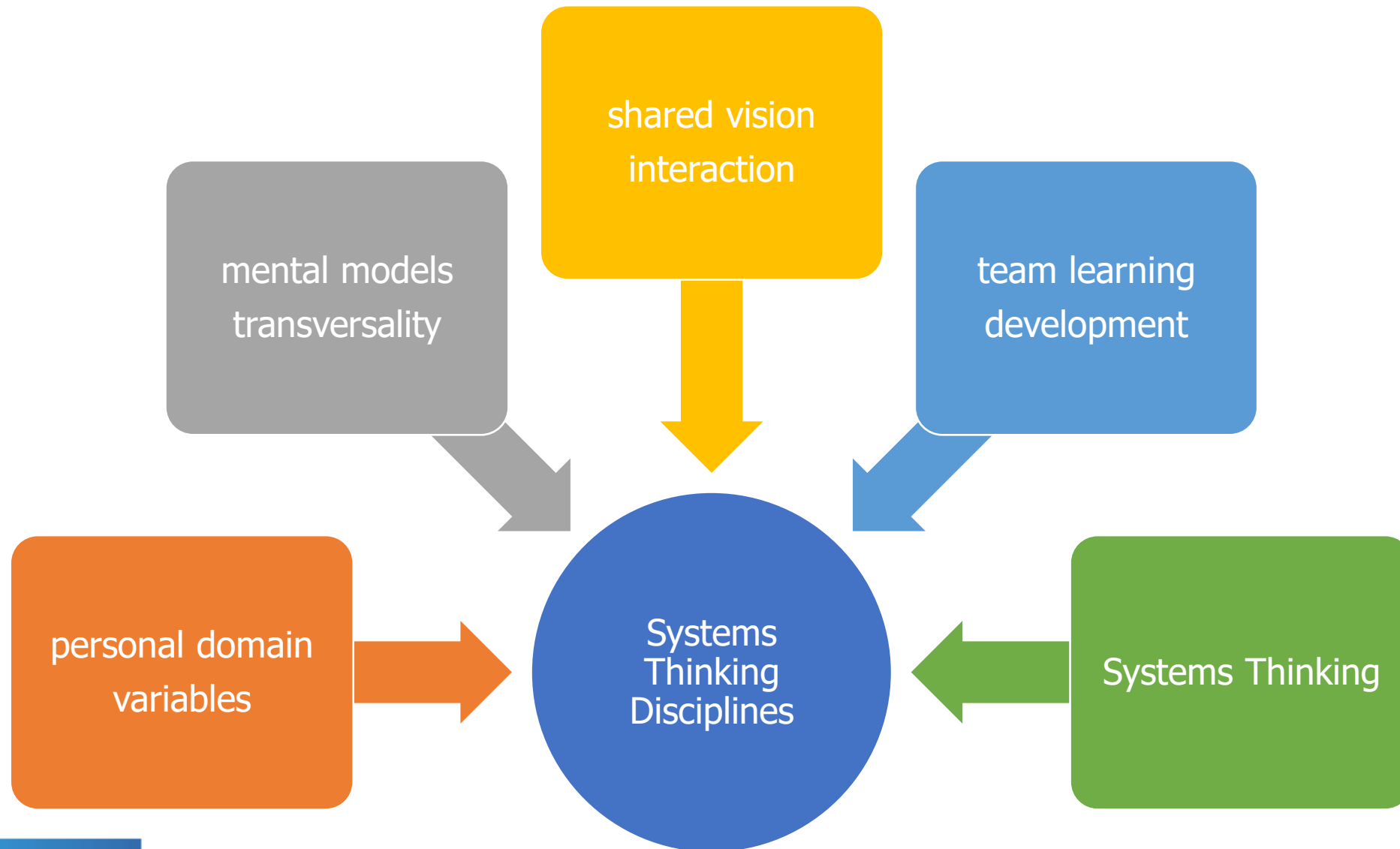
# Accreditation in a System



# Standart and Requirement Equipment Management Flow



# Standart and Requirement



# Standart and Requirement

## The Strategic Planning Model





# Standart and Requirement





## Results

- 💡 Performance of process;
- 💡 Performance of strategy;
- 💡 Results to take the decision;
- 💡 Performance and effectiveness of care protocols.





## Responsibility of Leadership:

- 💡 Technical and behavioral profile.
- 💡 Specific leadership skills.
- 💡 Job descriptions.
- 💡 Actions for the development of competences.
- 💡 Definition of authority, decision and interface levels, according to the defined position in the hierarchy.





## Organizational Changes

- 💡 Journey of transformation;
- 💡 Change the intern process to achieve the objectives;
- 💡 Qualified and prepared people;
- 💡 Innovation;
- 💡 Improvement.



💡 Psychological safety

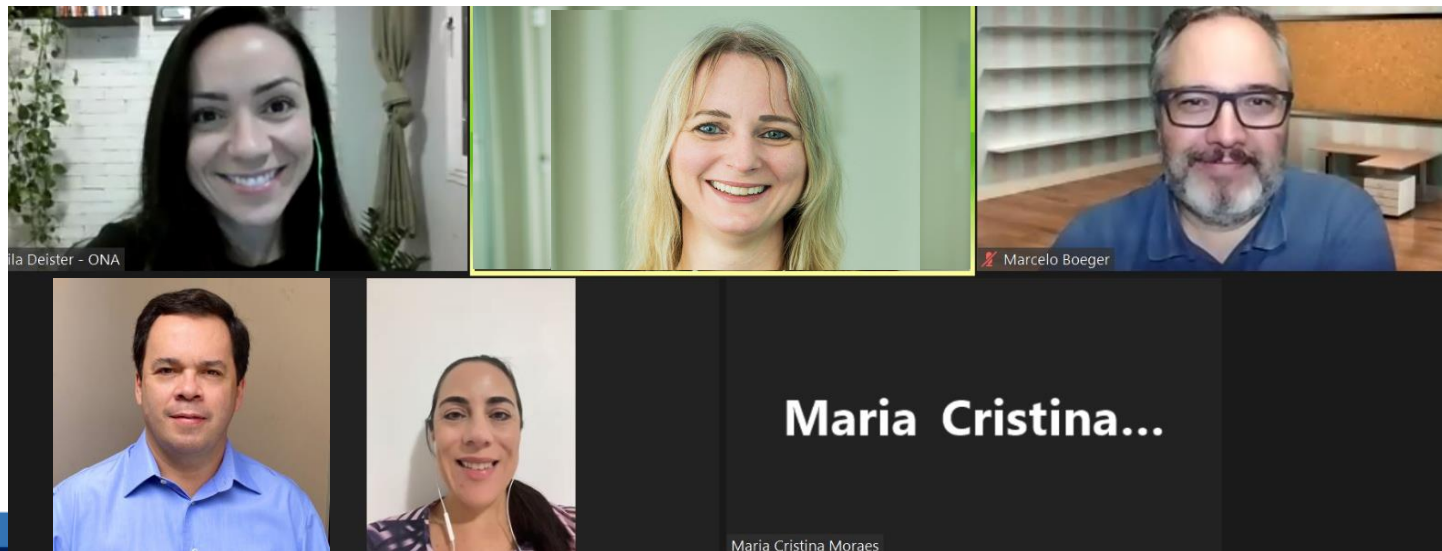
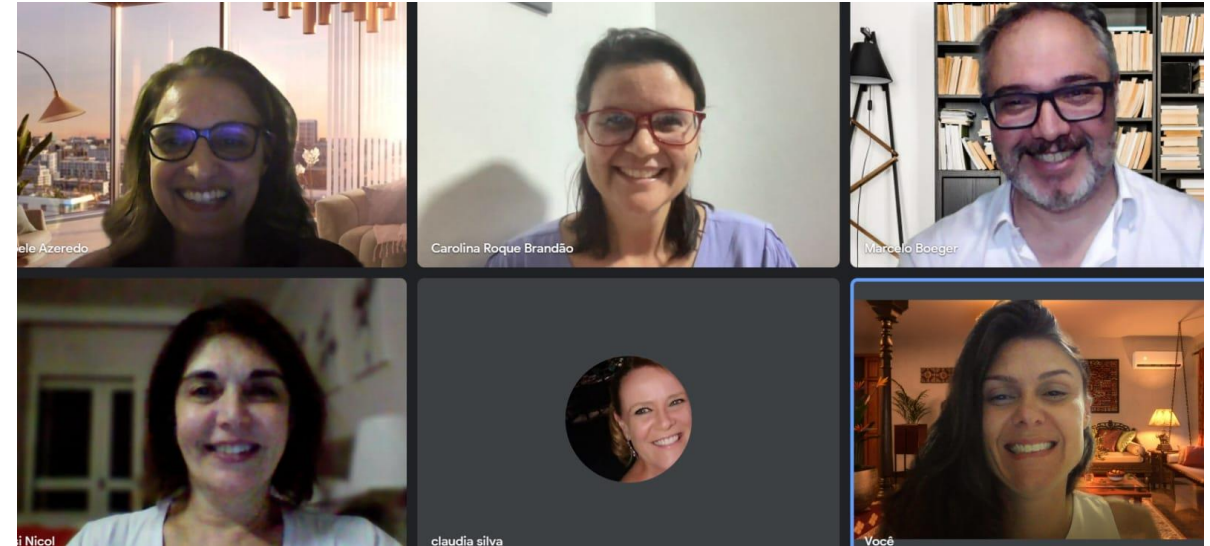
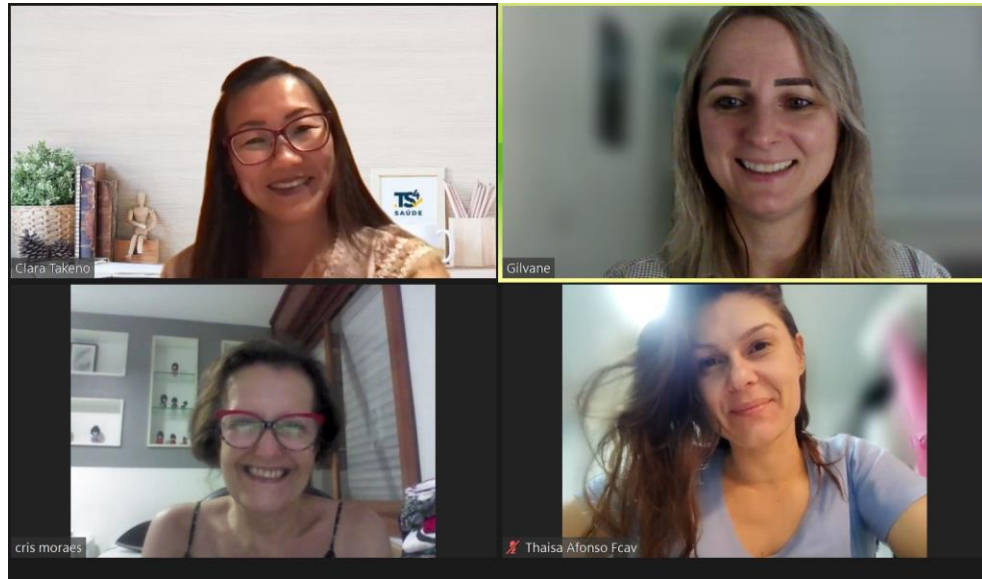
💡 Second Victim

💡 Caring for those who  
care




💡 Quality of life



# Team Review Manual





Obrigada!!  
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**@acreditacao\_ona**





Q&A



A list of additional topics and dates for next webinars will be soon announced through email campaign and on our website [www.GlobalCEA.org](http://www.GlobalCEA.org)

THANK YOU  
for your participation