



## **PSP-One Trip Report**

### **1<sup>st</sup> International Conference on Quality in Health Care, Accreditation and Patient Safety, Antalya, Turkey**

*February 11-18, 2007*

*Submitted by:*

Mary Segall, IntraHealth International

*Submitted to:*

USAID/Mission  
Maggie Farrell, CTO  
Patricia Mengech  
USAID/GH/PRH/SDI  
Washington, DC

## 1. **Executive Summary**

**Traveler:** Mary Segall,

**Dates of Visit:** February 11 through 18, 2007

**Country Visited:** Turkey

**Purpose of Trip:** To present several papers concerning PSP-*One*'s experience in improving quality in the private sector at the First International Conference on Quality in Health Care, Patient Safety, and Accountability in Antalya, Turkey

**Accomplishments:** Presented one paper entitled "Improving Quality in the Private Sector: New Tools and Approaches", a second oral presentation on promising approaches concerning determining accreditation readiness and other recognition systems for the private sector, and conducted a workshop on the use of a self-assessment tool for use in identifying performance gaps and how to resolve the identified gaps.

The potential long-term outcome is developing a network of professional colleagues who are interested in the private sector and methods of improving quality of services provided by this sector and having this network serve as a conduit of information and experiences developed by the PSP-*One* project.

## 2. **Objectives:**

- Participate and present 2 papers and conduct 1 workshop based on PSP-*One*'s experience in improving quality in the private sector at the First International Conference on Quality in Health Care, Patient Safety, and Accountability in Antalya, Turkey in order to create awareness about PSP-*One*'s experience.
- Through presentations and interaction with the conference delegates, be invited to work with other participants to improve quality of care in their home countries or with accrediting organizations to review and help screen requests for assistance using our accreditation readiness tool.

## 3. **Background**

This was the first conference on quality in health care, patient safety and accountability to be held in Turkey. Policy makers, planners, health and program officers and members of accrediting and certifying organizations who are interested in making our healthcare safe and effective were the groups targeted for this conference. Dr. Al Al-Assaf and Dr. Seval Akgun were conference chairpersons. Approximately 250 persons participated in the conference with representation from Turkey, Jordan, other countries in the Middle East, and Europe.

## 4. **Meeting/Activities & Findings**

The first oral presentation Dr. Segall provided an overview and description of the results of applying two recently developed evaluation tools to improve private practice quality. During the workshop Dr. Segall demonstrated and involved the participants in understanding how to apply the self-assessment tool in reviewing their own clinical practice. Approximately 60 professionals actively participated in this workshop. The languages used were English, Arabic, and Turkish.

## **5. Recommendations**

To continue in dialogue with persons met, particularly the conference organizers, and make plans to ensure participation at the next conference as well as a publication. Ensure that the project from Jordan (PSP for Women's Health) concerning the certification of private doctors concerning quality of services provided submits an abstract about their experience.

## **6. Follow-Up/Next Steps**

Communicate with the PSP for Women's Health project staff, particularly, Dr. Nagham abu Shaqra, about the feasibility and importance of her presenting a paper concerning her experience about the certification process of physicians in private practice for providing quality RTI/STI services.

Determine and take advantage of other opportunities to present about the PSP-One's experience in improving quality in the private sector (e.g. at the annual conference sponsored by the International Society for Quality Assurance ISQua in Boston, MA in early October 2007).

## **7. Contacts**

Dr. Al-Assaf, Conference Co-Chair  
Associate Dean for International Health Executive Healthcare Training Academy, College of Public Health  
P.O. Box 26901  
Oklahoma City, Oklahoma  
405 – 271- 2114  
[Al-assaf@ouhsc.edu](mailto:Al-assaf@ouhsc.edu)

Dr. Seval Akgun, MD, PhD, Conference Co-Chair  
Professor of Public Health  
Chief Quality Officer  
Baskent University Hospitals Network  
Baskent University School of Medicine  
Director, Public Health  
12. Street, 7/8, 06490, Bahcelievler, Ankara/TURKEY  
Phone: +90 312 212 04 34  
Fax No: +90 312 212 75 72  
Cell phone: +90 532 675 34 28  
[sevala@baskent-ank.edu.tr](mailto:sevala@baskent-ank.edu.tr)