The International Society for Quality in Health Care

Mission: to Inspire, promote and support continuous improvement in the safety and quality of health care worldwide.

"HA ไทย ความมั่นใจที่สากลยอมรับ"

ISQua is a **global** organisation and origins date back to **1984.**

ISQua has a **network** that spans 100 countries and five continents.

ISQua offers a **supportive, professional environment** to help individuals or institutions perform more effectively.

One of its key partners is the **World Health Organisation** (WHO).

ISQua's education programme includes talks, debates, online workshops and webinars in health care safety and quality.

ISQua is involved in the accreditation of national and regional health care facilities worldwide via its International Accreditation Programme.

Feb. 2010, 2014

Sep. 2013

ISQua's International Accreditation Programme (IAP)

'Accredits the Accreditors'
- Accreditation of health care standards
- Accreditation of external evaluation organisations
- Accreditation of surveyor training programmes

FUNCTION A: LEADERSHIP
1. Governance
2. Strategic, Operational and Financial Management
3. Risk Management and Performance Improvement

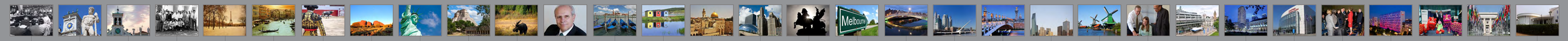
FUNCTION B: SUPPORT SERVICES
4. Human Resources Management
5. Information Management

FUNCTION C: SERVICE DELIVERY
6. Assessor Management
7. Assessment Management
8. Accreditation or Certification Awards

1. Encourage healthcare organisation to improve quality and performance
2. Focus on patients/service users and reflect the patient/service user continuum of care
3. Assess the capacity and efficiency of healthcare organisations
4. Protect and improve the safety of patients/service users, staff and visitors
5. Standards are planned, formulated and evaluated through a defined and rigorous process
6. Standards enable consistent and transparent rating and measurement of achievement

"You don't just talk quality, but you walk quality"

Paul van Ostenburg
หัวหน้าคณะผู้เยี่ยมสำรวจ



1984 Meeting of health care professionals in Paris was considered ISQua's 1st International Conference although the organisation wasn't founded until three months later. (Sweden)

1984 Meeting of the European Office of the World Health Organisation (EURO) to discuss training in quality assurance. This became known as the ISQua's 2nd International Conference. (Udine, Italy)

1984 Peter Reizenstein was elected as the 1st President of ISQua. (Udine, Italy)

1985 ISQua adopts a Constitution and puts plans in place to launch a Journal. (Copenhagen, Denmar

1986 Paris Conference, (France)

1987 Venice Conference, (Italy)

1988 Spanish Conference, (Spain)

1989 Australian Conference, (Australia); President elected: William Jesse, (USA)

1990 USA Conference, (USA)

1991 Mexican Conference, (Mexico); President elected: John Best, (Australia)

1992 Canadian Conference, (Canada)

1993 Dublin Conference, (Ireland); Peter Reizenstein dies; ISQua adopts a new Constitution; President elected: Enrique Ruelas, (Mexico)

1994 Venice Conference, (Italy); Launch of the Peter Reizenstein Award; Heather Palmer became Editor in Chief of the Journal

1995 Newfoundland Conference, (Canada); The opening of the Secretariat Melbourne Australia; President elected: Charles Shaw, United Kingdom (UK)

1996 Jerusalem Conference, (Israel).

1997 Chicago Conference, (USA). President elected: Chris Brook, (Australia)

1998 Budapest Conference, (Hungry)

1999 Melbourne Conference, (Australia); President elected: Elma Heidemann, (Canada); Launched ISQua's agenda for Leadership in Programmes for Healthcare Accreditations (ALPHA)

2000 Dublin Conference, (Ireland)

2001 Buenos Aires Conference, (Argentina); President elected: David Ballard, (USA)

2002 Paris Conference, (France)

2003 Dallas Conference, (USA). President elected: Austin Leahy, (Ireland)

2004 Amsterdam Conference, (Netherlands); Thomas Reinmger became Editor-in-Chief of ISQua 'Da Journal

2005 Vancouver Conference, (Canada); President elected: John Hellrick, (USA); ALPHA is renamed as the International Accreditation Programme

2006 London Conference, (UK)

2007 Boston Conference, (USA); President elected: Bruce Barraclough, (Australia)

2008 ISQua Office moves from Newcastle, (UK) to Dublin, Ireland Copenhagen Conference, (Denmark); Eric Schneider became Editor-in-Chief of ISQua's Journal

2009 Dublin Conference, (Ireland); President elected: Philip Hassen, Canada

2010 Paris Conference, (France)

2011 Hong Kong, (Hong Kong, China); President elected: Tracey Cooper, Ireland

2012 Geneva Conference, (Switzerland)

2013 First African Regional Meeting, Accra, Ghana College of Physicians and Surgeons
How to make patient care more effective and efficient: Strengthening Health Systems through Quality improvement