

1 March 2012

Dr. Lukas Jakubec
Chief Executive Officer
National Research Center for Maternal and Child Health
Turan Ave. 32
Astana 010000
Kazakhstan

Dear Dr. Lukas Jakubec:

Joint Commission International Accreditation has reviewed the Focused Survey Report of 20-24 February 2012 for National Research Center for Maternal and Child Health. This survey was conducted as a follow-up to the Initial Hospital Accreditation Survey of 31 October – 4 November 2011. It is with great pleasure that I inform you of the decision to grant ACCREDITATION to the National Research Center for Maternal and Child Health. Congratulations to you, and all the other leaders and staff of National Research Center for Maternal and Child Health in achieving this recognition of your commitment to provide quality care on an ongoing basis.

It is also our expectation that all of the issues identified in the 2012 Final Survey Findings Report will have been satisfactorily resolved and full compliance with each identified standard will be demonstrated at the time of your next accreditation survey. Therefore, JCI recommends National Research Center for Maternal and Child Health to immediately place organization-wide focus on each of the standards with measurable elements scored as “Not Met” and “Partially Met” and to implement the action(s) necessary to achieve full compliance.

However, several of the measurable elements (ME) from the findings in this report suggest that if not attended to in a timely manner can evolve into a generalized threat to patient and staff health and safety and may over time result in a sentinel event. These health and safety risks would be counter to the improvement efforts your hospital has accomplished to date, and counter to the spirit of continual improvement in quality and continual reduction of risk that are considered part of the accreditation process. This is of concern to us and we believe should be a priority concern for your hospital.

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Therefore for these identified standards and measurable elements, the JCI Accreditation program office requests you to submit a Strategic Improvement Plan (SIP) to implement the substantial and sustainable measures necessary to achieve full compliance with the standard and measurable elements. Each of the following standards and MEs will require a SIP:

- AOP.5.3.1, ME#2
- ASC.3, ME#1
- FMS.3, ME#3 (Partially Met)
- IPSTG.4, ME#4 (Partially Met)

The SIP should be submitted to JCI within the next 45 days or by 15 April 2012 for JCI accreditation's review and acceptance.

The Joint Commission International Accreditation Hospital Standards are intended to stimulate continuous, systematic and organization-wide improvement in daily performance and in the outcomes of patient care. Joint Commission International will continue to monitor National Research Center for Maternal and Child Health for compliance with all of the JCI Hospital standards on an ongoing basis throughout the three year accreditation cycle. The possible monitoring activities used in evaluating your organization's standards compliance may include document and record reviews, submission of written reports and/or data, performance measures, leadership and staff interviews, etc.; the activities could take place on-site and/or off-site. However, JCI reserves the right to do an on-site unannounced evaluation of compliance at their discretion. Between surveys, National Research Center for Maternal and Child Health will be expected to demonstrate compliance with which ever edition of the JCI Hospital standards is the most current at the time, which includes the JCI accreditation policies and procedures listed in the front matter of the standards manual.

As a JCI accredited hospital, your organization is expected to maintain ongoing communication with JCI when any significant changes occur in the organization within the three year cycle. Please see "Policy on Reporting Requirements Between Surveys," page 26 of *Joint Commission International Accreditation Standards for Hospitals 4th Edition*.

The citizens of Kazakhstan should be proud that National Research Center for Maternal and Child Health is focusing on this most challenging goal – to continuously raise quality to higher levels.



Once again congratulations on this significant achievement.

Sincerely,

A handwritten signature in black ink that reads "Ann K. Jacobson".

Ann K. Jacobson, MSN, RN, NEA
Executive Director
International Accreditation
Joint Commission International

CC: Dr. Amaresh Parikshya