

The Quality History at Monla Hospital

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Monla Hospital is a private family hospital located in Tripoli City, North Lebanon. The hospital was established in 1957 by Dr. Tarek S. Monla. Since then the hospital pledged to provide holistic, comprehensive care in various specialties by qualified doctors, motivated and competent staff and state-of-the-art technologies.

Surviving the Lebanese war, the hospital management promised to keep on its leadership role in medical care. Over the years the hospital has undergone a tremendous improvement in the infrastructure and has expanded significantly in the number of beds and services provided. Monla Hospital has engaged in a process of formalization of quality improvement since its establishment. Documentation regarding the quality started with the establishment of the Quality Assurance Committee in May 2001. With the introduction of the new Quality Improvement concepts & methods, this committee was changed to Quality Improvement Committee in 2004.

The quality management system progressed and improved and was integrated into several hospital's contemporary programs as patient safety, risk management,... under the umbrella of the multidisciplinary committee: Quality & Risk Management committee.

To stay on the edge of progress and improvement, from year 2015 until present, the hospital committed team achieved **Four quality Certificates:** in June 2015, the hospital achieved the **ISO 9001:2008** (Quality Management System) certificate by Afnor for three years, and in March 2016 got the **ISO 10002:2014** (Handling of customers Complaints) Attestation by Afnor for also 3 years.

Following the strategic direction of providing excellence in service quality, in June 2018,

Monla hospital renewed the ISO 9001:2015 (Quality Management System) certificate with complete compliance with the new ISO standards; In Oct 2018, we passed the Accreditation Canada Survey with the **Diamond Level**.

As part of Accreditation Canada- Qmentum International accreditation program, Monla Hospital has undergone a rigorous evaluation process. Following a comprehensive self-assessment, external peer surveyers, four Canadian Surveyers, conducted an on-site survey for 4 days during which they assessed the hospital's leadership, clinical programs and services against the Accreditation Canada requirements for quality and safety. These requirements include standards of excellence in various services and required safety practices to reduce potential harm.

As an accredited organization, Monla Hospital has met internationally recognized standards for the provision of quality health care set by Accreditation Canada. Accreditation Canada has closely examined our facility and procedures; thus giving us the highest accreditation level of care possible – **DIAMOND CERTIFICATE**.

Accreditation Canada Qmentum International Levels

Qmentum International has three accreditation levels: Gold, Platinum, and Diamond.

- **Gold Level** :addresses basic structures and processes linked to the foundational elements of safety and quality improvement.

- **Platinum Level** builds on the foundational elements of quality and safety, and emphasizes key elements of client-centered care.

- **Diamond Level** focuses on achieving quality by monitoring outcomes, using evidence and best practices to improve services, and benchmarking with peer organizations.



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