



Accreditation Standards

The Accreditation Standards "RACAS 40" of Residential Aged Care Accreditation Scheme is based on the accreditation criteria used by overseas countries, and with reference to the standards for licenses of local residential care homes and service quality standards (SQS) of the Social Welfare Department. Overall, the "RACAS 40" is tailor-made for Hong Kong residential aged care homes.

The only accreditation organization in Hong Kong being recognized by The International Society for Quality in Health Care External Evaluation Association (IEEA)



The International Society for Quality Assurance in Health Care External Evaluation Association (IEEA) was established in 2019. In October 1993, IEEA was renamed 'The International Society for Quality in Health Care' --- IEEA which is The International Society for Quality in Health Care. IEEA (2012) aims to inspire, promote and support continuous improvement in the safety and quality of health care worldwide. IEEA has a network that spans 100 countries and five continents; Whatever your level of involvement in health care, as an individual or as an institution, joining our global network will help you to achieve your goals; and whatever your health care role, be it as a clinician, manager, policy maker, academic or other, if your remit is quality and safety then we offer a supportive, professional environment to help you perform more effectively. One of their key partners is the World Health Organization (WHO) and we assist with technical and policy advice as well as knowledge sharing as part of WHO initiatives. IEEA is an essential resource for policy makers, leading patient safety agencies, health care workers and other health professionals around the world.

We have emphasized on conforming to the international standard since the establishment of Residential Aged Care Accreditation Scheme (RACAS). In 2006, RACAS applied for accreditation standards. In May 2008, a successful the application was endorsed and IEEA granted accreditation status to RACAS.

IEEA Accreditation Standards contains 6 principles :

1. Standards are planned, developed and evaluated through a defined and rigorous process under Standards.
2. Standards enable consistent and transparent rating and measurement of achievement.

3. Standards assess the capacity and efficiency of health and social organizations.
4. Standards include measures to manage risk and to protect the safety of patients/service users, staff and visitors.
5. The standards focus on patients/service users and reflect the continuum of care.
6. Standards require service providers to regularly monitor, evaluate and improve the quality of services.

The above 6 international principles for healthcare standards from IEEA proved that the “RACAS 40” conforms to international standards for residential aged care. When a residential home (RCHE) was participated in Residential Aged Care Accreditation Scheme (RACAS) and qualified as an accreditation institution. It means that those accreditation institutions have achieved an appropriate level, and with the same level of other residential homes in developed countries. RACAS can help seniors and their family members feel at ease when choosing residential homes.

The 40 standards in of “RACAS 40” cover 4 domains of core instrument including Governance, Environment, Service flow and care process and Information management and communication.

For any concerns or questions, feel free to contact us at racas.adm@hkag.org.

Accreditation Standards

Governance Residential homes need to establish effective governance; play a leading role in unifying the staff, thus contributing to continuous improvement of service quality so that residents could receive high quality service.		
• Total quality management	• Service ethics	• Risk management
• Purchase of service	• Occupational safety and health	• Financial management
• Legal responsibilities	• Review and update policies and procedures	• Protection of residents’ rights
• Roles and responsibilities	• Human resource management	• Planning and evaluation
Environment Residential homes need to provide safe, hygienic and comfortable environment, facilities and services, protect residents and meet their needs, and building positive relations and cooperate with the community.		
• Environment and facilities	• Provision of services	• Food and environmental hygiene
• Community partnership	• Safe environment	
Service flow and care process		

Residential homes need to establish a set of planning, supervision and service improvement process to meet the requirements of safety, hygiene and caring, and to meet the needs of residents and protect their rights and privacy.		
• Post-admission care	• Medication management	• Continence management
• Skin care and bedsore prevention	• Fall management	• Feeding
• Nutrition	• Mobility assessment and management	• Use of physical and chemical restraints
• Transfer skills	• Infection control	• Cognitive, emotional, sensory and communication ability of residents
• Pain management	• Death and bereavement	• Special nursing procedures
• Psychological support and social care	• Recreational and community activities	• Entry and exit
Information management and communication Residential homes need to establish an effective information management system as the basis for decision-making and continuous improvement and facilitate communication with external parties.		
• Information management	• Provision of information	• Records
• Communication		

Establishment and revision of Accreditation Standards

The assessments are carried out to ensure that the assessment criteria continue to be in line with the operation of the residential care centres and to enhance the quality of care of the residential care homes. The assessment criteria are regularly reviewed. The assessments feedback from the assessed residential estates and the assessment of the assessors through continuous review. And prioritize revision criteria in the review experience.

Features

- View updates to standard content
- Standard word clear

Program

By collecting opinions on the proposed review criteria from the evaluated institutions.

1. Establish a working group to collect the latest information related to the proposed revision of the evaluation criteria.
2. The invited residential care operators, professionals and experienced assessors set up a focus group to discuss the proposed review criteria.
3. The Steering Committee establishes revised standards.

Timetable:

Phase	task	objectives
Phase 1 (2 years)	<ul style="list-style-type: none"> ✧ Literature review of best practice ✧ Study was carried out in reviewing IEEA, IAP standard requirement ✧ Further work on ISO 17021 ✧ Review local and international updated regulations or guidelines: <ul style="list-style-type: none"> • Code of practice for residential care homes • Residential Care Homes (Elderly Persons) Ordinance • Privacy Protection Ordinance • Waste Disposal Ordinance regulations (medical waste) • Codes of practice for professionals • WHO • The National Pressure Ulcer Advisory Panel (NPUAP) • Department of Health infection control guidelines • IEEA standard requirement ✧ Set priorities of standards to be revised. ✧ Form Standard Review Sub-committee 	<ul style="list-style-type: none"> a) Environmental scanning of trends relevant to the specific standards area b) Feedback from current and potential users, professional, purchaser, provider and patient/service user groups, governments and other stakeholders c) Draw reference from the knowledge and advice of experts
Phase 2 (6 months)	<ul style="list-style-type: none"> ✧ Review data of RCHes ✧ Collect opinion from accredited homes ✧ Formulate standard review questionnaire ✧ Collect and analyse data 	Using evaluation data collated from previous editions

Phase	task	objectives
	✧ Accreditation standard review	
Phase 3 (3 months)	✧ Analyse data and integrate the questionnaire report. ✧ Draft revised standards.	
Phase 4 (4 months)	✧ Collect feedback from the ASC and approval of draft revised standards. ✧ Introduce draft revised standards to RCHes via workshops ✧ Introduce draft revised standards to assessors and collect feedback via workshops	Standards are tested and evaluated by providers and surveyors prior to approval to ensure that each standard is relevant, understandable, measurable, beneficial and achievable
Phase 5 (3 months)	✧ Test revised standards	Standards were tried and tested before approval
Phase 6 (8 months)	✧ Fintune the revised standards ✧ ASC approve revised standards. ✧ Send letter to all RECHs to announce new version of the standard and the effective date will be 3 – 6 months later.	Obtain approval of revised standards Inform homes and assessors
Phase 7	✧ Release new version of standards in RACAS home page and send notice to all RECHs and assessors via letter and email. ✧ Use new version of standards to conduct audit.	

Transitional arrange from RACAS40:2019 to RACAS40:2024

The 3 years transitional period from 1.5.2024 to 30.4.2027. Within the transitional period, certified home which is participate annual review and re-certification is allow to change from RACAS40:2019 to RACAS40:2024 accordingly.