

## PERCEIVED IMPACTS AND IMPROVEMENTS WITH DISTINGUISHED ASSISTED INFUSION THERAPY SERVICES CERTIFICATION

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## **BACKGROUND**

Does a healthcare facility with accreditation certification still have opportunities for improvement in its quality processes? This is a constant doubt for these services managers. Therefore, the objective of this study was to survey the impacts and improvements perceived after the Distinction Certification of Assisted Infusion Therapy Services.

## **METHODS**

After the consolidation cycle of the certification of the Distinction for Assisted Infusion Therapy Services in a public institution that distributes high-cost medications, a structured interview was conducted with the person in charge of the service to understand which improvements in processes are attributed to this program, benefiting an institution that already has full accreditation.

## **RESULTS**

Among the main impacts, it is worth mentioning the process standardization, with the management of assisted therapy indicators, which brought opportunities to identify robust improvement cycles. Because it is a distinction with a very specific look, there was an improvement in the information transition, strengthening the barriers to care risks, promoting greater planning and continuity of care due to effective communication and engagement of professionals. There was a relationship with the decrease in patient absenteeism due to the actions in access management, leading to better use of resources, greater compliance with protocols, and regularity in the use of medications, with greater safety in the medication chain

and sustainability in the use of these inputs. Currently, the greatest strength in the service is the added value that exists in the pharmacy sector, with great accuracy in the availability of treatment to patients.

## **CONCLUSION**

We all know that quality is a rush without a finish line, so there are always opportunities for process improvement in already accredited organizations. Focused on value creation and competitive advantage, certification programs by distinction of services or protocols are an important tool to fill these gaps in services while raising the degree of maturity in the quality and safety management of the organization.