



Raising The Standard In Medical Travel

GHA FOR MEDICAL TRAVEL SERVICES



The Global Healthcare Accreditation® Program

The Global Healthcare Accreditation® (GHA) Program is a dynamic and innovative accreditation body with specialized focused in medical and wellness travel, safety, and well-being. Founded in September of 2016, GHA's initial purpose as an independent accrediting body centered on improving the patient experience for medical travelers and supporting healthcare providers in validating quality, increasing visibility, and implementing a sustainable business model for medical travel.

Since then, GHA pioneers a variety of programs covering the entire spectrum of the care continuum and offers certification and accreditation for stakeholders in all aspects of health and wellbeing.

RAISING THE STANDARD
IN MEDICAL TRAVEL

EXECUTIVE TEAM



KAREN TIMMONS

Chief Executive Officer.

Former President and CEO of Joint Commission International (JCI) and Global Healthcare Business Manager and Patient Safety Officer, DNV GL Healthcare, Former Chair of the World Health Organization's Collaborating Center for Patient Safety Solutions and Chair of ISQua's Accreditation Council



DR. PAUL VAN OSTENBERG
Chair, Standards Development Committee

Former Global Growth and Innovation and Vice President for International Accreditation, Standards, and Measurement for Joint Commission International (JCI).



ANN JACOBSON
Director of Clinical Operations

Former Executive Director of the JCI Accreditation Program for over eight years.



BILL COOK
Director of Business Development & Marketing

Former co-founder and vice president of Medical Tours Costa Rica and Co-authored "The Medical travel Facilitator" book. Consultant for governments on the development of medical travel programs.

ADVISORY BOARD



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DR. NIZAR ZEIN

Chairman, Global Patient
Services,
CLEVELAND CLINIC

PROF. ANAPAM SIBAL

Group Medical Director,
APOLLO HOSPITALS

LAURENT POCHAT- COTTILLOUX

Global Head of Health
Reinsurance Partnerships,
AXA

AMY VILLALOBOS

General Manager,
NIB OPTIONS

AILEEN R. KILLEN

Head of Casualty Risk Consulting,
**AMERICAN INTERNATIONAL GROUP
(AIG)**

DR. OMAR SHALABI

Division Head for the Central & Western
Regions, Management Population Health
Division, **JOHNS HOPKINS ARAMCO
HEALTHCARE**

CHIP BURGETT

Managing Director,
QUANDARY HEALTHCARE SOLUTIONS

JOSEPH ZHAO

Deputy General Manager,
BEIJING SAINT LUCIA CONSULTING

LARRY BORESS

Former CEO,
MIDWEST BUSINESS GROUP

NOAM BARUCH

Head of Passport to Healthcare,
AETNA INTERNATIONAL

SUSAN FRAMPTON

President,
PLANETREE INTERNATIONAL

MUNA ALMUALLEN

Sr. Manager International Benefits,
FLUOR

SOME OF GHA'S ACCREDITED AND CERTIFIED CLIENTS

Accredited Healthcare Providers ○

COVID-19 Certification of Conformance ●



BANGKOK smile | MALO DENTAL



Bumrungrad
International



Cedars
Sinai



Cleveland Clinic



Dr. ORAWAN
HOLISTIC DERMATOLOGY & ANTI - AGING INSTITUTE



iBaby
Fertility & Genetic center



EUROPEAN
INTERBALKAN
MEDICAL CENTER



inSer
Instituto de Fertilidad Humana



L.I.M.A.R.P.
INTERNATIONAL CENTER OF
EXCELLENCE FOR OBESITY



Nicklaus
Children's
Hospital



OBSITY
CONTROL
CENTER
INTERNATIONAL CENTER OF EXCELLENCE



PHYATHAI
HOSPITAL
โรงพยาบาลฟิยาไท



Praram 9
Hospital



PRING HOSPITAL
SUARNABHUMI



โรงพยาบาลราชพฤกษ์
Ratchaphruek Hospital



SNUH | SEOUL NATIONAL UNIVERSITY
BUNDANG HOSPITAL



St. Catherine
SPECIALTY HOSPITAL



VEJTHANI
Vejthani Hospital

GLOBAL FOOTPRINT



Regional Representatives ○

- Bahrain
- Brazil
- Bulgaria
- Colombia
- Egypt
- India
- Malaysia
- Oman
- Thailand
- Turkey
- Saudi Arabia
- United Arab Emirates

Corporate Headquarters ●

- Palm Beach Gardens, Florida

REGIONAL REPRESENTATIVES

Kaizen Management

Regions: Bahrain & Oman

**Ms. Uliana Kozhuharova-Kanelli, CEO of
Medihelp International**

Regions: Bulgaria

Global Network Assistance (GNA)

Regions: Colombia

Quality & Accreditation Institute (QAI)

Regions: India

Dr. Alvim Graccho & Mr. Cornelius Conboy

Regions: Brazil

M2 Organization & Consultancy

Regions: Turkey

**Malaysian Society for Quality in Health
(MSQH)**

Regions: Malaysia

**Mohamed El-Amir and Ahmed Gabr of
Accreditation Middle East**

Regions: Egypt, and Libya

**Somporn Kumphong, CEO Healthcare Expert
Group**

Regions: Thailand, Southeast Asia and Japan

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Regions: Egypt, and Libya

Quality & Accreditation Institute (QAI)

Regions: India

Mr. Sandeep Sharma, CEO of VMARSH Healthcare

Regions: United Arab Emirates, Saudi Arabia, Qatar, Kuwait, Bhutan, Nigeria, Ghana, Kenya, Ethiopia, Nepal, Bangladesh, and Sri Lanka

Dr. Somporn Kumphong, CEO Healthcare Expert Group

Regions: Thailand, Southeast Asia and Japan

The Council for Health Service Accreditation of Southern Africa (COHSASA)

Regions: South Africa

STRATEGIC PARTNERSHIPS

GHA Partners

American Association for
Physician Leadership



Custom Assurance Placements



Global Biorisk Advisory Council® (GBAC)



Global Healthcare Resources



Saudi Enaya



Vmarsh Healthcare



GHA Accreditation Partners

Healthcare Expert
Group (Thailand)



Malaysian Society
for Quality in Health
(Malaysia)



M2
Organization &
Consultancy
(Turkey)



The Council for Health
Service Accreditation
of Southern Africa
(COHSASA) NPC




Quality and Accreditation Institute (India)



THE GHA DIFFERENCE


The GHA Accreditation for Medical Travel complements existing national and international clinical accreditation programs. While these programs traditionally focus on the quality and patient safety infrastructure for the entire organization, GHA conducts a deep review of the organization's medical travel program to enhance the Patient Experience, Sustainable Business Processes and Patient-Focused Clinical Processes. Thus, our standards are specific to medical travel and not redundant to JCI or other clinical accreditations.



Focused on the
needs of Medical
Travelers and
International Patients



Impacts an
Organization's
Financial bottom line



Supported by a
diverse Group of
Stakeholders



Provides
organizations with
Increased Visibility

THE PROBLEM AND GHA SOLUTION

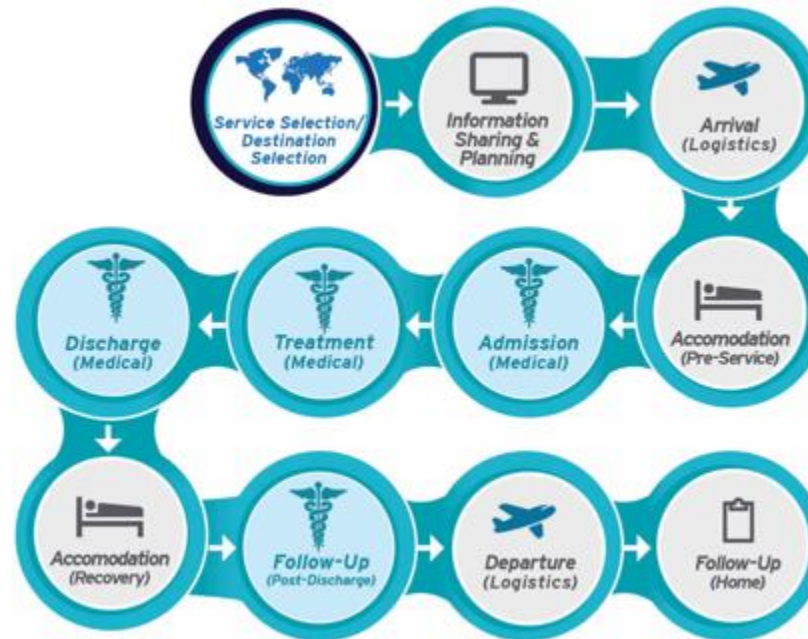
THE PROBLEM:

No medical travel seal of approval for patients and “buyers” to rely on and a **lack of standardization** in **Best Practices and Protocols** for:

- Pre-Arrival and Post-Discharge Care Management
- Patient rights
- Business Ethics
- Financial Transactions
- Marketing
- Supply Chain Management
- Cultural Competency
- Communication & Education
- Traveling Patient Advocacy
- Travel & Tourism Services

THE SOLUTION:

THE MEDICAL TRAVEL CARE CONTINUUM™



A robust set of standards for traveling patients providing enhanced experience and care at each touch point

and an Accreditation body to validate services to those standards

THE GHA VALUE

GHA provides value to all industry stakeholders through its seal of approval for medical travel excellence.



Patient Perspective

Patients face many challenges when seeking to coordinate care in another country or region. GHA enhances the patient experience, optimizing all touch points like pre-arrival, admission and post discharge both in and outside the clinical setting.



Provider Perspective

GHA expands hospitals' business strategy with operational excellence and metrics to improve delivery of services, patient experience, and bottom-line performance.

(Note: Research demonstrates that better patient experience correlates with better outcomes and financial performance)



Buyer Prospective

GHA connect "buyers" to a rapidly growing network of GHA accredited and certified facilities to validate and value, while helping mitigate risk.

THE STANDARDS

The Patient Experience



- Cultural Competency
- Communication & Education
- Patient Advocacy
- Physical Environment
- Travel & Tourism

Sustainable Business Processes



- Leadership & Risk Management
- Business Ethics
- Financial Transactions
- Marketing
- Supply Chain Management

Patient Focused Clinical Processes



- Care Management
- Infection Prevention & Control
- Quality Improvement & Patient Safety
- Patient Rights

3
COMPETENCY AREAS

14
CHAPTERS



GHSA STANDARDS ARE ACCREDITED BY ISQUA

Established in 1985, ISQua is a member-based, not-for-profit community and organization dedicated to promoting quality improvement in health care. It is widely recognized as the "accreditor of accreditors" and the reference point for international healthcare accrediting bodies seeking an external validation of their standards.

IEEA accreditation provides assurance that the GHSA standards meet the highest international benchmarks for accreditation entities.

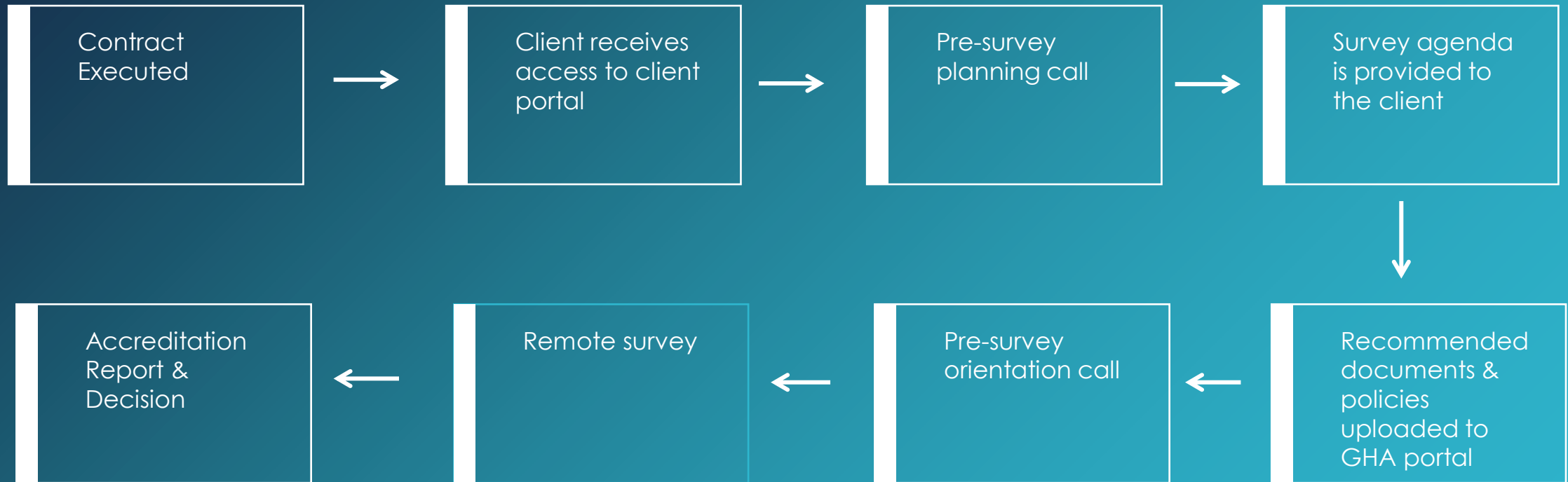


GHA ACCREDITATION

- **3-Year Accreditation for Medical Travel Services.** The GHA Standards 4.1 (accredited by ISQUA) focus on three main competencies: Patient Experience, Sustainable Business Practices and Patient-Focused Clinical Processes.
- **Eligibility criteria:** Hospitals and ambulatory centers (including dental clinics) must already possess a national or international accreditation and a formal medical travel program or international department.
- **Preparation period:** between 3-5 months for organizations to prepare,
- **Length of survey:** 3-day accreditation survey for hospitals and 2-day survey for ambulatory centers. However, we have recently begun to offer a remote survey option, which may add one more day to the survey but with shorter daily sessions.



THE ACCREDITATION PROCESS



Preparation typically ranges from 3 – 5 months



ADDITIONAL PROGRAMS FOR HEALTHCARE PROVIDERS



GHA Certification for Excellence in Medical Travel Patient Experience

3-Year Certification: primarily for hospitals and ambulatory centers without a national or international accreditation. It can be used as a steppingstone to a later GHA accreditation. The standards used are a subset of the GHA Standards 4.1 and are focused primarily on Patient Experience and Sustainable Business Processes.

Eligibility criteria: for hospitals and ambulatory centers that possess a formal medical travel program or international department.

Preparation period: between 2-4 months for organizations to prepare.

Length of survey: 2-day certification survey for hospitals and 1-day survey for ambulatory centers. Length of survey may be extended slightly when performed remotely.



CUSTOM EDUCATION & ADVISORY SERVICES



Standards & Survey Process Training: Onsite or remote training on the GHA standards, survey process and best practices in medical travel.



Gap Assessment: Mock survey focused on the GHA Critical Standards with a comprehensive report provided that includes observations and recommendations.



Medical Travel Program Development: Custom services to strengthen or develop a high-functioning medical travel program (international office).



GHA Certification of Conformance with COVID-19 Guidelines for Medical Travel Programs

The Certification of Conformance with GHA COVID-19 Guidelines demonstrates to patients, buyers and other key stakeholders that a medical travel program's (located within a hospital or ambulatory center) operational protocols, practices and procedures have undergone an external review and reflect international best practices designed to keep traveling patients safe as operations resume during or post COVID-19.

Eligibility criteria: for hospitals and ambulatory centers (including dental clinics) that already possess a national or international accreditation and a formal medical travel program or international department.

Preparation period: between 2-6 weeks for most organizations

Online assessment and document review with a validation call.

Includes a virtual online training on the Guidelines





COVID-19 CERTIFICATION OF CONFORMANCE PROCESS

The Certification of Conformance with GHA COVID-19 Guidelines for Medical Travel Programs demonstrates to patients, buyers and other key stakeholders that a medical travel program's (located within a hospital or ambulatory center) operational protocols, practices and procedures have undergone an external review and reflect international best practices designed to keep traveling patients safe as operations resume during or post COVID-19.



**Submitting
an online
application**



**Readiness
Assessment**



**Virtual
Training**



**Submitting
Requested
Documentation**



**Virtual
Validation
Call**



GHA/WellHotel® Accreditation

To assist hotels in building trust and confidence on the part of guests seeking a medical or wellness destination, Global Healthcare Accreditation (GHA) has developed two accreditation programs: WellHotel® for Well-being and WellHotel® for Medical Travel. Both accreditations focus on validating the programs hotels provide for these growing niche markets and the accreditation seal builds trusts and offers a competitive edge to those hotels that achieve accredited status.



GHA WellHotel® for Medical Travel

The medical traveler seeks a hotel that provides a guest experience that supports healthcare recovery.

GHA WellHotel® for Medical Travel offers guests assurance and peace of mind that your organization complies with industry-wide cleaning and sanitation standards and meets the unique expectations and needs of a medical traveler.

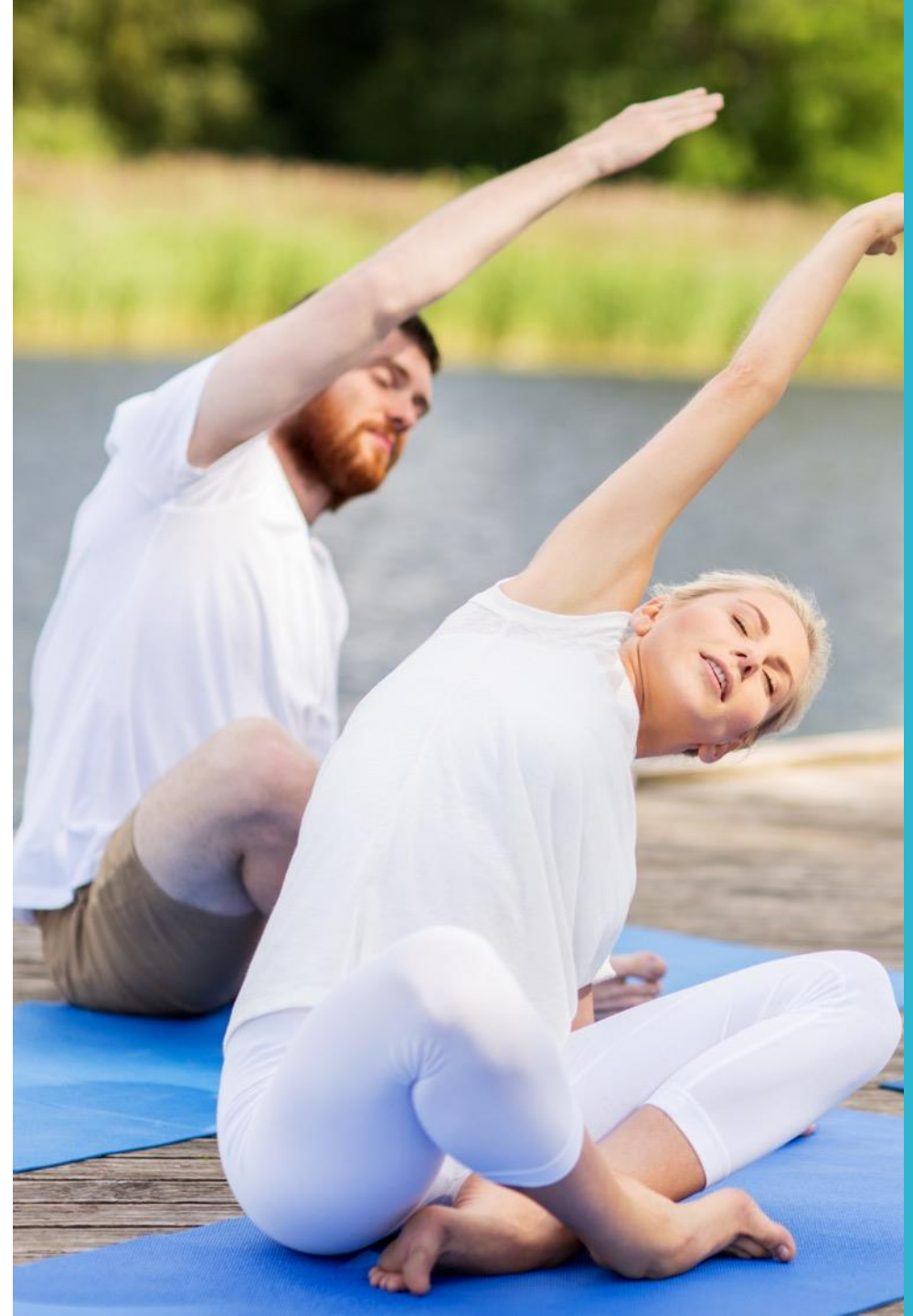




GHA WellHotel® for Well-Being

A wellness traveler seeks a hotel that provides a guest experience supporting a healthy lifestyle, whether traveling for business, tourism, or to a hotel and resort as a destination for well-being.

GHA WellHotel® for Wellbeing offers guests confidence and peace of mind that the organization is committed to excellence and complies with the highest industry-wide cleaning and sanitation, standards while meeting the unique needs of guests focused on their health and wellbeing.



CERTIFIED MEDICAL TRAVEL PROFESSIONAL (CMTP)

The Certified Medical Travel Professional (CMTP) Program is an 8-hour certification course that covers topics ranging from the required core competencies of individual professionals to the advanced specializations within the medical travel industry. Through the CMTP program, GHA is committed to ensuring medical travel professionals have the skills and knowledge to facilitate the seamless integration of quality, safety and service, at all touch points along the Medical Travel Care Continuum™.



Where is it offered? Online anytime or at select events during the year.

Who should get certified?

- Healthcare Management Executives
- Healthcare Practitioners & Professionals
- Travel Agents
- Facilitators
- Insurance Agents & Brokers
- Human Resources Executives

CLIENT DATA HIGHLIGHTING GHA VALUE



Prince Sultan Cardiac Center – Al Hassa, Saudi Arabia

What changed?

- Processes were redesigned to adopt the special needs of traveling patients & their families.
- Social service assessment, admission and discharge forms and satisfaction surveys done by the hospital were modified.
- The hospital's website was modified to satisfy the needs and make the patient travel to PSCCH easier.
- Specific Medical travel KPIs were added to QM plan to monitor program.
- International patient requirements were also considered and put into perspective.

Since achieving GHA Accreditation

As per Press Ganey® satisfaction survey, "PSCCH ranked 1st & 2nd places in patient satisfaction for both OPD and Inpatient services respectively."

Medical travel patient volume has increased
147%

TESTIMONIALS

"We chose Global Healthcare Accreditation as it conducts a deep review of the entire Medical Travel Care Continuum. Additionally, GHA reviews those sustainable business processes and practices related to medical travel that have helped us identify areas of opportunity to enhance the patient experience and improve operational performance."



DR. NIZAR ZEIN,
Chairman Global Patient Services, Cleveland Clinic

"The GHA accreditation process taught us many new strategies to improve the patient experience for medical travelers and refine our operational procedures. We are extremely proud to have achieved Global Healthcare Accreditation as it validates our commitment to improving patient care and safety for traveling patients."



JADRANKA PRIMORAC,
COO of St. Catherine Specialty Hospital



"GHA is the only accreditation that has ever looked at all the details in the entire Medical Travel Care Continuum and elevated them to the importance they play in patient satisfaction and successful care. Even a top international hospital like Bumrungrad had much to learn from GHA. We were a great hospital. We are even better now."

DR. ERIK FLEISCHMAN,
Former Medical Director International
Bumrungrad, International Hospital



"GHA has helped prepare our clinic to anticipate medical travelers' needs and expectations, ensuring we provide an exceptional experience before, during and after their visit. By choosing a GHA accredited institution, our patients will find complete clarity of what to expect from their treatments, our medical specialists, and how our staff will deliver the safest and best care experience."

RAFAEL CARRILLO
Managing Director,
My Spine Center by
Clínica Santa Clarita



CONTACT US

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