Taking the lead in advancing quality care

In Lebanon, primary health care (PHC) centres are widely accessible to individuals and their families in local communities. In 2017 alone, the number of PHC beneficiaries exceeded 1.5 million. Since 2010, Health Standards Organization (HSO, formerly known as Accreditation Canada International) has worked with the Ministry of Public Health to develop the first Primary Health Care National Accreditation Program to better regulate quality of care. Since the program’s inception, 223 PHC centers across eight provinces have demonstrated a commitment to quality improvement and accreditation:

- **92** PHCs have completed a readiness assessment to date
- **52** PHCs have been accredited
- **35** National surveyors have been trained

“The Primary Care Accreditation Program is a joint initiative between Canadian and Lebanese surveyors that fosters knowledge exchange and local capacity building. Combining a deep understanding of the health care environment and an objective, experience-informed perspective, this tried-and-true model has instilled confidence from policy makers and funders alike.”

SEBASTIEN AUDETTE, PRESIDENT, GLOBAL PROGRAMS
Growing quality of care

In light of strong community support and the program’s positive outcomes, HSO and the MOPH will continue to work together and expand the National Accreditation Program to more PHC centres.

HSO has certified the first batch of national PHC surveyors, who will continue to move forward the country's quality improvement initiative. With the future looking bright, the Primary Health Care Accreditation Program can serve as an example of what can be accomplished when a country commits to quality improvement.

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