Telehealth in the ONA Accreditation Manual: Ensuring Quality and Safety in Healthcare Services

National Accreditation Organization (ONA)
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ONA President

Context

ONA is responsible for developing and managing Brazilian health quality and safety standards.

Non-governmental and non-profit institution that certifies the quality of health services in Brazil, focusing on patient Safety.

ONA
Organização Nacional de Acreditação

Mission

Improve the management, quality and safety of care in the Health Sector, through the Brazilian Accreditation System.

Vision

Make ONA Accreditation recognized by Brazilian society as synonymous of safety, quality and credibility in the Health Sector.

Values

Transparency in your actions, Individual and collective respect, Confidentiality, Continuous improvement, Participatory development, Credibility and Sustainability.

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Recognition at ISQua

ONA's safety and quality methodology, surveyor training programme and organization are internationally recognized by the International Society for Quality in Healthcare (ISQua). ONA has been an institutional member since 2016.

Results

1,600+ Accredited Organizations
25 years of history

20%+ growth per year
3rd Largest Certifier in the World in terms of volume

**5,000+ certificates issued**
50,000+ people trained

Aligning Accreditation with Telehealth

- Manual for Healthcare Provider Organizations - Version 22

- More than 1.500 Organizations accredited by ONA

- Different profiles of organizations

- More than 3,000 surveys carried out

**Complies with the safety criteria and procedures for the use of medical devices, wearables, among others**

9, 1%

321, 22%

14, 1%

1103, 76%
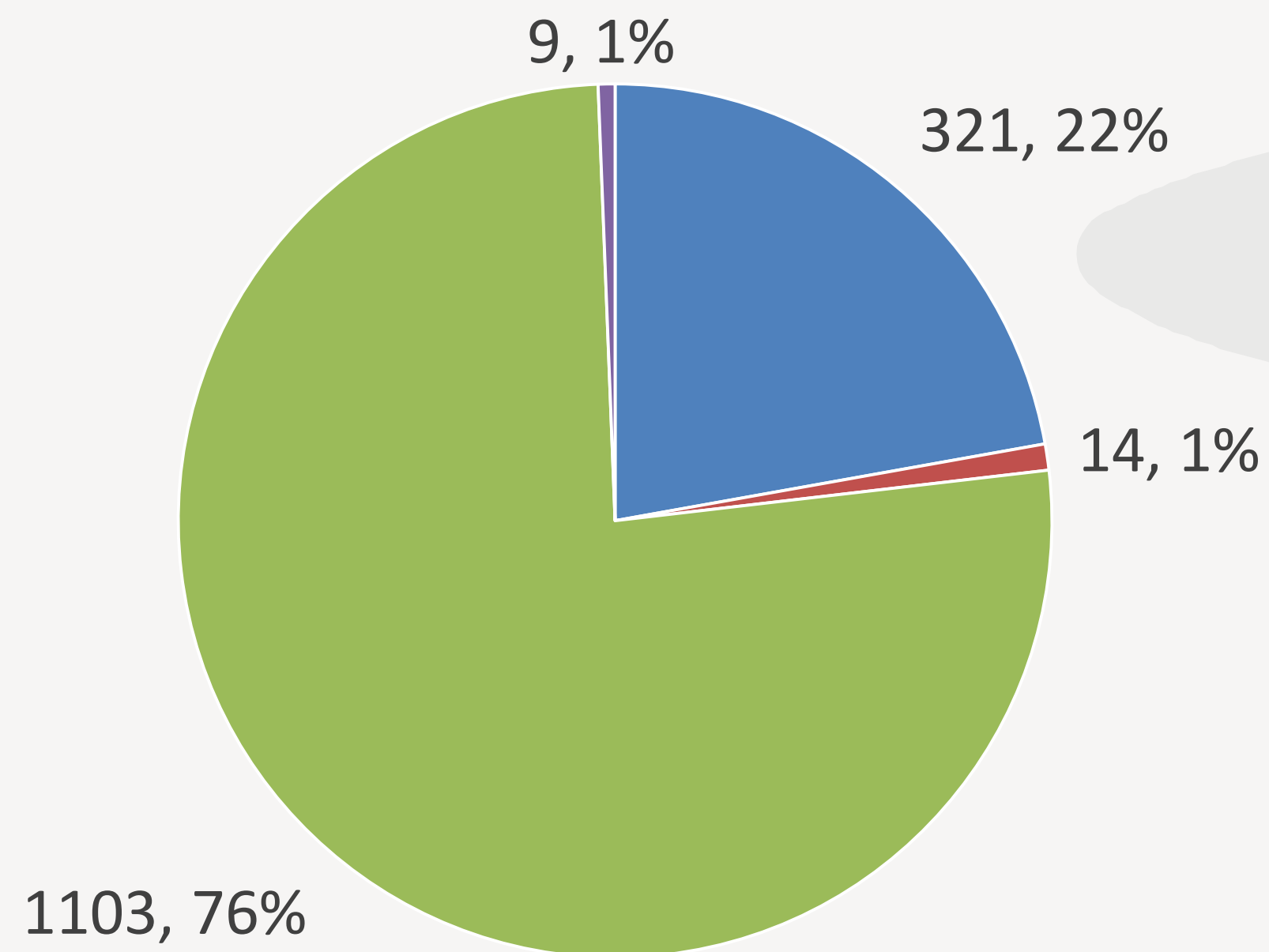
- Risk Management
- Usability and Human Factors
- Data Security and Privacy
- Performance Testing and Calibration
- Training and Education
- Environmental Considerations

■ Compliance   ■ Partial Compliance
■ Not apply   ■ Not Compliance

Establishes and applies a protocol for identifying patients who can be seen on the telemedicine platform

16, 1%

344, 24%

19, 1%

1069, 74%

- Compliance
- Partial Compliance
- Not apply
- Not Compliance
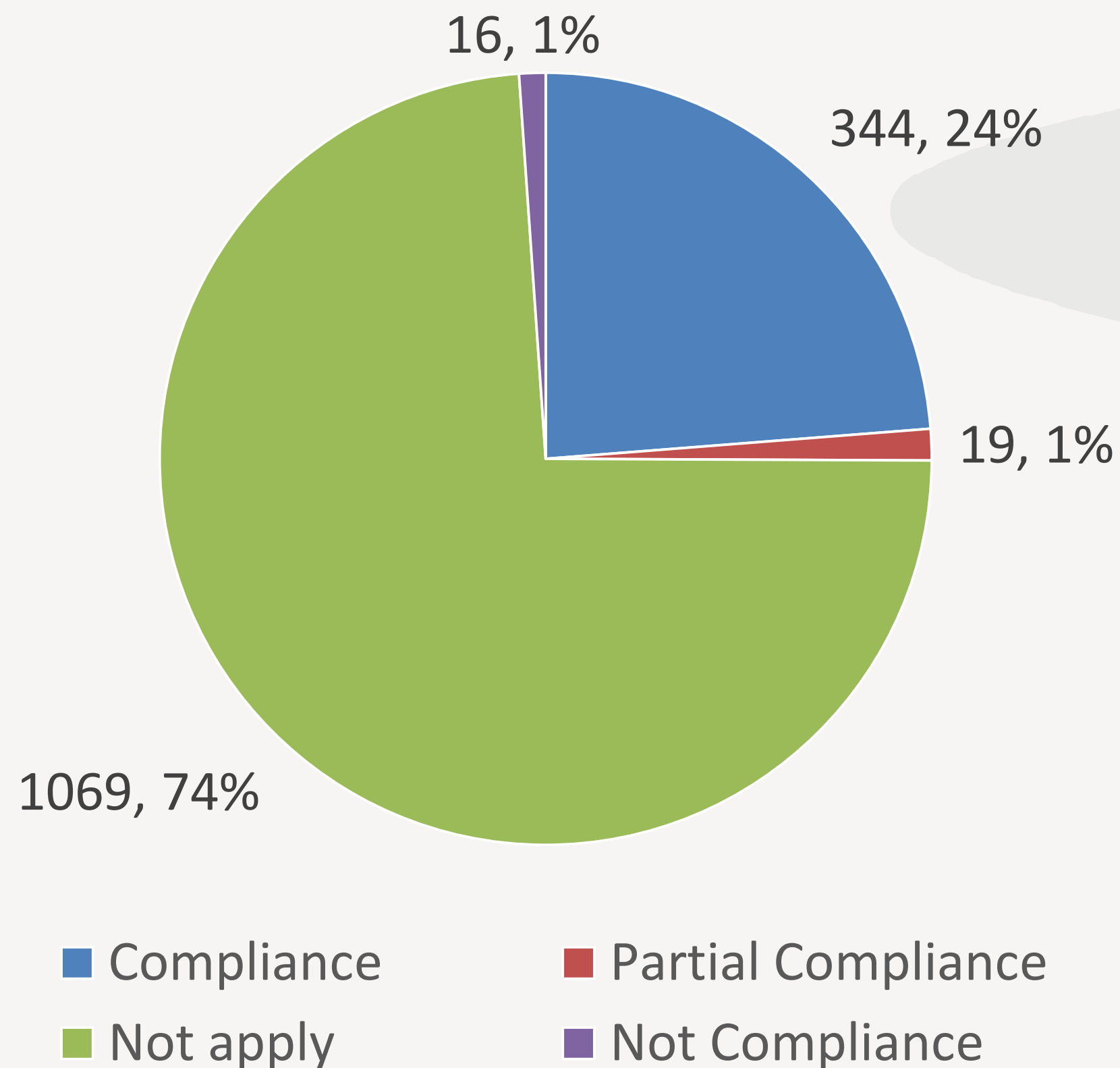
- Patient Eligibility Criteria
- Technology Accessibility and Competency
- Clinical Assessment Protocol
- Patient Consent and Privacy
- Emergency Protocols
- Clinical Documentation
- Interdisciplinary Collaboration
- Regular Review and Update of Protocols
- Quality Control and Performance Monitoring

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Applies a term of acceptance and consent for care on telemedicine platforms


8, 0%

359, 25%

10, 1%

1069, 74%
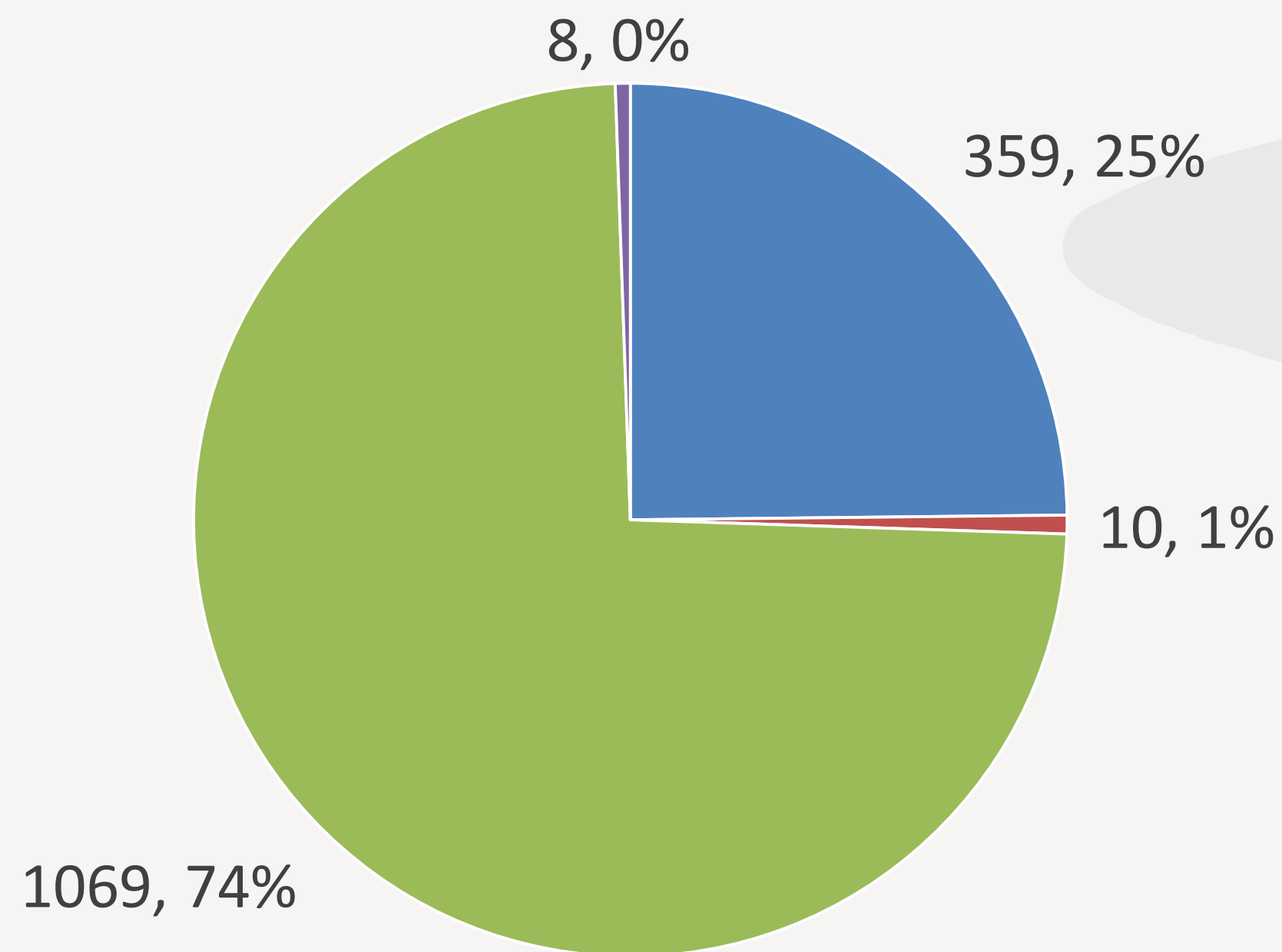
- Compliance
- Partial Compliance
- Not apply
- Not Compliance

- Informed Consent Process
- Scope of Services
- Patient Rights and Responsibilities
- Data Privacy and Security
- Emergency Protocols
- Technical Requirements and Support
- Language and Accessibility
- Review and Update of Consent Form
- Patient Acknowledgment

# Establishes a digital certification system for prescriptions, prescriptions and certificates

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4, 0%

369, 26%

2, 0%

1073, 74%
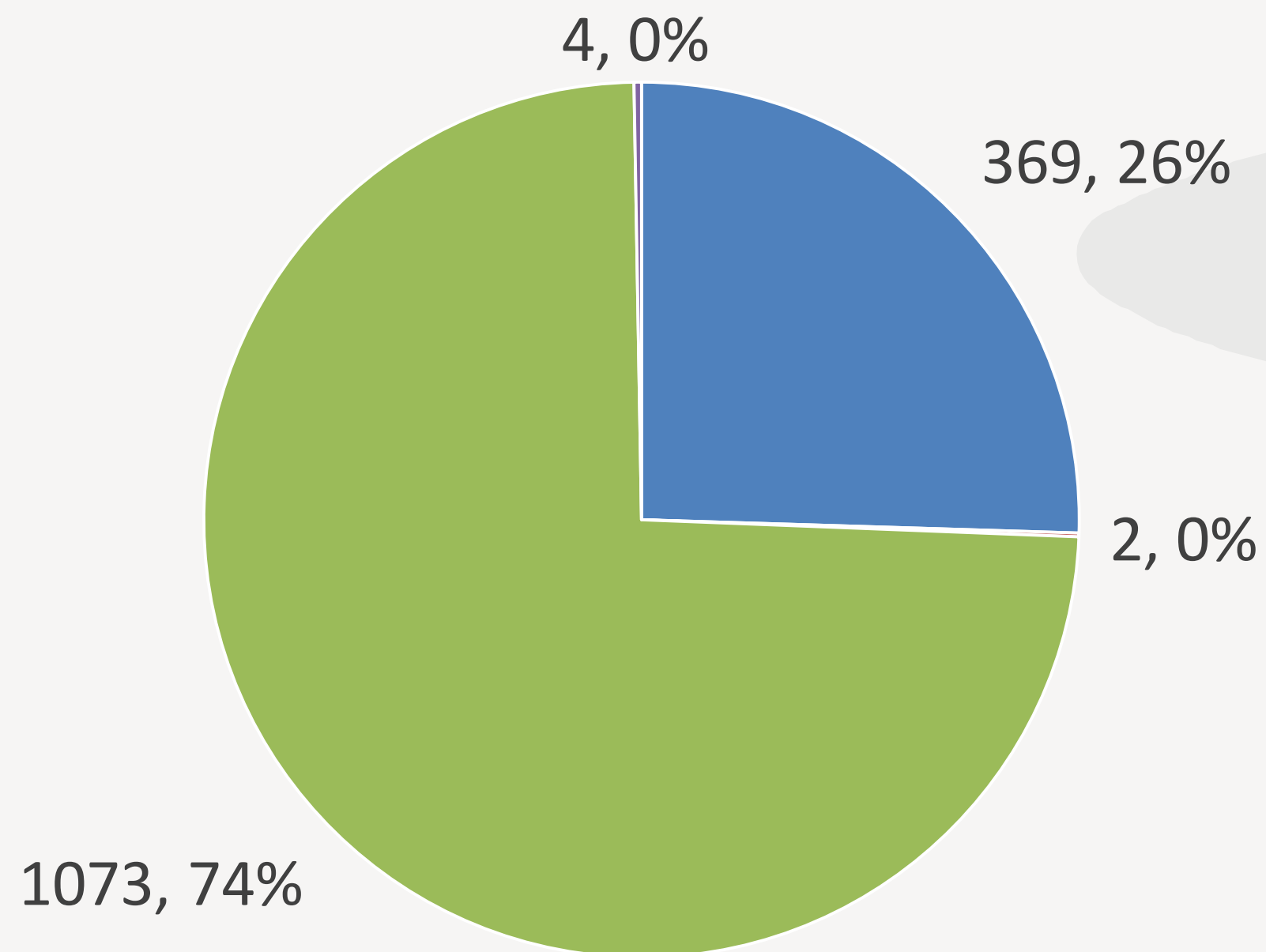
- Digital Signature Technology
- Interoperability
- User Authentication and Access Control
- Audit Trails and Tracking
- Patient Consent and Privacy
- Certification Authority (CA) Integration
- Disaster Recovery and Backup
- Patient Verification

- Compliance
- Partial Compliance
- Not apply
- Not Compliance

Establishes good practices for the security of digital medical record information that ensure the confidentiality of information and patient privacy

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6, 0%

368, 26%

6, 0%

1066, 74%

- Compliance
- Partial Compliance
- Not apply
- Not Compliance
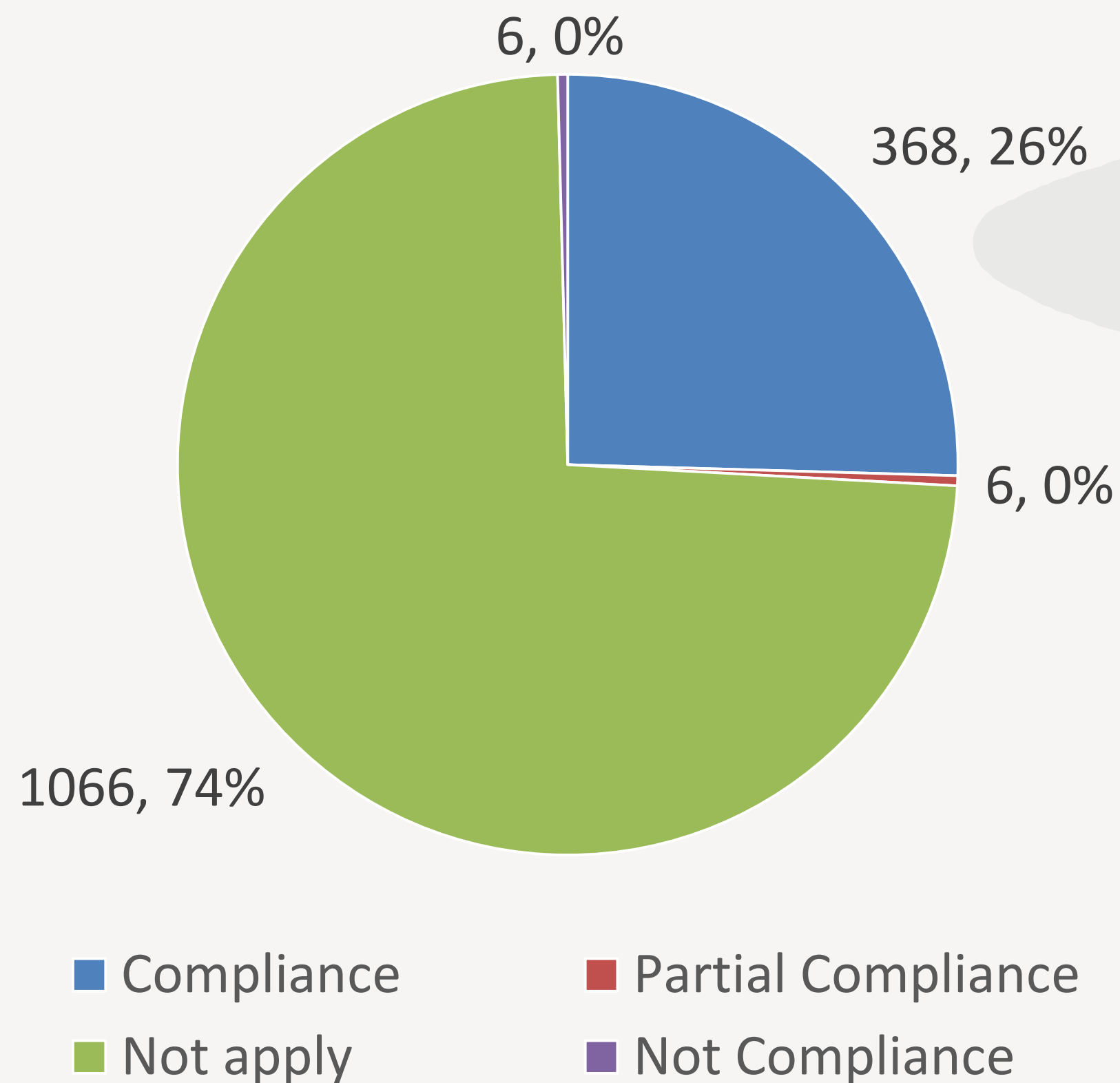
- Physical Security Measures
- Patient Education
- Employee Training and Awareness
- Data Breach Response Plan
- Backup and Disaster Recovery
- Secure Communication Channels
- Patient Consent and Control
- Data Minimization
- Access Control and Authentication
- Data Encryption

Establishes and implements protocols for the use of digital platforms to facilitate the transmission of information between teams, patients and family members.

15, 1%

362, 25%

5, 0%

1066, 74%

- Compliance
- Partial Compliance
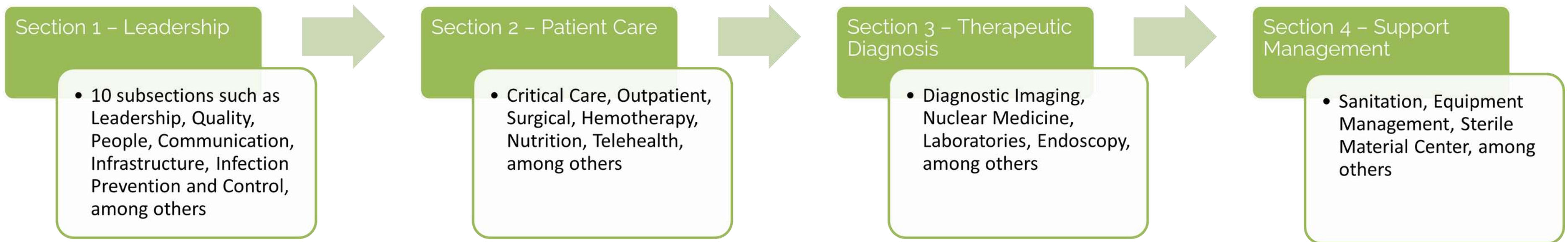- Not apply
- Not Compliance
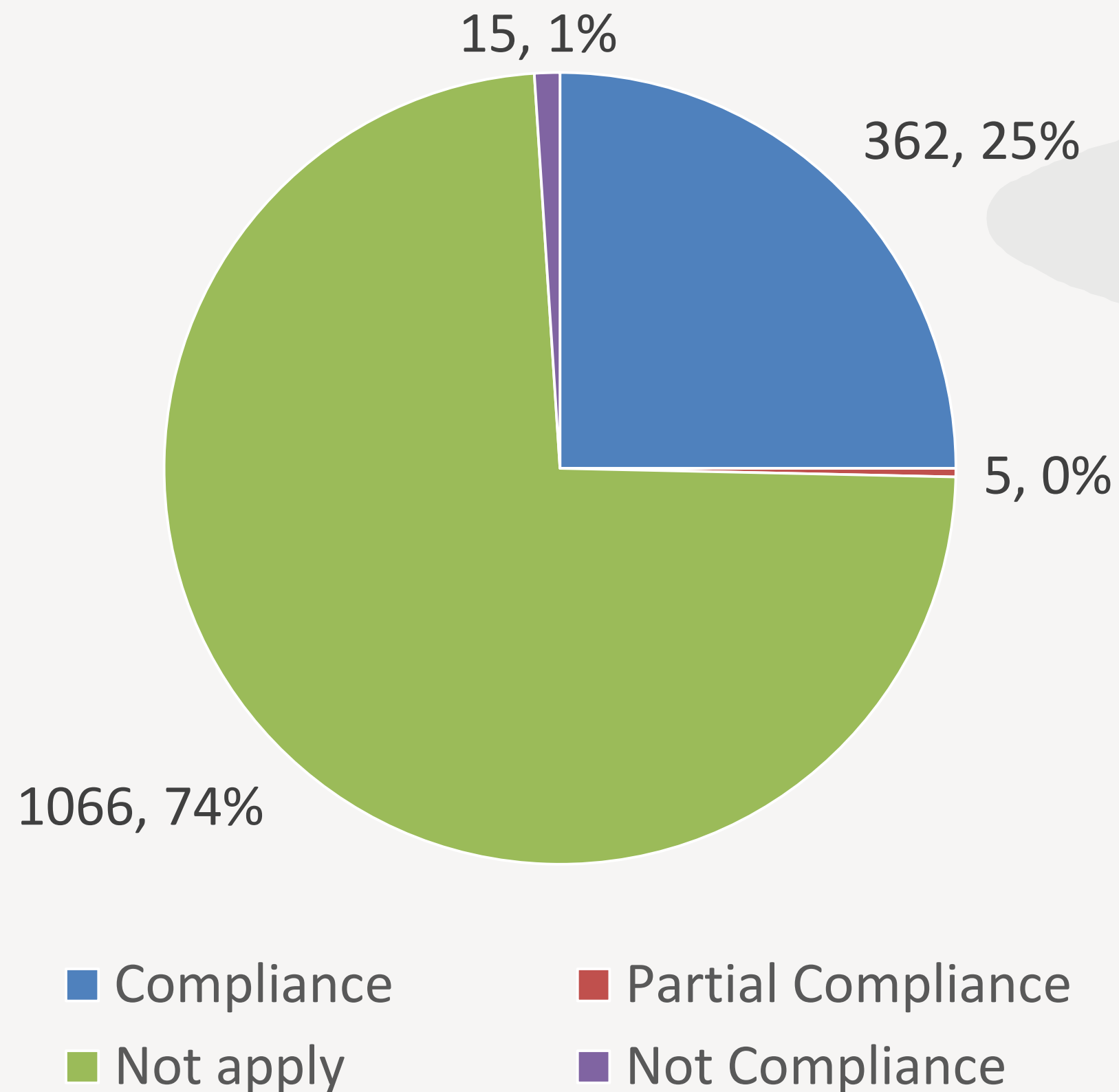
- Standardized Communication Protocols
- Informed Consent
- Interoperability
- Documentation and Record-Keeping
- User Support and Troubleshooting
- Regular Updates and Maintenance
- Confidentiality and Sensitivity of Information
- Cultural and Linguistic Considerations
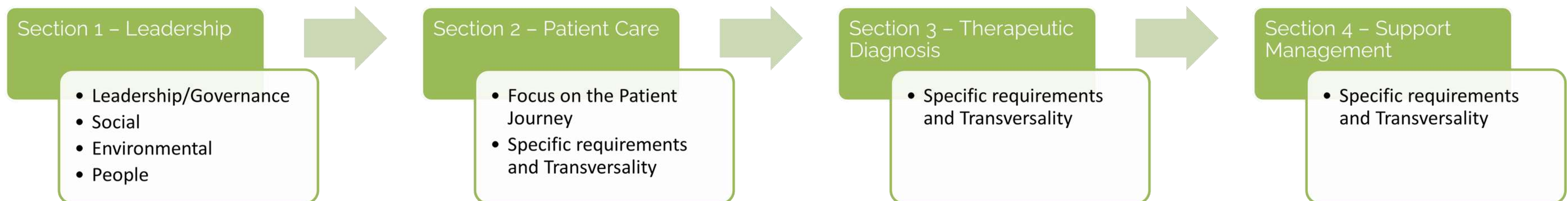- Audit and Compliance Checks

Manual Structure

Current

Section 1 – Leadership
- 10 subsections such as Leadership, Quality, People, Communication, Infrastructure, Infection Prevention and Control, among others

Section 2 – Patient Care
- Critical Care, Outpatient, Surgical, Hemotherapy, Nutrition, Telehealth, among others

Section 3 – Therapeutic Diagnosis
- Diagnostic Imaging, Nuclear Medicine, Laboratories, Endoscopy, among others

Section 4 – Support Management
- Sanitation, Equipment Management, Sterile Material Center, among others

New

Section 1 – Leadership
- Leadership/Governance
- Social
- Environmental
- People

Section 2 – Patient Care
- Focus on the Patient Journey
- Specific requirements and Transversality

Section 3 – Therapeutic Diagnosis
- Specific requirements and Transversality

Section 4 – Support Management
- Specific requirements and Transversality

Resource Allocation

The organization must **adequately allocate human, technological, and infrastructure resources** to support information systems.

Evidence: Work schedules, availability of personnel, and technological resources.

Contingency Plan

- A contingency plan must be established and implemented, with clear guidelines for handling system interruptions and ensuring service continuity.

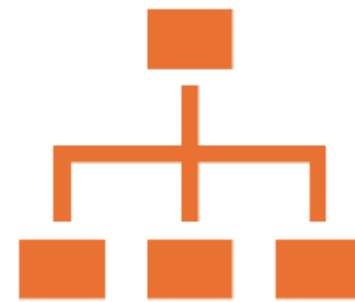- Evidence: Standardized institutional document with version control.

Information Integration

The institution must **ensure the integration of patient/client information across different care units**.

Evidence: Electronic systems (e.g., electronic health records) with cross-sector access.

Quality and Safety Monitoring

A **systematic approach must be in place to monitor the quality, safety, effectiveness, and performance** of information systems.

Evidence: Institutional documentation guiding monitoring activities, use of indicators.

Quality and Safety Monitoring

The organization must **establish a specific procedure to assess the quality and integrity of system data**.

Evidence: Formal procedures and standardized evaluation forms.

Artificial Intelligence Governance

The organization must **establish, implement, and maintain governance mechanisms for the ethical and secure use of Artificial Intelligence (AI) in healthcare processes**.

Evidence: Institutional policy or guidelines defining principles for AI use, risk assessment protocols, documentation of AI systems in use, and monitoring of outcomes and biases.

Orientation: AI tools must be aligned with ethical principles, patient safety, data privacy, transparency, and human oversight. Continuous evaluation of algorithm performance and impact on decision-making is recommended.

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