

The Impact of Hospital Accreditation on the Quality of Healthcare Services

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Abstract

Hospital accreditation is an assessment process that aims to evaluate the conformity of health services with established standards to systematically improve the quality of service and patient safety. To analyze hospital accreditation on the quality of health services. Systematic Literature Review Following the PRISMA guidelines, a systematic literature search was conducted in the PubMed and Scopus databases. The search strategy (“hospital accreditation” OR “healthcare accreditation” OR accreditation) AND (“quality of care” OR “healthcare quality” OR “service quality” OR “patient safety” OR “clinical outcomes”) was limited to articles published in 2021–2026. Accreditation House Sick in a way general contribute positive to improvement quality service health, especially in the aspect of safety patients, standardization service and strengthening system management. However, the findings were not consistent show that effectiveness accreditation is highly dependent on quality implementation at the level organization, as well as not yet capable increase all over dimensions culture safety patient in a way evenly. Therefore that, is necessary commitment sustainable, strengthening implementation, as well as further evaluation strict for accreditation can give optimal impact on quality service and satisfaction patient. Accreditation is more effective as a regulatory and managerial framework than as a direct guarantee of improved service quality if it is not implemented substantively. The success of accreditation depends heavily on organizational commitment, integration into daily service practices, and the implementation of continuous evaluation and improvement.

Keywords: accreditation; hospital; service quality; health

INTRODUCTION

Quality healthcare services are a key indicator in assessing a hospital's success in providing services to the public. Service quality is not only assessed in terms of patient satisfaction and needs, but also encompasses patient safety, clinical effectiveness, service efficiency, timeliness, and compliance with applicable service standards (Nugraha et al., 2026). This demonstrates that healthcare quality is multidimensional and requires a systematic approach. Therefore, a mechanism is needed to ensure sustainable service quality. One approach is through the implementation of a hospital accreditation system (Sahara et al., 2025).

Hospital accreditation is an assessment process aimed at evaluating the conformity of healthcare services to established standards (Alhawajreh et al., 2023). Accreditation encourages hospitals to systematically improve the quality of care and patient safety. Furthermore, accreditation serves as a regulatory instrument that can increase public trust in healthcare services. (Megawati et al., 2025). The implementation of accreditation is expected to be not only administrative in nature, but also to improve direct service practices.

Nationally, hospital accreditation in Indonesia has shown significant progress. Based on data from As of April 15, 2024 Kemenkes (2024), the number of hospitals in Indonesia reached 3,178. Of these, 2,925 (92%) have been accredited, while 253 (8%) have not. The high number of accredited hospitals demonstrates a commitment to improving the quality of healthcare services. However, the continued presence of unaccredited hospitals indicates that the

implementation of quality standards is not evenly distributed across all healthcare facilities. This situation highlights the need for further evaluation of the effectiveness and equity of accreditation implementation.

Research Hussein et al. (2021) shows that accreditation is significantly associated with improved service quality, particularly through strengthening patient safety culture, service efficiency, and process-based performance in hospitals. Consistent with this research, Primasa & Kosasih (2024) it was found that the implementation of accreditation standards contributes to improved service quality and overall patient safety. These findings indicate that accreditation is a crucial factor in driving improvements in hospital service quality.

However, the effectiveness of accreditation in improving the quality of healthcare services does not always show consistent results. Research shows Al-Alawy et al. (2021) that improvements are more prominent in administrative and documentation aspects than in clinical outcomes. This indicates that accreditation implementation is not yet fully optimal in daily service practices. Furthermore, there is a possibility that accreditation is merely a formality if not accompanied by organizational commitment (Alhawajreh et al., 2023). Therefore, further evaluation of accreditation implementation in hospitals is needed.

Based on this, there are inconsistencies in research results regarding the impact of hospital accreditation on the quality of healthcare services, particularly between improvements in administrative aspects and their impact on clinical outcomes. Furthermore, there is still a gap between established accreditation standards and their implementation in daily practice, thus not fully reflecting the quality of care perceived by patients. Therefore, a more comprehensive study is needed to evaluate the extent to which accreditation truly impacts the quality of healthcare services. Therefore, this study was conducted in the form of a systematic literature review (SLR) to analyze in depth and comprehensively the impact of hospital accreditation on the quality of healthcare services based on various existing research findings.

RESEARCH METHODS

Research Design

This study used a *Systematic Literature Review* (SLR) approach to comprehensively analyze the impact of hospital accreditation on healthcare quality. The SLR method was chosen because it is able to systematically and structurally identify, evaluate, and synthesize scientific evidence from various relevant studies, resulting in more valid and accountable conclusions (Prasetia et al., 2024). This study follows the PRISMA (*Preferred Reporting Items for Systematic Reviews and Meta-Analyses*) guidelines to improve transparency and reporting quality.

Data Sources and Search Strategy

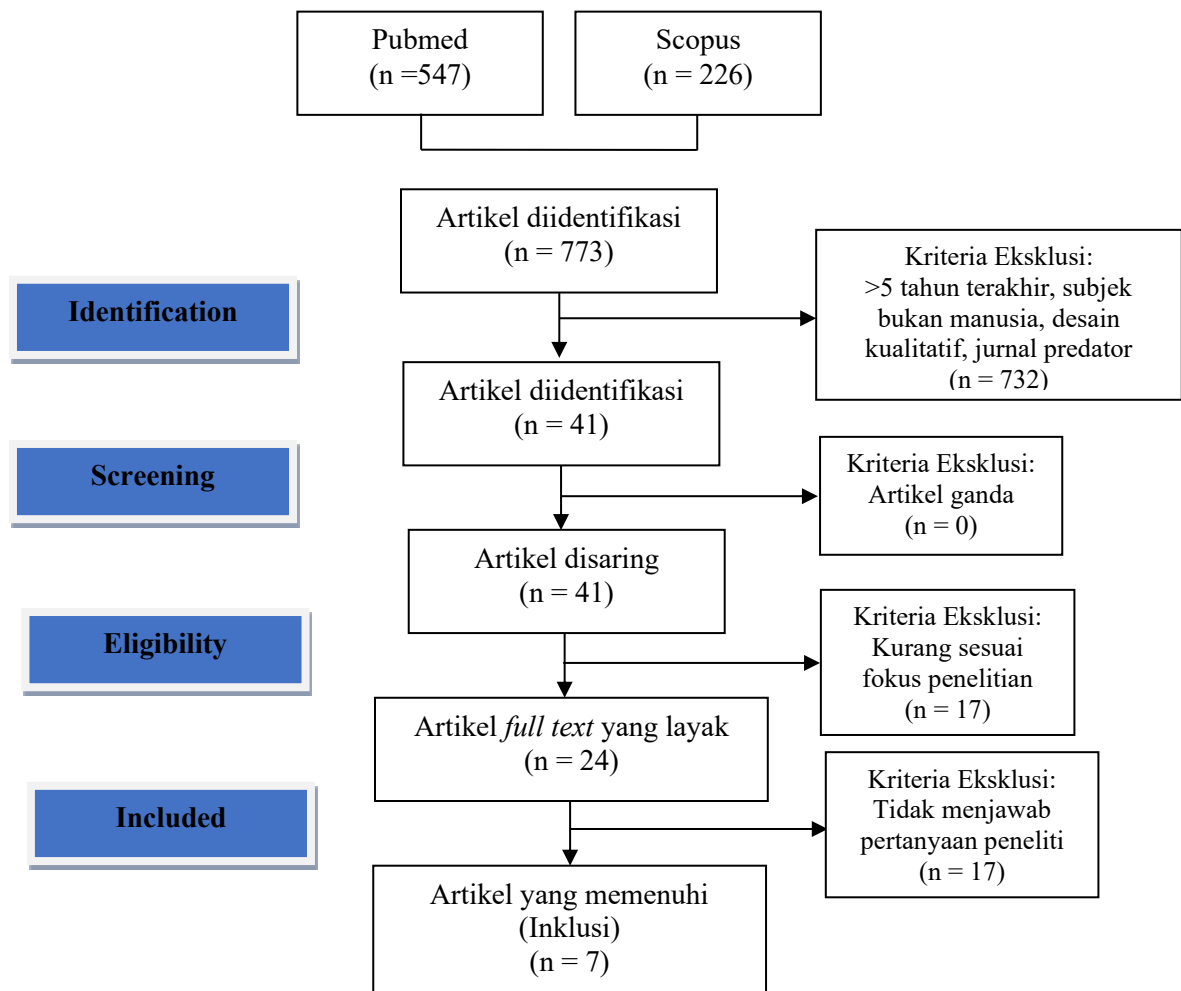
A systematic literature search was conducted on the PubMed and Scopus databases. The search strategy used a combination of keywords and Boolean operators: ("hospital accreditation" OR "healthcare accreditation" OR accreditation) AND ("quality of care" OR "healthcare quality" OR "service quality" OR "patient safety" OR "clinical outcomes") The search was limited to articles published in 2021–2026 and in English.

Inclusion and Exclusion Criteria

Inclusion criteria included: original research articles (*non-systematic reviews*), *full-text* (*open access*), discussing hospital accreditation and healthcare quality, and published between 2021 and 2026. Exclusion criteria included: *systematic review articles*, editorials, opinion pieces, articles without *full-text*, and research not relevant to the topic of accreditation and healthcare quality.

Research Journal Article Selection Process

Article selection was conducted using the PRISMA flowchart, starting with identification, *screening*, *eligibility*, and inclusion. This process aims to systematically filter relevant articles and avoid bias in literature selection (Schneidermann, 2022).



Gambar 1. Flow Chart PRISMA

Data Extraction (PICO Approach)

Data extraction was conducted using the PICO (Population, Intervention, Comparison, Outcome) framework to ensure systematic and comprehensive analysis. The PICO approach is used to improve the clarity of data synthesis in evidence-based research (Higgins & Thomas, 2024).

Data Extraction Procedure

Data were extracted using a matrix table that included author and year, study country, study design, and PICO components. Extraction was carried out systematically to ensure consistency and minimize bias.

Data analysis

Data were analyzed using *narrative synthesis*, grouping research findings into key themes: the impact of accreditation on healthcare quality, patient safety, implementation of hospital accreditation standards, supporting and inhibiting factors, and healthcare outcomes. This approach allows for identification of the relationship between accreditation implementation and improved healthcare quality and provides a comprehensive overview of the various research findings analyzed systematically.

RESULTS AND DISCUSSION

Table 1 PICO Approach Data Extraction

No.	Author & Year	Country	Population	Accreditation Focus	Key Results
1	Kudabayev et al. (2026)	Kazakhstan	Health workers, including doctors, nurses and other medical personnel who have worked for more than 1 year in Astana health facilities.	Joint Commission International (JCI) accreditation compared to national accreditation.	JCI accreditation has a positive impact on service quality, patient safety, teamwork, quality culture, and service system effectiveness.
2	Lima et al. (2025)	Brazil	Healthcare workers in 71 private hospitals, including inpatient, ICU, IBS, and ER, with 259,268 respondents.	National and international hospital accreditation compared to non-accredited hospitals.	Accredited hospitals tend to have higher patient safety culture scores, but the relationship is still associative.
3	Oweidat et al. (2024)	Jordan	395 nurses, consisting of 254 nurses in accredited hospitals and 141 nurses in non-accredited hospitals.	Hospital accreditation for service standardization, patient safety, and quality management.	There was no statistically significant difference between the perceptions of nurses in accredited and non-accredited hospitals.
4	Abdurabuh et al. (2024)	Saudi Arabia	Health workers from various professions in hospitals with different accreditation statuses.	Hospital accreditation status and implementation of patient safety standards.	Accredited hospitals have better patient safety culture scores, but incident reporting and a non-punitive culture are still suboptimal.
5	Lestarini et al. (2022)	Indonesia	Health workers and residents involved in clinical services and supervision in hospitals.	Hospital accreditation standards related to quality of service and resident supervision.	Accreditation is related to improving the quality of resident services and supervision, but its implementation has not been optimal across the board.

6	Kwan et al. (2021)	South Korea	Nurses who work in public hospitals.	Hospital experience in undergoing accreditation.	Accreditation experience is associated with increased positive nurse perceptions of patient safety culture, particularly communication and teamwork.
7	Mlynarski et al. (2021)	Poland	Patients receiving services in the cardiology department of the hospital.	Implementation of accreditation standards in cardiology services.	Accreditation is associated with increased patient satisfaction, particularly communication, service organization, and trust in services.

Source: Processed data from selected studies included in the systematic literature review (2021–2026).

Most studies indicate that hospital accreditation is associated with improvements in service quality, patient safety culture, healthcare provider perceptions, clinical supervision, and patient satisfaction. However, results are inconsistent, with some studies showing no significant differences between accredited and non-accredited hospitals.

Influence accreditation House Sick to quality service health become attention main in various global research. Based on synthesis of the 7 articles analyzed, accreditation in a way general show contribution positive to improvement quality service, especially in the aspect safety patients, standardization services, as well as strengthening system management House Sick.

In a way general, accreditation play a role in increase culture safety patients at home sick. Research by Lima et al. (2025) show that House accredited hospital own score culture safety more patients tall compared to with House untreated illness accredited. This indicates that accreditation play a role in strengthen implementation culture safety patients in the environment service health. Findings similar is also shown by Abdurabuh et al. (2024), those who show that accreditation House Sick contribute positive to improvement dimensions teamwork, communication open, and support leadership or management for safety patient. This is show that accreditation capable push creation environment more work safe and systematic in-service health.

Further, implementation accreditation is also related with improvement quality service health in a way overall. Research by Kudabayev et al. (2026) show that House Sick with accreditation international like Joint Commission International (JCI) has quality better service Good compared to with House pain that only own accreditation national. Improvement This seen in the aspect effectiveness service, work the same team power health, as well as culture better quality strong. This is confirmed that standard more accreditation tall can push improvement quality service in a way more comprehensive.

In addition, accreditation also has an impact on increasing patient satisfaction. Research Mlynarski et al. (2021) shows that the implementation of accreditation standards is associated with increased patient satisfaction, particularly in the aspect of communication between

providers, health workers and patients, service organizations, and patient trust in health services. This shows that accreditation not only impacts the internal aspects of the hospital, but also in a way directly by the patient as a user of the service.

However, not all studies show consistent results. Research by Oweidat et al. (2024) finds that there is no significant difference between hospitals accredited and not accredited in terms of patient perception of safety culture. In addition, Kwan et al. (2021) show that, although accreditation is related to patient safety culture, the relationship is weak and not all dimensions of patient safety culture increase in a significant way. This research finds that only a number of aspects, such as frequency of reporting events and managerial support to safety patients, were assessed relatively positively, while dimensions like non-punitive response to mistakes and learning organization are still low. This shows that accreditation is not yet fully capable of increasing all aspects of service quality and patient safety in an even way, especially in reporting incidents, non-punitive response to mistakes, and learning organization, as well as no clear difference between accredited and non-accredited hospitals in terms of patient perception.

The inconsistency of these results suggests that the effectiveness of accreditation is highly dependent on its implementation at the organizational level. Research by Lestarini et al. (2022) indicates that even though accreditation standards have been implemented, several aspects of service and supervision still do not meet optimal standards. This indicates that accreditation is not merely an administrative formality but requires a strong commitment from all elements of the organization to ensure its continued implementation in daily service practices.

Furthermore, accreditation plays a role in strengthening management systems and standardizing hospital services. Through the implementation of structured standards, accreditation encourages hospitals to increase compliance with procedures, improve service flows, and enhance operational efficiency. This aligns with the concept of quality management, which emphasizes the importance of standardization, evaluation, and continuous improvement in enhancing the quality of healthcare services.

The implications of these findings indicate that hospital accreditation is a crucial tool for improving the quality of healthcare services, but its effectiveness is significantly influenced by the quality of implementation on the ground. Hospitals need to ensure that the implementation of accreditation standards is not solely focused on document fulfillment but also integrated into daily service practices. Strengthening a culture of patient safety, improving the competency of healthcare workers, and ongoing monitoring and evaluation are key factors in maximizing the benefits of accreditation.

At the policy level, stricter monitoring and evaluation of accreditation implementation is needed to ensure that established standards are optimally implemented. Furthermore, support in the form of training, mentoring, and strengthening of hospital management systems also needs to be increased. Academically, further research is needed to more deeply examine the relationship between accreditation and clinical *outcomes, particularly in developing countries like Indonesia.*

CONCLUSION

Hospital accreditation has a significant role in improving the quality of healthcare services, particularly in strengthening patient safety culture, service standardization, organizational management systems, and patient satisfaction. The findings of this systematic literature review indicate that accredited hospitals generally demonstrate better service quality compared to non-accredited hospitals, especially in aspects such as teamwork, communication, operational efficiency, and patient trust. However, the impact of accreditation is not always consistent across all dimensions of healthcare quality, particularly regarding clinical outcomes and the overall implementation of patient safety culture. Several studies revealed that accreditation may improve administrative and documentation processes more effectively than substantive clinical practices. Therefore, accreditation should not merely function as an administrative requirement, but must be integrated into daily healthcare practices through continuous organizational commitment, staff competency development, and sustainable monitoring and evaluation to ensure optimal healthcare quality improvement. Based on these findings, future research is recommended to explore the long-term effects of hospital accreditation on clinical outcomes, patient-centered care, and healthcare efficiency using more robust research designs such as longitudinal or mixed-method studies. Further studies should also investigate the specific organizational factors that influence the successful implementation of accreditation standards, including leadership commitment, healthcare worker engagement, and institutional culture. In addition, comparative studies between accredited and non-accredited hospitals in different healthcare settings and countries are necessary to provide a broader understanding of accreditation effectiveness. Future research is also encouraged to examine how accreditation standards can be adapted to support sustainable healthcare quality improvement in developing countries, particularly in resource-limited healthcare systems.

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