



*“Our philosophy is that Bangkok Hospital is a place where advances in medicine meet compassion. We’re committed to leading the revolution in healthcare through advanced technology and integrated care—all offered with Thai hospitality for excellent patient experience. And JCI accreditation helps us meet that goal.”*

- Dr. Montri Saengpatrachai

# Bangkok Dusit Medical Services

Leading the healthcare revolution through advanced technology and integrated care

Bangkok Dusit Medical Services (BDMS) was founded by a group of physicians dedicated to providing comprehensive, advanced care that addressed public health problems in Thailand with innovation and compassion. The organization has since grown to become Thailand’s largest private hospital operator, with a network of **58 hospitals** and more than 8,400 beds.

11 hospitals, which belong to the BDMS hospitals group, have earned accreditation from Joint Commission International (JCI)—and this accomplishment is a clear indication of the hospital’s commitment to quality.

*“... when they see JCI’s Gold Seal of Approval, they know they can trust their health to us.”*



## Why Did BDMS Choose JCI?

When BDMS decided to pursue accreditation, JCI was a natural choice, according to Dr. Montri.

“About 40% of our patients come from outside Thailand. So, the first thing we looked at was the reputation of the accrediting body and the global recognition it has,” he explains. “Our patients, whether they are based locally or from outside Thailand, are looking for a hospital that’s safe. And when they see JCI’s Gold Seal of Approval, they know they can trust their health to us.”

According to Dr. Montri, the framework and structure provided by JCI make achieving accreditation a positive experience. “The process is straightforward, and help is available throughout every step. And their surveyors are well-trained, well-qualified professionals,” he explains. “In our culture, we’re very concerned about how others perceive us and that we aren’t viewed as ignorant. Hence, we keep quiet. We don’t discuss freely. But JCI is very supportive and very professional. They’re not here to embarrass us. They’re here to help us improve and get better. Moreover, they’re here to assure our hospital quality.”

*“The step-by-step instructions in JCI’s Survey Process Guide feature detailed explanations that are easy to understand. Direct Connect, which is the Client’s Portal, is also convenient and straightforward to use,” adds Dr. Montri. “It’s like when a student does an examination—JCI is like the teacher that already gave us all the answers.”*



◀ Bangkok Hospital Headquarters Accreditation Day



*“For the first accreditation we had more of a checklist of standards. But as time passed on, we’ve evolved and continued to grow.”*



▲ BDMS Team and JCI Surveyors

## Accreditation Ignites Awareness

Maintaining accreditation standards has brought an added level of excellence to care at BDMS, says Dr. Montri.

“I think the most valuable thing about JCI accreditation is that it ignites our awareness,” he explains. “Our thinking has transformed since we first earned accreditation. And over time, we’ve cultivated a new mindset. We don’t rely on reactive responses—we’ve learned to be more proactive with our processes and care has improved.”

“JCI accreditation puts the focus on continuous improvement,” agrees Amanda Guy. “It keeps us thinking about how to be better and better in order to be the best. It helps us continually improve.”

Experts developed JCI accreditation to set uniform expectations and standards. The process was designed to improve the policies, practices, and outcomes of participating healthcare organizations.

Accreditation may provide numerous benefits, including:

- Collaboration with a JCI surveyor team comprised of expert practitioners from a variety of healthcare settings.
- Differentiation in a competitive healthcare environment.
- Improved clinical and operational processes.
- Increased standardization for less variability and patient risk.
- Strengthened community confidence in the organization and the care it provides.

“For the first accreditation we had more of a checklist of standards. But as time passed on, we’ve evolved and continued to grow. We monitor and revise the operational processes continuously to ensure our staff and patients receive the best outcome,” says Dr. Montri. “And we always tell other hospitals that if you want to start with quality, start with JCI.”