

NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)

OBJECTIVE OF NABH:

- ◆ To establish and operate accreditation programme for Health Care Organizations
- ◆ Enhancing Health system & promoting Continuous quality improvement and patient safety

NEED FOR HOSPITAL ACCREDITATION

- ◆ Public Recognition by a National Healthcare Accreditation Body
- ◆ Single most important approach for improving the quality of hospitals
- ◆ Promotes hospitals and ensures quality of care
- ◆ Ensures Transparent system of control

ABOUT NABH

- ◆ Constituent Board of Quality Council of India
- ◆ Accreditation to Hospitals in a non-discriminatory manner regardless of ownership, legal status, size and degree of independence
- ◆ NABH is approved and a member of International Society for Quality in Healthcare (ISQua)



- ◆ “Standards for Hospitals has been approved by International Society for Quality in Healthcare (ISQua)
- ◆ NABH is a founder member of proposed Asian Society for Quality in Healthcare (ASQua) being registered in Malaysia.
- ◆ NABH is a member of International Steering Committee of WHO collaborating Centre for Patient Safety as a nominee of ISQua Accreditation Council
- ◆ NABH is in consonance with the Global Benchmarks set by ISQua

BENEFITS OF ACCREDITATION:

BENEFITS FOR PATIENTS:

- ◆ High Quality of Care and Patient Safety
- ◆ Patients are serviced by Credential Medical staff
- ◆ Rights of patients are respected and protected
- ◆ Patients satisfaction is regularly evaluated
- ◆ Provides Boost to Medical Tourism

BENEFITS FOR HOSPITALS:

- ◆ Stimulates Continuous Improvement
- ◆ Enables in demonstrating commitment to Quality Care
- ◆ Raises Confidence in the services provided
- ◆ Provided opportunity to benchmark with the best

BENEFITS FOR HOSPITAL STAFF

- ◆ Staff are more satisfied
- ◆ Provides continuous learning, good working environment, leadership
- ◆ Ownership of all clinical processes
- ◆ Improves Overall Professional development of clinicians and para medical staff
- ◆ Provides leadership for quality Improvement with medicine & Nursery

BENEFITS TO PAYING & REGULATORY BODIES

- ◆ Objective system of empanelment by Insurance & other third parties
- ◆ Provides access to reliable and certified information on facilities, infrastructure and level of care

NABH STANDARDS

- ◆ Prepared by Technical Committee
- ◆ Complete set of standards for evaluation of hospitals for grant of accreditation
- ◆ Provides framework for quality of care for patients and quality improvements for hospitals
- ◆ Helps to build a quality culture at all levels and across all functions of hospital
- ◆ Has 10 chapters incorporating 100 standards and 514 objective elements

OUTLINE OF NABH STANDARDS

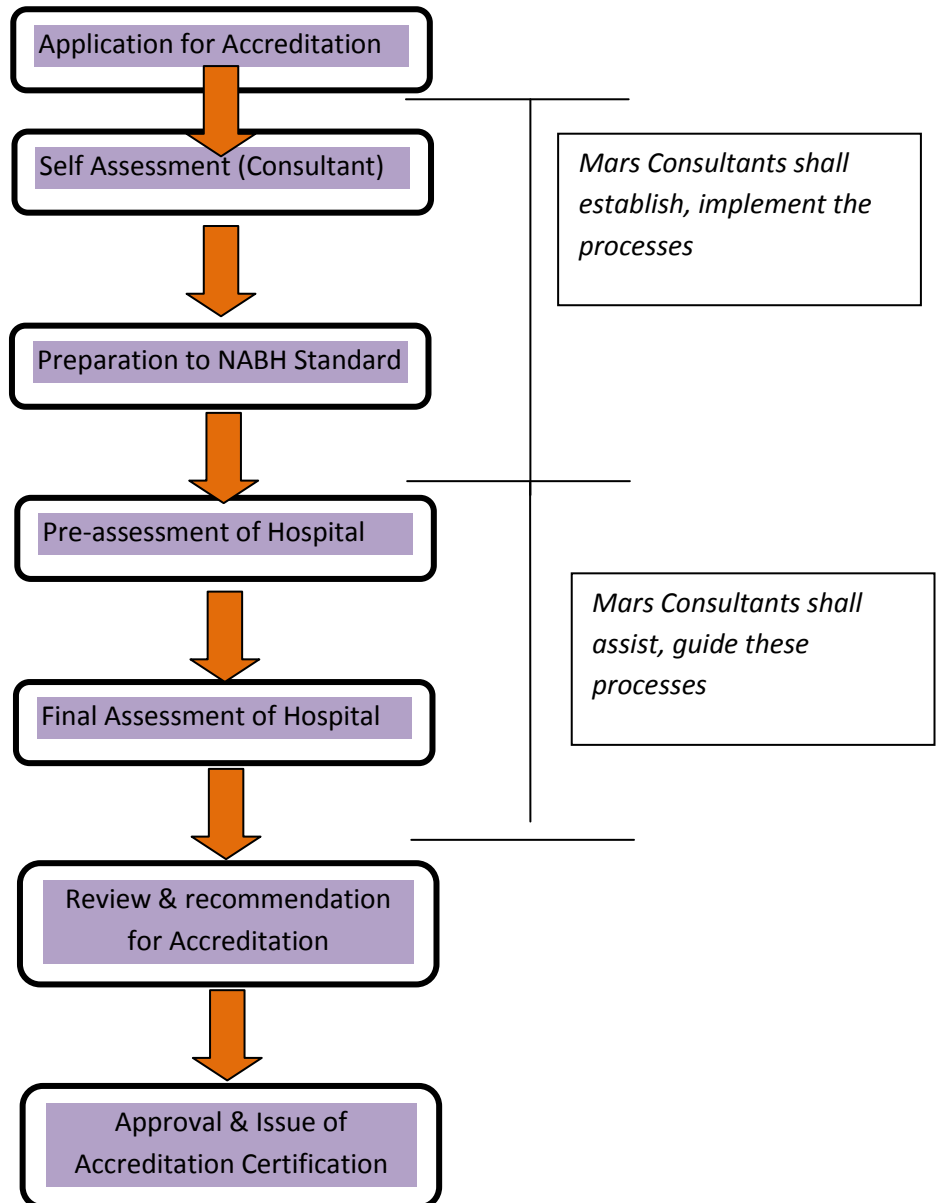
PATIENT CENTERED STANDARDS

- ◆ Access, Assessment and Continuity of Care (AAC)
- ◆ Care of patients (COP)
- ◆ Management of Medication (MOM)
- ◆ Patient Right & Education (PRE)
- ◆ Hospital Infection & Control (HIC)

ORGANIZATION CENTERED STANDARDS

- ◆ Continuous Quality Improvement (CQI)
- ◆ Responsibility of management (ROM)
- ◆ Facility Management & Safety (FMS)
- ◆ Human Resource Management (HRM)
- ◆ Information Management System (IMS)

NABH ACCREDITATION PROCESS FLOW



FREQUENTLY ASKED QUESTIONS (FAQ's)

1. What is NABH?

National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a constituent board of Quality Council of India (QCI), set up to establish and operate accreditation programme for healthcare organizations. The board while being supported by all stakeholders including industry, consumers, government, have full functional autonomy in its operation.

2. What is Accreditation?

A public recognition of the achievement of accreditation standards by a healthcare organization, demonstrated through an independent external peer assessment of that organization's level of performance in relation to the standards.

3. What is the role of Mars Consultants in preparing organizations for accreditation?

Mars Consultants acts as a catalysts to ensure:

- ◆ *Documents and Records are established in line with NABH requirements*
- ◆ *Provides and ensures awareness to all relevant personnel*
- ◆ *Guides the organization in implementation to meet the requirements*
- ◆ *Carries out Internal Assessment and ensures the organization is accredited.*

4. Is NABH accreditation a one-time phenomenon?

NABH accreditation is not a one-time phenomenon. Once the organization gets accredited, accreditation shall be valid for a defined period. NABH conducts a regular surveillance of the accredited organization. The surveillance visit will be planned during the 2nd year.

5. Does NABH have any International Linkages?

- ◆ *NABH is an institutional member of International Society for Quality in Health Care (ISQua) as well as member of its Board and Accreditation Council.*
- ◆ *NABH standards for hospitals has been accredited by ISQua.*
- ◆ *The accreditation of authenticates that they are in consonance with the global benchmarks.*
- ◆ *NABH is also one of the founder members of newly emerging Asian Society for Quality in Healthcare (ASQua).*

ISO 9001:2008

Certificate to assure the customer and the world that we are producing a product / service consistently to meet the requirements and ensure Customer Satisfaction

NEED FOR ISO 9001 CERTIFICATE:

- ✦ To be distinguished from the rest
- ✦ To assure Customer Satisfaction
- ✦ To improve Business by getting more orders
- ✦ Becoming a minimum requirement to participate in Tenders

BENEFITS OF ISO 9001 : 2008

- ✦ To Improve the consistency of service and product performance
- ✦ To Improve the productivity and efficiency
- ✦ To fulfill the higher customer satisfaction levels.
- ✦ To Improve the communications, morale and job satisfaction
- ✦ To Improve the competitive advantage and increased marketing and sales opportunities.
- ✦ To create a more efficient, effective operation
- ✦ To improve the employee motivation, awareness, and morale
- ✦ To reduce waste and increases productivity