NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)
Nursing Excellence Certification

As the nation’s hospitals face increasing demands to participate in a wide range of quality improvement activities, the role and influence of nurses in these efforts is also increasing. Hospital organizational cultures set the stage for quality improvement and nurses’ roles in those activities. Hospitals with supportive leadership, a philosophy of quality as everyone’s responsibility, individual accountability, physician and nurse champions, and effective feedback reportedly offer greater promise for successful staff engagement in improvement activities.

Yet hospitals confront challenges with regard to nursing involvement, including scarcity of nursing resources, difficulty engaging nurses at all levels—from bedside to management, growing demands to participate in more activities often duplicative, quality improvement activities, the burdensome nature of data collection and reporting and shortcomings of traditional nursing education in preparing nurses for their evolving role in today’s contemporary hospital setting. Because nurses are the key caregivers in hospitals, they can significantly influence the quality of care provided and ultimately, treatment and patient outcomes. Consequently, hospitals’ pursuit of high-quality patient care is dependent, at least in part, on their ability to engage and use nursing resources effectively, which will likely become more challenging as these resources become increasingly limited.

In recent years, emphasis on improving the quality of care provided by the nation’s hospitals has increased significantly and continues to gain momentum. Because nurses are integral to hospitalized patients’ care, nurses also are pivotal in hospital efforts to improve quality. As hospitals face increasing demands to participate in a wide range of quality improvement activities, they are reliant on nurses to help address these demands.
Benefits of Nursing Excellence Certification

Benefits for Patients

Patients are the biggest beneficiary among all the stakeholders. The patients are serviced by credential nursing staff which results in high quality of care and patient safety.

Benefits for Hospitals

This certification programme stimulates continuous improvement. It enables hospital in demonstrating commitment to quality care. It raises community confidence in the services provided by the hospital. It also provides opportunity to healthcare unit to benchmark with the best.

Benefits for Nursing Staff

- An environment that recognizes and rewards competence
- Professional growth and development by educational opportunities and support
- A structure that encourages decision making at the bedside over clinical issues
- High job satisfaction
- Low turnover and more stability
- Focus on professional autonomy
- Enhanced Interdisciplinary collaboration
- Professional growth opportunities
- Leadership opportunities
- Opportunity to practice professional nursing with strong interdisciplinary teamwork that support autonomous practice of nursing
- A culture that supports you to be the best nurse you can be!
About NABH

National Accreditation Board for Hospitals and Healthcare Providers (NABH) is a constituent board of Quality Council of India (QCI), set up to establish and operate accreditation program for healthcare organizations. NABH has been established with the objective of enhancing health system & promoting continuous quality improvement and patient safety. The board while being supported by all stakeholders, including industry, consumers, government, has full functional autonomy in its operation.

NABH provides accreditation to hospitals in a non-discriminatory manner regardless of their ownership, legal status, size and degree of independence.

International Society for Quality in Healthcare (ISQua) has accredited “Standards for Hospitals”, 3rd Edition, November 2011 developed by National Accreditation Board for Hospitals & Healthcare Providers (NABH, India) under its International Accreditation Program for a cycle of 4 years (April 2012 to March 2016). The approval of ISQua authenticates that NABH standards are in consonance with the global benchmarks set by ISQua. The hospitals accredited by NABH have international recognition. This will provide boost to medical tourism.
ISQua is an international body which grants approval to Accreditation Bodies in the area of healthcare as mark of equivalence of accreditation program of member countries.

NABH is an Institutional Member as well as a member of the Accreditation Council of the International Society for Quality in HealthCare (ISQua). NABH is the founder member of Asian Society for Quality in Healthcare (ASQua).
Organizational Structure

**Accreditation Committee**
The main functions of Accreditation Committee are as follows:
- Recommending to Board about grant of Certification or otherwise based on evaluation of assessment reports & other relevant information.
- Approval of the major changes in the scope of Certification
- Recommending to the board on launching of new initiatives

**Technical Committee**
The main functions of Technical Committee are as follows:
- Drafting of standards and associated documents
- Periodic review of standards

**NABH Secretariat**
The Secretariat coordinates the entire activities related to NABH Accreditation to hospitals and healthcare organizations.

**Panel of Assessors and Experts**
NABH has a panel of trained and qualified assessors for assessment of hospitals.
NABH Nursing Excellence Standards

NABH Nursing Excellence Standards for hospitals prepared by the technical committee contains complete set of standards for evaluation of nursing service for grant of certification. The standards provide framework for quality of care for patients and quality improvement for nursing services. The standards help to build a quality culture at all level and across all the function of hospital. NABH Nursing Excellence Standards has 07 chapters incorporating 48 standards and 216 objective elements.

Outline of NABH Nursing Excellence Standards

1. Nursing Resource Management (NRM).
2. Nursing Care of Patient (NCP).
5. Infection Control Practices (ICP).
6. Empowerment and Governance (EG).
7. Nursing Quality Indicators (NQI).
Preparing for Nursing Excellence Certification

Hospital management shall first decide about getting certification for its nursing services from NABH. It is important for a hospital to make a definite plan of action for obtaining certification and nominate a responsible person to co-ordinate all activities related to seeking certification (Preferably from nursing). An official nominated should be familiar with existing nursing policies and system.

Hospital shall procure a copy of Nursing Excellence standards from the NABH Secretariat against payment. Further clarification regarding standards can be obtained form NABH Secretariat in person, by post, by e-mail or on telephone.

The hospital looking for certification shall understand the NABH assessment procedure. The hospitals shall ensure that the standards are implemented in the organization.

The hospitals can download the application form for NABH Nursing Excellence from the web-site. The applicant hospital must have conducted self-assessment against NABH standards atleast 3 months before submission of application and must ensure that it complies with NABH Standards.
Preparing for Nursing Excellence Certification

1. Obtain a copy of NABH Nursing Excellence Certification Standards (From NABH office)
2. Get accustomed to the standard & implement them (By health care organization)
3. Application form + Self-Assessment Tool Kit + Documents + Application cum First Year Certification Fee
4. Acknowledgment and Scrutiny of application (by NABH Secretariat)
5. Assessment of hospital (by Assessment Team)
6. Review of Assessment Report (by NABH Secretariat)
7. Review of report & Recommendation for Nursing Excellence Certificate (by Accreditation Committee)
8. Issue of Certificate for 2 years, 6 monthly report on defined indicators to be submitted to NABH Secretariat
9. Renewal of Certification

Feedback To Health care Organization
And
Necessary Corrective Action Taken By Healthcare Organization
Nursing Excellence Certification Procedure

**Application for certification:**
The hospital shall apply to NABH in the prescribed application form. The application shall be accompanied with the following:
- Prescribed application cum first year certification fee as detailed in the application form
- Filled in Self Assessment Toolkit, available free on the web-site.
- Nursing Manual (as per NABH Nursing Excellence standards) and other NABH relevant documents i.e. different policies and procedures of the hospital

Self-Assessment toolkit is for self-assessing itself against NABH Nursing Excellence Standards. The self assessment shall be done by the hospital in a stringent manner to ensure there is no significant difference between the self assessment and the assessment report.

The applicant hospital must apply for all its facilities and services being rendered from the specific location.

**Scrutiny of application:**
NABH Secretariat receives the application form and after scrutiny of application for its completeness in all respect, acknowledgement letter for the application shall be issued to the hospital with a unique reference number. The hospital shall be required to quote this reference number in all future correspondence with NABH.
Assessment:
NABH appoints a Principal Assessor/ Assessment Team who is responsible for assessment of nursing services in healthcare organization. The total number of assessors appointed shall depend on the number of beds. The date of assessment shall be agreed upon by the hospital management and assessors. NABH forwards the application form, documents, procedures, self-assessment toolkit to the Principal Assessor/ Assessment Team.

The assessment involves comprehensive review of hospital’s nursing functions and services. Based on the assessment by the assessors, the assessment report is prepared by the Principal assessor in a format prescribed by NABH. Copy of the report is handed over to the organization after the assessment and original sent to NABH Secretariat.

The hospital is required to take necessary corrective action to the non-conformities.
Nursing Excellence Certification Procedure

Scrutiny of assessment report
NABH shall examine the assessment report. The report is taken to the accreditation committee. Depending on the compliance to standards it would decide the award of certification.

Issue of Certificate
NABH shall issue a certificate to the hospital with a validity of two years. The certificate has a unique number and date of validity.

The applicant hospital must make all payment due to NABH, before the issue of certificate.

All decision taken by NABH regarding grant of certification shall be opened to appeal by the hospitals, to chairman NABH.
NABH Certification Procedure

Re assessment
Certification to a nursing service of hospital shall be valid for a period of two years.
The hospitals may apply for renewal of certification at least six months before the expiry of validity of certification for which reassessment shall be conducted.

NABH may call for un-announced visit, based on any concern or any serious incident reported upon by an individual or organization or media.
Financial Terms and Conditions

General information brochure: Free of cost
NABH Standards for nursing excellence: Rs. 1500/-

Application fee and NABH Certification charges:

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<tr>
<th>Size of Hospitals</th>
<th>Assessment Criteria</th>
<th>Certification Fee</th>
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<tbody>
<tr>
<td></td>
<td>Assessment</td>
<td>First year</td>
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<tr>
<td></td>
<td></td>
<td>Certification Fee</td>
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<tr>
<td>10-30 beds</td>
<td>One man-days (1X1)</td>
<td>Rs. 25,000/-</td>
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<tr>
<td>31-100 Beds</td>
<td>Two man-days (1X2)</td>
<td>Rs. 45,000/-</td>
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<tr>
<td>101-350 Beds</td>
<td>Four man-days (2X2)</td>
<td>Rs. 55,000/-</td>
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<td>351 beds and above</td>
<td>Six man-days (2X3)</td>
<td>Rs. 65,000/-</td>
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NOTE: The man days given above for assessment are indicative and may change depending on the facilities and size of the hospital.

Service Tax: w.e.f. 01.07.2017

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Notes on certification fee:

- The certification fee does not include expenses on travel, lodging / boarding of assessors. These expenses are to be borne by the hospital on actual basis.