



National Accreditation Board for Hospitals & Healthcare Providers

(Constituent Board of Quality Council of India)

NABH/Notification/2020/0152

April 08, 2020

CAUTIONARY NOTICE TO NABH ASSESSORS

Assessors are upholders of NABH vision and Mission. During assigned assessments they represent NABH thus carry a big responsibility. Lately NABH Secretariat has been receiving frequent complaints regarding some assessors demanding Cash and/ or gifts from the assessed health care organizations in lieu of giving a favourable report or closing of non-compliances. This is very unfortunate and NABH has strong zero tolerance policy on these matters.

Complaints are also being received that some assessors are also acting as 'Consultants' and are hand holding in lieu of cash or kind to various hospitals while simultaneously going on assessments and promoting themselves / soliciting business for their firms on these trips.

It is also reiterated that any type of NABH Accreditation / Certification / Empanelment related consultancy is explicitly prohibited for all active assessors.

All assessors are to strictly follow ethical and integrity practices and comply with the signed undertaking which they mandatorily submit before each assignment.

For ready reference of all, "Code of Conduct: Do's and Don'ts for Assessors" is annexed at the end of this document.

NABH will take appropriate action including debarment, blacklisting on the NABH website, legal action etc. if any evidences of unethical, illegal practices come in notice of secretariat.

Thanking you,

Sincerely yours,

(Dr. Atul Mohan Kochhar)
CEO-NABH



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Hospitals & Healthcare Providers**

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Code of Conduct: Do's and Don'ts for NABH Assessors

DO's

1. Disclose to secretariat any conflict of interest including (but not limited to) current or prior working or personal relationships that may affect the neutrality of the assessment. When in doubt err on the side of caution!
2. Perform work with honesty, discretion, diligence, and responsibility
3. Follow high standards of fairness, integrity and ethical conduct
4. Take all reasonable steps to protect the confidentiality of the data collected and the anonymity of interviewees
5. Assess as per the scope of assessment. Always keep the intent of the standard in focus
6. Strive to continually improve proficiency and the effectiveness and quality of assessment skills
7. Be objective, consistent and accurate in evaluations of data obtained through documentation, interviews and observation
8. Strive to be complete in assessments and avoid any omissions
9. Separate fact from opinion clearly and concisely in the assessments
10. Commit to honest, thorough and straightforward communication in the performance of assessment activities
11. Be professional, cordial, courteous and honest in all dealings with members of the team
12. Respect the hierarchy laid down for the assessment team
13. Promptly inform the Principal Assessor with regard to difficulties encountered during the assessment
14. Co-operate fully with any enquiry in the event of any complaint about their performance as an assessor or any alleged breach of this code
15. Fill up and submit the various assessment related forms and formats mandated by secretariat in a timely manner
16. Take receipts for local transport (where applicable) to be handed over to the hospital and claim reimbursement
17. Go through the earlier reports especially the areas that you will be assessing
18. Adhere to the schedule and do not wait for longer hours in the hospital. Try to be punctual and conduct the assessment during office working hours only.
19. Adhere to the timelines set as a team for report writing in the hotels, departure from the hotels to the hospital for assessment
20. Be present for the entire duration of the assessment



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Code of Conduct: Do's and Don'ts for NABH Assessors

DON'Ts

1. Do not enter into any activity which may be in conflict with the best interest of NABH or would prevent the performance of duties in an objective manner.
2. Do not use assessment information for any personal gain or in any manner that would be contrary to the law or detrimental to the legitimate and ethical objectives of NABH.
3. Do not disclose any confidential matter or allow it to be disclosed to a third party or parties, unless explicitly authorized by NABH.
4. Do not knowingly be a party to any illegal activity or engage in acts that are discreditable to the assessment process or to NABH.
5. Do not communicate false, erroneous or misleading information that may compromise the integrity of any assessment.
6. Do not market, promote or represent any business interests, whilst conducting assessment.
7. Do not provide/offer to provide consultancy at any time to the assessed organization either during the assessment process or later on.
8. Do not get into arguments or confrontations with the hospital. When things go wrong or are likely to go wrong, excuse yourself if necessary, by the use of phrase "I will consult my colleagues and get back to you."
9. Do not compare or impose your hospital practices with the hospital being assessed.
10. Do not document patient name or employee name, instead use patient unique identifier or employee number.
11. Do not take away or copy/photograph forms and formats from the organization for any purpose.
12. Do not look at assessed hospital employees as your potential employee or employer.
13. Do not get into a preaching/teaching mode and throw on them your perceived highest level of knowledge.
14. Do not break the continuity of assessments by going out repeatedly for breaks (tea/coffee/smoking/mobile).
15. Do not close your observation on isolated cases. Please consider doing more sampling before putting down your sporadic observations as non-conformities. If it is a sporadic observation, the report shall clearly reflect the same including the sample size.
16. Do not have confrontations / unhealthy arguments amongst the assessment team. Under such circumstances, the PA should amicably sort out the differences.
17. Do not criticize a fellow assessor or colleagues to third parties.
18. Do not ridicule the assessment work done by the previous set of assessors.



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19. Do not encourage anyone other than the hospital team to interfere or be a part of the assessment process.
20. Do not encourage personal favors such as free health checkup, free consultations, free medications, extra days of hotel stay, free family stay in the hotel paid for by the hospital etc.
21. Do not solicit/accept any inducement, commission, gift, favors or any other benefit from any interested party.
22. Do not encourage/accept parties and pleasantries after working hours.
23. Do not invite any hospital staff to the hotel.
24. Do not invite guests, family to the hotel for dinner that is billed to the hospital.
25. Do not put NABH in poor light by publicly airing grievances regarding NABH secretariat, standards or assessment process.