GENERAL INFORMATION BROCHURE
for
Pre Accreditation Entry Level Standards for Hospitals

March 2016
Hospital Accreditation is a public recognition by a National Healthcare Accreditation Body, 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.

NABH Objective is to operate accreditation and allied programs in collaboration with stakeholders focusing on patient safety and quality of healthcare. Accreditation standards for hospitals were developed in 2006 however only few hospitals have achieved accreditation across the country as large number of hospitals face challenges and difficulties in implementing all the standards. With the aim to encourage HCOs to join quality journey, NABH has developed Pre Accreditation Entry Level certification standards, in consultation with various stakeholders in the country, as a stepping stone for enhancing the quality of patient care and safety. The aim is to introduce quality and accreditation to the HCOs as their first step towards awareness and capacity building. Once Pre Accreditation Entry Level Certification is achieved, the HCO can then prepare and move to the next stage - “Progressive” Level and finally to “Full Accreditation” status. This methodology provides a step by step and staged approach, which is practical for the HCOs.
Benefits of Pre Accreditation Entry Level Standards for Hospitals

Benefits for Patients
Patients are the biggest beneficiary among all the stakeholders. Pre Accreditation Entry Level standards result in improved quality care and patient safety. The patients are serviced by trained & skilled medical staff. Rights of patients are respected and protected.

Benefits for Hospitals
Pre Accreditation Entry Level Standards for a hospital will stimulate a journey towards continuous improvement. It enables hospital in demonstrating commitment to quality care. It raises community confidence in the services provided by the hospital.

Benefits for Hospital Staff
The staff in a Pre Accreditation Entry Level certified hospital is sensitized over the quality & patient safety & is satisfied as it provides for continuous learning, good working environment, leadership and above all ownership of clinical processes. It improves overall professional development of Clinicians and Para Medical Staff and provides leadership for quality improvement with medicine and nursing.

Benefits to paying and regulatory bodies
Finally, Pre Accreditation Entry Level Certification provides an objective system of empanelment by insurance and other third parties. It provides access to reliable and certified information on facilities, infrastructure and level of care.
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 Pre Accreditation Entry Level Standards for Hospitals

NABH Pre Accreditation Entry Level Standards for Hospitals has 10 chapters incorporating 45 standards and 167 objective elements.

Outline of NABH Chapters

**Patient Centered Standards**
- Access, Assessment and Continuity of Care (AAC)
- Care of Patient (COP)
- Management of Medication (MOM)
- Patient Right and Education (PRE)
- Hospital Infection Control (HIC)

**Organization Centered Standards**
- Continuous Quality Improvement (CQI)
- Responsibility of Management (ROM)
- Facility Management and Safety (FMS)
- Human Resource Management (HRM)
- Information Management System (IMS)
Assessment Criteria

A hospital willing to apply for Pre Accreditation Entry Level must ensure the implementation of standards in its organization.

The assessment team will check the implementation of Pre Accreditation Entry Level standards for hospitals in organization. The hospital shall be able to demonstrate to NABH assessment team that all NABH Pre Accreditation Entry Level standards, as applicable, are followed.
Preparing for NABH Pre Accreditation Entry Level

Hospital management shall first decide about getting Pre Accreditation Entry Level for its hospital from NABH. It is important for a hospital to make a definite plan of action for obtaining certification and nominate a responsible person to coordinate all activities related to seeking certification. An official nominated should be familiar with existing hospital quality assurance program.

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

The hospital looking for Pre Accreditation Entry Level shall understand the NABH assessment procedure. The hospitals shall ensure that the standards are implemented in the organization.

The hospital can fill the application form for NABH Pre Accreditation Entry level online (www.nabh.co) through the website. However, in case of any difficulty in accessing online system, application form can be download from the web-site. The applicant hospital must have conducted self-assessment against NABH Pre Accreditation Entry Level Standards for hospitals at least 3 months before submission of application and must ensure that it complies with it.
Preparing for NABH Pre Accreditation Entry Level

1. Obtain a copy of NABH Pre Accreditation Entry Level Standards for hospitals (From NABH office)

2. Get accustomed to the standard & implement them (By health care organization)

3. Fill the Application Form online (On NABH web site)

4. Submit the Application Form + Self-Assessment toolkit + Application Fee + Document (to NABH Secretariat)

5. Pay the Certification fee before the final assessment
NABH Pre Accreditation Entry Level Procedure

Application for NABH Pre Accreditation Entry Level:
The hospital shall apply to NABH in the prescribed application form online on NABH website. The application shall be accompanied with the following:

- Prescribed application fee as detailed in the application form
- Signed copy of ‘Terms and Conditions for Maintaining NABH Pre Accreditation Entry Level ’, available free on the web-site
- Filled in Self Assessment Toolkit, available free on the web-site.
- Relevant documents i.e. different policies and procedures of the hospital

Self-Assessment toolkit is for self-assessing itself against NABH Standards. The self assessment shall be done diligently by the hospital. The organization shall apply for final assessment whenever they are ready.

The applicant hospital must apply for all its facilities and services being rendered from the specific location. NABH Pre Accreditation Entry Level is only considered for hospital’s entire activities and not for a part of it.

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.
Final Assessment:
The final assessment involves comprehensive review of hospital’s functions and services. NABH shall appoint an assessment team. The date of final assessment shall be agreed upon by the hospital management and NABH.

Based on the assessment by the Assessment team, the assessment report is prepared by the assessor in a prescribed format.

The details of non-conformity(ies) observed during the assessment are handed over to the hospital by the Assessment team and detailed assessment report is sent to NABH.

Scrutiny of assessment report
NABH shall examine the assessment report. The report is taken to the accreditation committee. Depending on the score and compliance to standard would decide the award of Pre Accreditation Entry Level certificate or otherwise as per details given below.

Pre Accreditation Entry Level: Conditions for qualifying to this award are as below:

- Overall score of minimum 50% in all standards
- Overall score of minimum 50% in each chapter
NABH Pre Accreditation Entry Level Procedure

**Issue of Pre Accreditation Entry Level Certificate**
NABH shall issue a Pre Accreditation Entry Level certificate to the hospital with a validity of two years. The certificate has a unique number and period of validity. The certificate is accompanied by scope of certification.

The applicant HCO must make all payment due to NABH, before the onsite assessment is conducted.

**Renewal of Certificate**
Pre Accreditation Entry Level certificate shall be valid for a period of two years. The hospital may apply for renewal of certification at least six months before the expiry of validity, for which hospital will apply in the prescribed form and renewal assessment shall be conducted & then the hospital should go for progressive level/ full accreditation.
NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)

NABH Pre Accreditation Entry Level Procedure

Application form + Self-Assessment Tool Kit + Documents + Application Fee

Acknowledgment and Scrutiny of application (by NABH Secretariat)

Certification Fee submitted to NABH Secretariat before Final Assessment

Final Assessment of hospital (by Assessment Team)

Review of Assessment Report (by NABH Secretariat)

Review of report & Recommendation for Pre Accreditation Entry Level Certificate (by Accreditation Committee)

Issue of Pre Accreditation Entry Level Certificate for 2 years, 6 monthly report on defined indicators to be submitted to NABH Secretariat

Renewal, Go for Pre Accreditation Progressive Level/Full Accreditation

Feedback To Health care Organization

And

Necessary Corrective Action Taken By Healthcare Organization
Financial Term and Conditions

General information brochure : Free of cost
NABH Pre Accreditation Entry Level Standards for hospital : Rs. 1500/-

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<tr>
<th>Organization</th>
<th>Assessment Criteria</th>
<th>Certification Fee (Rs.)</th>
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<tbody>
<tr>
<td>Hospital</td>
<td>Assessment</td>
<td>Application Fee</td>
</tr>
<tr>
<td></td>
<td>Upto 250 beds - One man day (1X1) 251 beds and above – 2 man days (2X1)</td>
<td>Rs. 2,000/-</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 applicable from time to time will be charged on all the above fees. You are requested to please include the service tax in the fees accordingly while sending to NABH.**

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.
- All the payments to NABH are to be paid online/ Bank transfer/ D in favour of ‘Quality Council of India’.
- The applicant HCO must make all payment due to NABH, before the onsite assessment is conducted.