NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)
Eye Care Organisations Accreditation

Eye Care Organisation (ECO) 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.

In India, Heath System currently operates within an environment of rapid social, economical and technical changes. Such changes raise the concern for the quality of health care. ECO is an integral part of health care system. Accreditation would be the single most important approach for improving the quality of ECO. Accreditation is an incentive to improve capacity of national ECO to provide quality of care. National accreditation system for healthcare organisation ensure that ECO, whether public or private, national or expatriate, play there expected roles in national heath system.

Confidence in accreditation is obtained by a transparent system of control over the accredited ECO and an assurance given by the accreditation body that the accredited ECO constantly fulfills the accreditation criteria.
Benefits of Accreditation

Benefits for Patients

Patients are the biggest beneficiary among all the stakeholders. Accreditation results in high quality of care and patient safety. The patients are serviced by credential medical staff. Rights of patients are respected and protected. Patients satisfaction is regularly evaluated.

Benefits for ECO

Accreditation to a ECO stimulates continuous improvement. It enables ECO in demonstrating commitment to quality care. It raises community confidence in the services provided by the ECO. It also provides opportunity to healthcare unit to benchmark with the best.

Benefits for ECO Staff

The staff in an accredited ECO is satisfied lot 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, accreditation provides an objective system of empanelment by insurance and other third parties. Accreditation 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 programme 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 ECO 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”, 4th Edition, December 2015 developed by National Accreditation Board for Hospitals & Healthcare Providers (NABH, India) under its International Accreditation Programme for a cycle of 4 years (April 2016 to March 2020). NABH has also received renewed accreditation by ISQua as an organization for the year 2016 to 2020.
About NABH

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 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
Organizational Structure

Accreditation Committee
Technical Committee
Assessor Management Committee
Research Committee
Secretariat
Panel of Assessors & Experts
Organizational Structure

Accreditation Committee
The main functions of Accreditation Committee are as follows:
- Recommending to board about grant of accreditation or otherwise based on evaluation of assessment reports & other relevant information.
- Approval of the major changes in the Scope of Accreditation including enhancement and reduction, in respect of accredited ECO.
- Recommending to the board on launching of new initiatives

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

Appeals Committee
The Appeal Committee addresses appeals made by the ECO against any adverse decision regarding accreditation taken by the NABH. The adverse decisions may relate to the following:
- refusal to accept an application,
- refusal to proceed with an assessment,
- corrective action requests,
- changes in accreditation scope,
- decisions to deny, suspend or withdraw accreditation, and
- any other action that impedes the attainment of accreditation.

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 ECO.

- **Principal Assessor**
  The Principal Assessor is overall responsible for conducting the pre-assessments and final assessments of the ECO.

- **Assessors**
  NABH has empanelled experts for assessment of ECO. They are trained by NABH on ECO accreditation and various assessment techniques. The assessors are responsible for evaluating the ECO compliance with NABH Standards.
Eye Care Standards

Eye Care Standards prepared by technical committee contains complete set of standards for evaluation of ECO for grant of accreditation. The standards provide framework for quality of care for patients and quality improvement for ECO. The standards help to build a quality culture at all level and across all the function of ECO. Eye Care Standards has ten chapters incorporating 66 standards and 305 objective elements.

Outline of Eye Care Standards

**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)

**Organisation 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 (having exclusive eye facility) willing to be accredited by Eye Care Organisation must ensure the implementation of Eye Care standards in its organization.

The assessment team will check the implementation of Eye care Standards in organization. The ECO shall be able to demonstrate to NABH assessment team that all Eye Care standards, as applicable, are followed.
Preparing for Eye Care Accreditation

ECO management shall first decide about getting accreditation for its ECO from NABH. It is important for a ECO to make a definite plan of action for obtaining accreditation and nominate a responsible person to co-ordinate all activities related to seeking accreditation. An official nominated should be familiar with existing HCO quality assurance system.

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

The ECO looking for accreditation shall understand the Eye Care assessment procedure. The ECO shall ensure that the standards are implemented in the organization.

The Eye centre shall be provided with the provision of online application from login button in homepage of NABH web-site. The applicant ECO must have conducted self-assessment against NABH standards and shall have to fill the same in the online application.
Preparing for Eye Care Accreditation

1. Obtain a copy of Eye Care Standards + Guide book (From NABH office)
2. Get accustomed to the standard & implement them (By eye care organization)
3. Fill Application Form online (From NABH web site)
4. Submit the Application Form + Application Fee+ Documents (online to NABH Secretariat)
5. Pay the Accreditation fee online
NABH Accreditation Procedure

1. Appln. for accreditation + Self-Assessment (By eye care organizations)
   - Acknowledgment and Scrutiny of application (by NABH Secretariat)
     - Pre-Assessment visit (By Assessment Team)
       - Final Assessment visit (By Assessment Team)
         - Review of Assessment Report (by NABH Secretariat)
           - Recommendation for Accreditation (by Accreditation Committee)
             - Approval for Accreditation (by Chairman, NABH)
               - Issue of Accreditation certificate (by NABH Secretariat)

   - Feedback To Health care Organization
     - And
       - Necessary Corrective Action Taken By Eye care Organization within defined time frame

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NABH Accreditation Procedure

Application for accreditation:
The ECO 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
- Filled in Self Assessment Toolkit online.
- Quality/ hospital Manual (as per Eye Care standards) and other NABH relevant documents i.e. different policies and procedures of the ECO.

Self-Assessment toolkit is for self-assessing itself against Eye Care Standards. The self assessment shall be done by the ECO in a stringent manner and if at the time of pre-assessment it is found that there is a significant difference between the self assessment and the pre-assessment report then the organization shall apply for final assessment not earlier than six months from the date of completion of pre-assessment.

The applicant HCO must apply for all its facilities and services being rendered from the specific location. Eye Care accreditation 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 ECO with a unique reference number. The ECO shall be required to quote this reference number in all future correspondence with NABH.
Pre-Assessment:
NABH appoints a Principal Assessor/ Assessment Team who is responsible for pre assessment of healthcare organization. NABH forwards the application form, documents, procedures, Self assessment toolkit to the Principal Assessor/ Assessment Team.

Objective of Pre-assessment:
- Check the preparedness of the ECO for final assessment
- Review the scope of accreditation and ascertain the requirement of the number of assessors and the duration of the accreditation
- Review of the documentation system of the ECO
- Explain the methodology to be adopted for assessment.

The Principal assessor shall submit a pre-assessment report in the format specified in the document ‘Pre-Assessment Guidelines & Forms’. Copy of the report is handed over to the organization after the assessment and original sent to NABH Secretariat.

The ECO shall be required to pay the requisite Annual fee before the final assessment.
Final Assessment:
The ECO is required to take necessary corrective action to the non-conformities pointed out during the pre-assessment. The final assessment involves comprehensive review of ECO functions and services. NABH shall appoint an assessment team. The team shall include Principal assessor (already appointed) and the assessors. The total number of assessors appointed shall depend on the number of beds and services provided. The date of final assessment shall be agreed upon by the ECO management and assessors. Assessment shall be conducted on ECO department and services.

Based on the assessment by the assessors, the assessment report is prepared by the Principal assessor in a format prescribed by NABH.

Scrutiny of assessment report & Accreditation Committee:
NABH shall examine the assessment report. The report is taken to the accreditation committee.
Eye Care NABH Accreditation Procedure

**Issue of Accreditation Certificate**

NABH shall issue an accreditation certificate to the ECO with a validity of three years. The certificate has a unique number and date of validity. The certificate is accompanied by scope of accreditation.

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

All decision taken by NABH regarding grant of accreditation shall be open to appeal by the ECO, to chairman NABH.
NABH Accreditation Procedure

**Surveillance and Reassessment**

Accreditation to ECO shall be valid for a period of three years. NABH conducts one surveillance of the accredited ECO in one accreditation cycle of three years. The surveillance visit will be planned during 15 – 17 months of accreditation.

The ECO may apply for renewal of accreditation at least six months before the expiry of validity of accreditation 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 Term and Conditions

General information brochure: Free of cost
NABH Standards for Eye Care accreditation: Rs. 1,500/-

Application fee and NABH Accreditation charges:

<table>
<thead>
<tr>
<th>Total Number of Surgery (including Laser Refractive) per year</th>
<th>Assessment Criteria</th>
<th>Accreditation Fee (Rs.)</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Pre-Assessment</td>
<td>Surveillance</td>
</tr>
<tr>
<td>Less than 500</td>
<td>One Man Day (1x1)</td>
<td>One Man Day (1x1)</td>
</tr>
<tr>
<td>501 to 1500</td>
<td>Two Man Day (2x1)</td>
<td>Two Man Day (2x2)</td>
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<tr>
<td>1501 to 10000</td>
<td>Two Man Day (2x1)</td>
<td>Four Man Day (2x2)</td>
</tr>
<tr>
<td>More than 10000</td>
<td>Four Man Days (2x2)</td>
<td>Six man Days (3x2)</td>
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</tbody>
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**NOTE:**
1. The man days given above for assessment are indicative and may change depending on the facilities and size of the ECO.
2. Refractive surgeries simultaneously done in both eyes are taken as one single procedure.
3. Minor surgeries epilation, FB removal etc are not taken as surgical procedures.

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.

**Guidance notes:**
1. Fees to be paid through Online/Bank Transfer. Fees will be calculated on the number of surgeries. Fees are non-refundable.
2. Self Assessment Toolkit (soft copy) duly filled in is to be submitted by the ECO along with the application form.
3. The accreditation fee does not include expenses on travel, lodging/boarding of assessors, which will be borne by the ECO on actual basis.
4. The application fee includes pre-assessment charges.
5. The accreditation, once granted will be valid for three years. The ECO may apply for renewal as per NABH policy.
6. The first annual fee is payable after pre-assessment visit and before assessment visit.
7. 10% discount will be admissible in case ECO pay the accreditation fee for three year in one installment.
8. The surveillance visit will be planned during 2nd year of accreditation which is usually between 15-17 months.

9. NABH may call for an un-announced visit, which could be a Surprise Assessment or based on any concern or any serious incident reported upon by any individual or organisation or media.


11. Copy of standard and guidebook available for Rs.2000/-. Please send draft to National Accreditation Board for Hospital and Healthcare providers to receive your copy.