

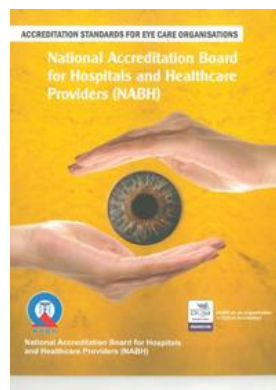
**NATIONAL ACCREDITATION BOARD FOR HOSPITALS
& HEALTHCARE PROVIDERS (NABH)**



Eye Care Organization (ECO)

Accreditation Program

General Information Brochure



August 2020





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.

International Society for Quality in Healthcare (ISQua) has accredited NABH as an Organization. The organizations accredited by NABH have international recognition. This provides boost to medical tourism in country.

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 one of the founder member of Asian Society for Quality in Healthcare (ASQua).

There has been demand from SAARC/ASIAN countries for NABH accreditation and to meet this requirement, NABH has launched NABH International and to begin with Philippines is the first overseas destination for extending NABH accreditation services.





About NABH

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

The objective of NABH standards is to improve healthcare quality and patient safety.

NABH currently operates the following accreditation, certification and empanelment programs

Accreditation programs:

1. Hospitals
2. Small Healthcare Organizations
3. Blood Banks
4. Medical Imaging Services
5. Dental Facilities/Dental Clinics
6. Allopathic Clinics
7. AYUSH Hospitals
8. Primary Health Centre
9. Clinical Trial (Ethics Committee)
10. Panchakarma Clinics
11. Eye Care Organization

Certification programs:

1. Entry Level Hospital
2. Entry Level Small Healthcare Organizations
3. Entry Level AYUSH Centre
4. Entry Level AYUSH Hospital
5. Nursing Excellence
6. Medical Laboratory Programme
7. Emergency Department
8. MVTF Empanelment Certification

Empanelment programs:

NABH is the nodal body representing Quality Council of India for conducting assessments of healthcare organizations for empanelment under Central Government Health Scheme (CGHS) and Ex-Servicemen Contributory Health Scheme (ECHS).



Introduction to Accreditation

Eye care organization should be places of safety not only for patients but also for staff and other stakeholders. Quality and patient safety at Eye care organization is of great interest to government bodies, NGOs, insurance agencies, professional organizations representing healthcare workers and patients. Accreditation focuses on establishing quality and safety in relation to predetermined standards. Accreditation encourages Eye care organization to pursue continual excellence.

According to ISQua "A self-assessment and external peer review process used by health and social care organisations to accurately assess their level of performance in relation to established standards and to implement ways to continuously improve the health or social care system."

In India, Health System currently operates within an environment of rapid social, economic and technical changes. Such changes raise the concern for quality and patient safety in health care. Accreditation would be the single most important approach for improving the quality of hospitals. Accreditation is an incentive to improve capacity of national eye care organizations to provide quality care and ensure patient safety. National accreditation system ensures that Eye care organization, whether public or private, play their expected roles in health system.

The Eye care organization standards were launched in September 2016. Earlier the eye hospitals were considered under SHCO program for NABH accreditation but gradually it was observed that most of NABH standards related to SHCO were not applicable for Eye care organizations because of specified requirements of compliances, clinical processes, structures, manpower planning and the management of equipments. The key benefits include good clinical outcomes, highlight the best clinical practices, analyze the data for quality improvement, overcome liabilities by risk management and risk reduction.



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. Patient's satisfaction is regularly evaluated.

Benefits for Organization

- Accreditation to an Eye Care Organization stimulates continuous improvement.
- It enables the organization in demonstrating commitment to quality care and patient safety thereby ensures best clinical outcomes.
- It raises community confidence in the services provided by the Eye Care Organization as services provided by credentialed medical staff.
- It also provides opportunity to healthcare unit to benchmark with the best.
- An accreditation status also provides marketing advantage in a competitive health care.

Benefits for Staff

- The staff in an accredited Eye Care Organization is satisfied lot as it provides for continuous learning, good working environment and leadership.
- Efficiencies and competencies of staff also gets improved in an accredited Eye Care Organization.
- It improves overall professional development, knowledge and competencies in systematic ways with defined ownership and accountability of all the staff including Medical and Para Medical Staff.

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.



NABH Standards for Eye Care Organization (ECO)

Eye Care Standards 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.

Ten Chapters of NABH Eye Care Standards are:

1. Access, Assessment and Continuity of Care (AAC)
2. Care of Patients (COP)
3. Management of Medication (MOM)
4. Patient Rights and Education (PRE)
5. Hospital Infection Control (HIC)
6. Continuous Quality Improvement (CQI)
7. Responsibilities of Management (ROM)
8. Facility Management and Safety (FMS)
9. Human Resource Management (HRM)
10. Information Management System (IMS)





Methodology for Accreditation

A Clinic/hospital (having exclusive eye care facility) willing to be accredited by Eye Care Organization must ensure the implementation of Eye Care standards in its organization.

The assessment team look for the evidences of 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.

Eligibility to apply for Eye Care Organization accreditation

Eye Care Organization that fulfils the following requirements:

- Currently in operation as Eye Care Organization.
- Eye Care Organization should have implemented NABH standards in the Eye Care Organization for a minimum of three months.
- The organization that commits to comply with NABH standards and applicable legal/statutory/ regulatory requirements.

These standards are to be used by the whole organisation and not for a specific service within the organisation.





Methodology for Accreditation

Eye Care Organization management shall first decide about getting accreditation for its Eye Care Organization from NABH. It is important for a Eye Care Organization 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 Eye Care Organization quality assurance system.

ECO need to procure a copy of the standard. One can purchase the standards by making the payment at the website <https://www.nabh.co/NABHStandards.aspx>

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

How to apply?

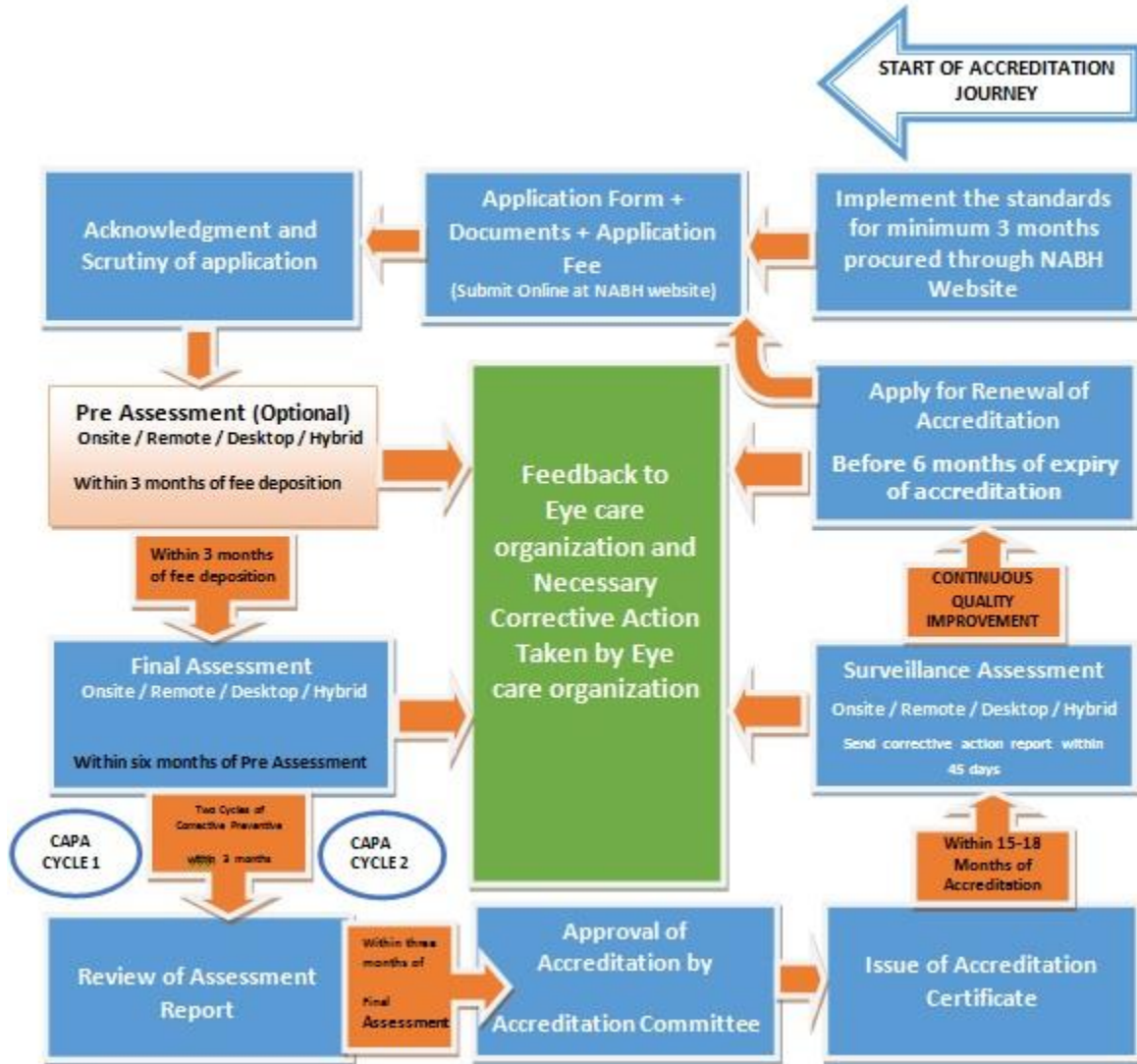
Once the standards are implemented in the Eye Care Organization, the organization can apply for accreditation online from the website www.nabh.co

- (a) Use a new email id for registration
- (b) Choose 'Eye Care Organization' as Application Type
- (c) NABH shall activate the email id and provide you the login and password

Using the above login and password – you can fill the application form



Preparing for NABH Accreditation





NABH Accreditation Procedure

Preparation of Policies and Manuals:

The Eye Care Organization shall prepare the Quality Manual, Policies and Procedures and other Manuals required as per the NABH standards.

Application for accreditation:

The Eye Care Organization shall apply to NABH as per the instructions given in the online application portal. Eye Care Organizations should fill the application and provide the information details very carefully as this is relevant to determine the scope of services and to take the process further.

Scrutiny of application:

Reference ID for the application is generated once the Eye Care Organization pays the application fees from 'Make Payment' option of the online application form. NABH officer shall scrutinize the application form for its completeness. Eye care organisation may correspond to NABH via writing in 'Remarks column' of online portal.

Notification of Principal Assessor and Assessment Team:

NABH shall appoint Principal Assessor who shall have the overall responsibility of conducting the assessment for the Eye Care Organization and a team of other assessors. He/ She will evaluate the adequacy of all the documents including the quality manual, policies and procedures and other departmental manuals as mandated by the standards.

Types of Assessment conducted by NABH

NABH in coordination with the Eye Care Organization may choose to follow one of the following methods for conduct of the assessments based on environmental factors prevailing in the region in order to ensure business continuity in its operations without compromising on quality.

Onsite assessment: In onsite assessment, the assessors nominated by NABH makes a visit to the Eye Care Organization for a predefined man days based on the number of surgeries of the Eye Care Organization, the assessors verifies the documents, facilities and conducts interviews



in person at the Eye Care Organization. The Eye Care Organization needs to bear the cost of the assessor's travel and stay.

Desktop assessment: In this type of assessment the Eye care organization to submit information & documents as per the checklist which is based on applicable standards for Eye Care Organization & the same shall be reviewed by NABH assessor. The decision on continuation of accreditation shall be based on the recommendations made by the assessor.

Remote assessment: In this type of assessment, the assessor (s) does not go to the Eye Care Organization in person, but conducts the entire assessment from a remote location through the use of virtual platforms. Eye Care Organization need to provide the online platform, there are nominal overhead charges for Eye Care Organization which they need to pay.

Hybrid assessment: In this type of assessment, one assessor may be physically present in the Eye Care Organization during the audit, and the other assessor(s) will be doing the audit from a remote location through the use of virtual platform.





NABH Accreditation Procedure

Pre-Assessment (Optional):

NABH has made pre-assessment optional. Those Eye Care Organizations which do not want to undergo pre-assessment shall provide in writing in the remark column of online application form.

However, NABH shall conduct the pre-assessment for those Eye Care Organizations which are desirous for the same.

The Principal Assessor and other assessors (as applicable) are assigned the job of pre-assessment. Principal assessor shall submit the pre-assessment report online.

The Eye Care Organization shall take corrective actions on the non-conformities raised by the Principal Assessor/ team.

The Eye Care Organization shall in any case be required to pay the requisite Annual fee before the final assessment.

Final Assessment:

After the Eye Care Organization has taken necessary corrective action to the non-conformities raised during the pre-assessment (which is optional), NABH shall propose to constitute an assessment team for the final assessment. However as mentioned earlier Eye Care Organization's can directly go for final assessment without opting for pre assessment. The total number of assessors appointed shall depend on the size of the Eye Care Organization and scope of services provided. The date of final assessment shall be agreed upon by the Eye Care Organization management and assessors. Assessment shall be conducted on all the facilities covered under accreditation. The assessment team reviews the Eye Care Organization's documented management system and verifies its compliance to the NABH standards. The documented quality system, policies and procedures, other manuals etc. shall be assessed for their implementation and effectiveness.



Based on the assessment by the assessors, the assessment report is prepared and uploaded by the Principal assessor in the online portal.

The details non-conformity(ies) observed during the assessment is visible to the Eye Care Organization team in the online portal once the Principal Assessor submits the report.

Scrutiny of assessment report & Accreditation Committee:

The Eye Care Organization shall take necessary corrective action on the non-conformity (ies) and upload the requisite document as evidence for corrective action for each non-conformities. On successful submission of the corrective action by the Eye Care Organization, the same shall be reviewed by the Principal Assessor.

Eye Care Organization are allowed to avail only two cycles of review of corrective action taken

After satisfactory corrective action is taken by the Eye Care Organization, the accreditation committee examines the assessment report, additional information received from the Eye Care Organization and consequent verifications. The accreditation committee shall make appropriate recommendations regarding accreditation of the Eye Care Organization to NABH.

In case the accreditation committee finds deficiencies in the assessment report to arrive at the decision, the Secretariat obtains clarification from the Principal assessor/assessors/ Eye Care Organization concerned.

Issue of Accreditation Certificate:

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

The applicant Eye Care Organization must make all payment due if any to NABH, before the issue of certificate.



NABH Accreditation Procedure

Surveillance and Re assessment:

Accreditation to the Eye Care Organization shall be valid for a period of three years. NABH shall conduct surveillance Assessment before completion of 15-18 months since the date of accreditation of the accredited Eye Care Organization.

The Eye Care Organization shall pay the annual fees every year. The first annual fee is paid before the final assessment and is valid till the end of first year from the date of accreditation. Since then, the annual fees shall be due on the same date/ month every year.

The Eye Care Organization need to apply online 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 an organization or media.

Focus Assessment:

Focus assessments are done in Eye Care Organization when there are any significant changes with regard to the ECOs activities and operations, such as change in scope of accreditation, change of address/ location, change in environment, key technical personnel etc. Eye Care Organization are requested to view policy and procedure related to Focus visit to an accredited hospital by visiting the following link.

https://www.nabh.co/Policy_for_Focus_Assessment.aspx

NABH Policy & Procedure for Focus Assessment of an Accredited/Certified Healthcare Organisation (HCO) - Policy_2014



**POLICY & PROCEDURE FOR
FOCUS ASSESSMENT OF AN
ACCREDITED/CERTIFIED
HEALTHCARE ORGANISATION
(HCO)**

Version: 1.0 | Issue Date: 02/05/2014 | Page: 7 of 7





NABH Accreditation Procedure

Surprise Assessment:

NABH may conduct surprise assessments at accredited hospitals periodically to evaluate the compliance to the accreditation standards, as Eye Care Organization are expected to adhere to the NABH accreditation standards at any given point of time once ECO is accredited. Surprise visit can also happen in response to adverse media report. Eye Care Organization are requested to view policy and procedure related to Surprise visit to an accredited Eye Care Organization by visiting the following link.

<https://www.nabh.co/SURPRISE-VISIT.aspx>





NABH Accreditation Procedure

Guidelines for using the accreditation mark:

Accredited Eye Care Organization should ensure the guidelines related to display NABH Logo / accreditation mark are adhered. Any misuse of the logo / accreditation mark can lead to adverse action being taken against the Eye Care Organization by NABH besides legal action. Eye Care Organization are requested to view guidelines related to use NABH logo / accreditation mark by visiting the following link.

https://www.nabh.co/Images/pdf/Policy_and_Guidelines_for_use_of_NABH_Accreditation_Certification_Mark.pdf



Standard Agreement:

Eye Care Organization accredited by NABH has to enter into an agreement with NABH from the date of accreditation. The certificate of accreditation will be dispatched to the Eye Care Organization only after this agreement has been received by NABH secretariat. Eye Care Organization are requested to view standard agreement by visiting the following link.

https://www.nabh.co/Images/PDF/Agreement_hos.pdf





NABH Accreditation Procedure

Disclaimer & Indemnity:

NABH reserves the right to take action or even cancel the accreditation awarded to an Eye Care Organization in following conditions -

1. If the required fee is not paid on time
2. Any adverse actions taken by any regulatory bodies against the Eye Care Organization,
3. Serious patient safety issues, etc.
4. Failure to comply with the standards at any given point of time etc.

Eye Care Organization are also advised to check the NABH portal time to time for any important announcements, change in standards etc. which needs to be adhered by accredited Eye Care Organization



Training

The journey of Accreditation/Certification i.e. from applying to grant of Accreditation/Certification involves the awareness & training of all the members of the healthcare organizations about the various Chapters, Standards & Objective Elements of NABH Standards booklet. The staff needs to imbibe the culture of NABH by getting trained in the standards, understanding the applicable standards in a right way so that the same can be implemented, measured and monitored in the right manner by the healthcare organization.

NABH Secretariat organizes training sessions on understanding of NABH standards and implementing them in the organizations in form of Programme on Implementation (POI), for healthcare organizations desirous of taking their organizations for accreditation. These sessions are taken by faculty from NABH who are senior assessors. The details of these trainings, dates, venue and fee information are available in the NABH website.

NABH has taken a new initiative to conduct free master classes on various topics under the rubric "NABH Quality Connect-Learning with NABH". The master classes are conducted every month. The topics include: Key Performance Indicators (KPI), Hospital Infection Control, Management of Medication, Document Control, Clinical Audits, Continual Quality improvement, Hospital infection prevention etc.

Apart from this guidance material is available at "Resource" page of NABH web portal.

Kindly visit the below link to attend training programmes being conducted by NABH.

<https://www.nabh.co/EducationTraining.aspx>





Fee Structure

General information brochure : Free of cost

NABH Standards for Eye Care Accreditation : Rs. 1500/-

Application fee and NABH Accreditation charges:

Total Number of Surgery (including Laser Refractive) per year	Assessment Criteria			Accreditation Fee (Rs.)	
	Pre-assessment	Assessment	Surveillance	Application Fee	Annual Accreditation Fee
Less than 500	One man day (1x1)	Two man days (2x1)	One man day (1x1)	Rs. 10000/-	Rs.50000/-
501 to 1500	Two man days (2x1)	Four man Days (2x2)	One man day (1x1)	Rs. 20000/-	Rs.110000/-
1501 to 10000	Two man days (2x1)	Four man Days (2x2)	Two man days (2x1)	Rs. 25000/-	Rs.140000/-
More than 10000	Four man Days (2x2)	Six man Days (3x2)	Four man days (2x1)	Rs. 40000/-	Rs.185000/-

*The fee structure is based on the number of man days required for assessment. In case the scope of services is more than the above, then proportionately higher man days and fee structure may be charged.

GST: W.e.f. 01.06.2016 a GST of 18% or as applicable 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.

CONTACT DETAILS

NATIONAL ACCREDITATION BOARD FOR HOSPITALS AND HEALTH CARE PROVIDERS

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