



NABH POLICY AND PROCEDURE FOR SURPRISE VISIT TO AN ACCREDITED/ CERTIFIED HCO



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1.0 OBJECTIVE

To formulate the policy and procedure(s) for conducting a Surprise Visit to an Accredited or Certified HCO in addition to and/ or independent of scheduled surveillance visit.

2.0 SCOPE

Surprise visit of accredited/ certified HCO is to ensure quality assurance in compliance of NABH Standards on an ongoing basis to foster a culture of continuous quality improvement amongst the NABH accredited/ certified HCO.

3.0 RESPONSIBILITY

CEO/ Director - NABH shall be responsible for implementation of the policy and monitoring of the implementation of the said policy and procedure(s). CEO/ Director – NABH shall be responsible for formulation of recommendations to establish, implement and amend this document subject to the approval of the Board of NABH.

4.0 POLICY FOR SURPRISE VISIT

4.1 Criterion/ Frequency for the surprise visit

1. NABH shall select one organisation from the list of accredited HCO and one organization from the list of certified HCO per month by random sampling.
2. Surprise visit can also happen in response to adverse media report.

4.2 Resource for the surprise visit

NABH shall finalise the team for surprise visit. CEO-NABH/ Director-NABH will appoint assessor for surprise assessment on behalf of Chairman NABH.



5.0 PROCEDURE FOR SURPRISE VISIT

5.1 Methodology for the surprise visit

Surprise visit will focus on general compliance of NABH Standards for HCO especially for regulatory/ statutory compliances and continuous quality improvements (CQI). Assessment shall not last more than one day in normal circumstances.

5.2 Reporting for the surprise visit

On completion of the surprise visit, the team shall submit the report of its findings to NABH Secretariat. NABH Secretariat shall review the report in view of applicable accreditation standards. The report shall be placed before the Accreditation Committee. The committee shall in turn recommend for appropriate action.

5.3 Funding for the surprise visit

The expenses incurred towards the surprise visit shall be borne by NABH.

6.0 RECORD

NABH shall maintain the records for the surprise visit conducted on Accredited Hospital in a separate file. The file shall have the following:

- serial number for the visit
- registration of the hospital
- name & address of hospital
- reason for the surprise visit
- date and details of the team
- outcome of the surprise visit
- remark

All the correspondence in respect to the surprise visit and decisions shall be filed filled.

**NATIONAL ACCREDITATION BOARD FOR HOSPITALS
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