



Dr. Atul Mohan Kochhar

**MD, DNB, MNAMS, FAAD
CEO**

National Accreditation Board
for Hospitals and Healthcare
Providers
Pursuit of Excellence



AN INTRODUCTION TO



**QUALITY COUNCIL[®]
OF INDIA**
Creating an Ecosystem for Quality



*National Accreditation
Board for Hospitals and
Healthcare Providers*

About QCI

- QCI is an independent autonomous organization under the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Govt. of India.
- Set up in Jan 1997 by the Government of India with ASSOCHAM, CII & FICCI
- QCI was established as the National Accreditation Body and to lead a quality movement by undertaking a National Quality Campaign
- Chairman of QCI is appointed by the Hon'ble Prime Minister of India

QCI Mandate

- Provide Accreditation Framework in the country
- Spread quality movement in India
- Provide right and unbiased information on Quality & related Standards
- Represent India's interest in International fora.
- Help establish quality of Indian products & services

Vision of Quality Council of India



Creating an Eco-system for Quality



Mission of Quality Council of India



To lead *Nationwide Quality movement* in India by *involving* all stakeholders for emphasis on adherence to quality standards in *all spheres of activities* primarily for promoting and protecting interests of the nation and its citizens



QCI is set up as a fully autonomous institution in line with international practices

ISO, Committee on conformity assessment (CASCO), WTO –TBT and SPS Agreements, IAF, ILAC, EC regulations, ISQua lay down guidelines / requirements for entity engaged in the space of accreditation

Features as per international standards	How it is imbibed in QCI
▪ Autonomous and Not for profit organization	✓ QCI estd. as a not-for-profit Society
▪ Having a registered legal entity	✓ Registered under the Society Registration Act 1860
▪ (ABs can be a part of an umbrella entity but without any conflict of interest)	✓ (All NABs within QCI function without any conflict of interest)
▪ Recognized and identified by the government	✓ Cabinet Note of 1996 led to formation
▪ Should have balanced involvement of all interested parties	✓ Governing Body has 1/3 rd representation each from government, industry and other stakeholders
▪ Should have its own rule and regulation for safeguarding impartiality	✓ Has its own Rules & Regulations ✓ All decisions taken through its Governing Body ✓ Governing Council provides strategic guidance ✓ Operates as per the Service & Finance Manual based on the R&R
▪ Should be subject to peer evaluation	✓ Peer Evaluation mechanisms in place

Therefore, QCI is neither a government entity, nor a private or PPP entity.

It is a national organisation which is independent, autonomous, and representative of all stakeholders, fulfilling its mandate of upholding quality in India and lives of Indian citizens.

QCI has set up Boards and Divisions to cater to each aspect of its mandate

to establish & operate

National Accreditation Programmes

NABCB, NABL, NABH, NABET

to conduct

Third-Party Assessment to measure Quality

PPID (through accredited CABs)

to run a

Nation-wide Quality Campaign

NBQP

to catalyze

Indian industry's Competitiveness

ZED

to develop

Capacity for Quality in Emerging Areas

PADD, TCB

to augment

Government's capacity in Quality

Policy Unit

QCI GOVERNANCE STRUCTURE

QCI is the national accreditation body of India



About QCI – Leadership

CHAIRPERSON QCI

Adil Zainulbhai

14 years as MD, McKinsey India
34 years at McKinsey & Co
Harvard Business School, IIT Bombay



SECRETARY GENERAL QCI

Dr. Ravi P. Singh

(Fmr.) Sr. Reg. Director, IGNOU | VC, Sharda University | Dean, Punjab Technical University
Western University (Canada), BHU



CHAIRPERSON NABL



Prof. R.K. Kotnala

Raja Ramanna
Fellow, NPL
Mumbai University

CHAIRPERSON NABCB



Deep Kapuria

Chairman, Hi-Tech
Group of Cos.
*Harvard Business
School*

CHAIRPERSON NABH



Dr. Mahesh Verma

VC
**GGSIPIU, New
Delhi**

CHAIRPERSON NABET



Premendra Raj Mehta

(Fmr.) President of Council
of Architecture, India
SPA, New Delhi

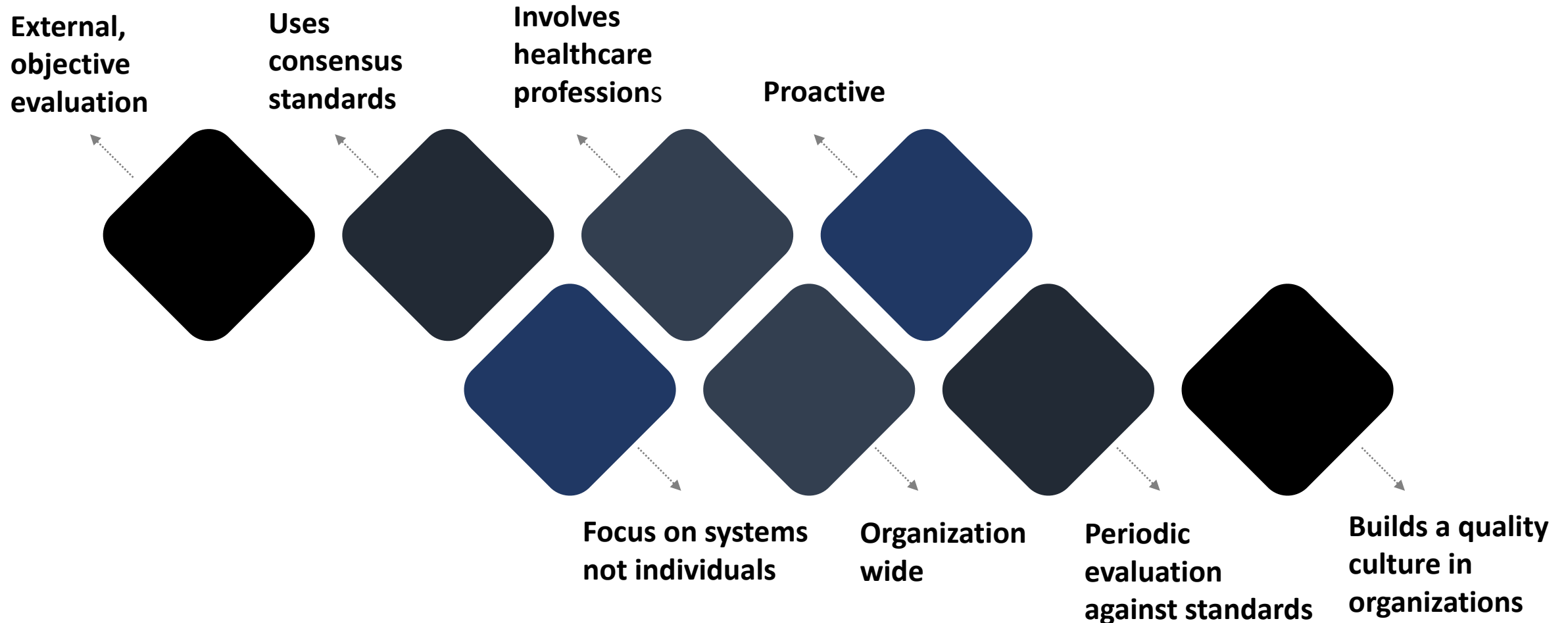
CHAIRPERSON NBQP



Sunil Mathur

CEO and MD,
Siemens India
Punjab University

Understanding the need for accreditation



Government, Regulators & Industry Rely on

Accreditation

Many Government Ministries, Regulators rely on Accreditation. Some of them are...



Commerce &
Industry



Health & Family
Welfare



Road Transport
& Highways



Petroleum &
Natural Gas



New & Renewable
Energy



Power



AYUSH



Civil Aviation



Electronics & IT



MSME



Agriculture



Food Processing



Home Affairs



Textiles



DCGI / CDSCO



FSSAI



CPCB



PNGRB



BEE



Bureau of Indian Standards



APEDA



Reliance Industries



Coal India

... and many more

The QCI Voluntary Certification Schemes

Food and Agriculture Practices



IndGAP

Agriculture



SAARCG.A.P.

Agriculture



IndiaGHP &
IndiaHACCP

Hygiene



Q Mark

Food Quality

Healthcare Products and Professionals



VCSMPP

Medicinal Plant



AYUSH Mark

AYUSH Medicines



VCS-TCHP

Health
Professionals



IBSC

Skills

Industry



RMCP

Ready Mix Concrete
Plants



VCS-LSP

Lead Safe
Paints



ICMED

Medical Devices



ZED

Industry Rating

Other Schemes



VCSYP

Yoga



STAR

Security
Agencies



RPAS / Drones

Civil Aviation



Geographical
Indications

Different Industry
Sectors

Under development

QCI through its Boards has signed Multilateral Mutual Recognition Arrangements (MRAs)



NABH - Signatory to ISQua, ASQua | **NABL** - Signatory to APAC MRA since 2000

Asia Pacific
Accreditation
Cooperation



International
Accreditation
Forum



International Laboratory
Accreditation Cooperation



International Society for
Quality in Healthcare



International Society for
Quality in Healthcare

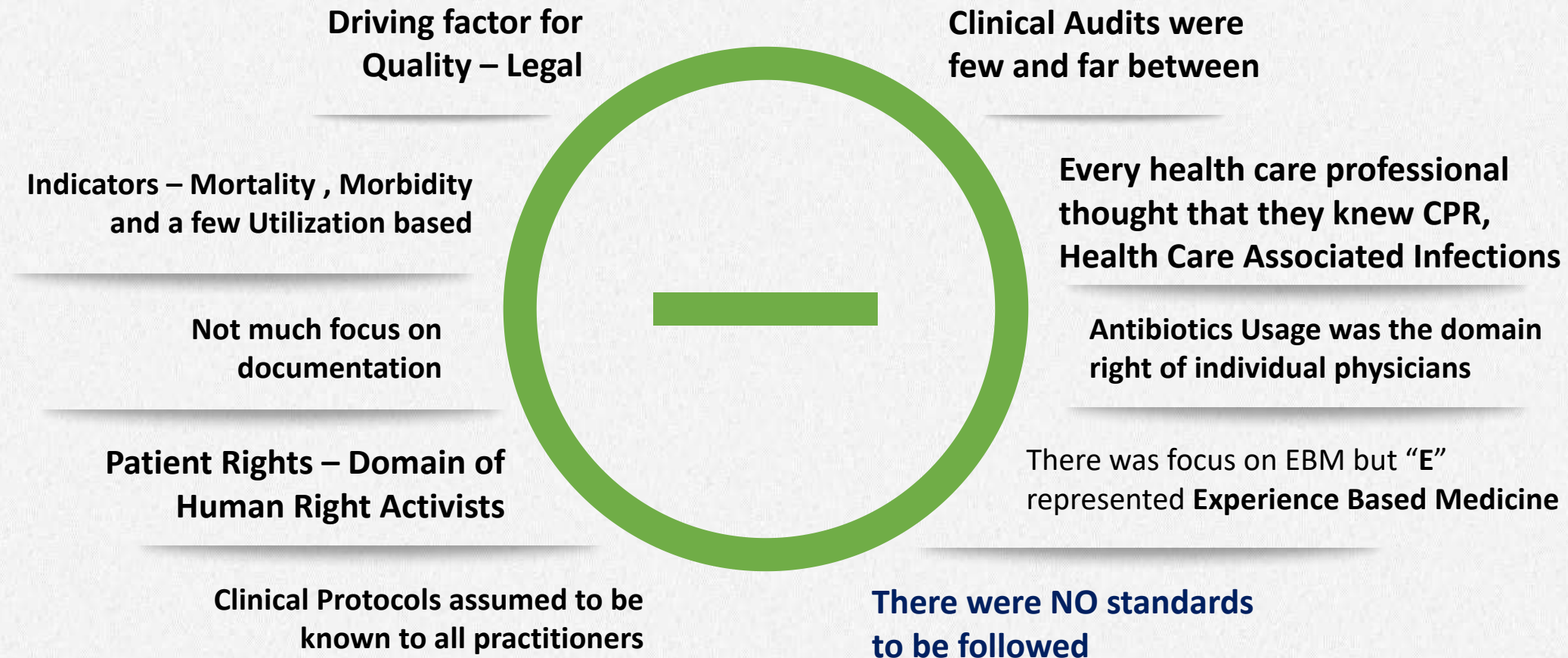
BENEFITS

- International Equivalence & Acceptance of Accredited Certificates / Reports
- Assurance of quality
- Facilitates Trade

A scenic landscape featuring a winding asphalt road that curves through lush green hills. The sun is low on the horizon, creating a warm, golden glow and long shadows across the terrain. The sky is a mix of soft orange and pale blue. The overall mood is peaceful and evocative of a journey.

The Journey of NABH

PRIOR to 2005...



WHAT CHANGED IN 2005 ?

Apollo Indraprastha Hospital
got Accredited by JCI

Need for the hour- National
Accreditation Standards

Media felt what a colossal
waste of resources

In QCI's 7th annual meeting held on 11th April 2005, SG informed members that Blue-print on setting up of accreditation board for Hospitals & Health Service providers has been submitted to Ministry of Health & Family Welfare, Govt of India.

Global perspective

Country	Organization Name	Key Functions				
		<i>Accreditation Service Provider</i>	<i>Quality Promotion Activities</i>	<i>Initiatives for Specialized Domains</i>	<i>Standards Development</i>	<i>Business Intelligence</i>
South Africa	The Council for Health Service Accreditation in South Africa	✓	✓	✓	✓	
United States	The Joint Commission	✓	✓	✓	✓	✓
Canada	Accreditation Canada	✓	✓	✓		
Australia	Australian Council on Healthcare Standards	✓	✓	✓	✓	✓
United Kingdom	QHA Trent	✓			✓	
India	National Accreditation Board for Hospitals and Healthcare Providers	✓	✓	✓	✓	

National Accreditation Board for Hospitals & Healthcare Providers

NABH is a Constituent Board of Quality Council of India (QCI) which is an independent autonomous organization under the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Govt. of India.

Catering to the needs of the consumers and setting standards for progress of the health industry.

NABH was set in association with Govt. of India and the Indian Health Industry in the year 2005.

Supported by all stakeholders and having full functional autonomy in its operations.

Driving Factors for Accreditation in INDIA

Consumer
Protection Act

Clinical
Establishment Act

Insurance Companies
regulation

Empanelment by CGHS,
ECHS, Corporate etc.

Community Awareness
& Response

Health
Tourism

Strengths of Accreditation

External,
objective
evaluation

Uses
consensus
standards

Involves
the health
professions

Proactive
not
reactive



Changes and Impact

2005

NABH was born



2006

The first set of Hospital
Accreditation Standards were
released



Vision

To be **apex national healthcare accreditation and quality improvement body**, functioning at par with global benchmarks.

Mission

To operate **accreditation and allied programs** in collaboration with **stakeholders** focusing on **patient safety and quality of healthcare** based upon national/international standards, through process of **self and external evaluation**.

Values

CREDIBILITY Provide credible and value addition services.

Willingness to listen and continuously improving service.

RESPONSIVENESS

TRANSPARENCY Openness in communication and freedom of information to its stakeholders.

Incorporating change, creativity, continuous learning and new ideas to improve the services being provided

INNOVATION

Core Activities of NABH



Accreditation of healthcare facilities



IEC activities: Public lecture, advertisement, workshops/seminars



Quality promotion: initiatives like Nursing Excellence, Laboratory certification programs (not limited to these)



Education and Training for Quality & Patient Safety



Recognition: Endorsement of various healthcare quality courses/workshops



The various trainings conducted include:

- Assessor Courses
- Program on Implementation (POI): Open/Closed
- Interactive Educational Workshops
- Awareness Programs
- Assessor's Conclaves
- Webinars
- National Healthcare Quality Conclaves (NHQC)

Trainings @NABH

Total **trainings**
conducted till 2021

1006



Total **participants**
trained till 2021

29289



NABH Contributes



**To promote safe,
dependable, high-
quality health care**



**NABH standards play a key role in
bringing substantial improvements in
quality by significant redesigning of
healthcare systems.**



**Third party recognition of
quality care providers is good
for industry and consumers.**



**National Accreditation Board for
Hospitals and Healthcare Providers
(NABH)**

**Accreditation Standards for Hospitals,
5th Edition**

Awarded by IEEA
following an independent assessment
against the Guidelines and Principles for the
Development of Health and Social Care Standards,
5th Edition

The period of Accreditation for these Standards
is from
April 2020 until April 2024


President


Head of Operations

International Society for Quality in Healthcare External Evaluation Association (IEEA) has accredited “Standards for Hospitals”, 5th Edition, developed by National Accreditation Board for Hospitals & Healthcare Providers (NABH, India) under its International Accreditation Program for a cycle of 4 years (April 2020 to April 2024). The approval of ISQua authenticates that NABH standards are in consonance with the global benchmarks set by ISQua.

Earlier Cycles:

April 2008 – March 2012- 2nd Edition

April 2012 – March 2016- 3rd Edition

April 2016 – March 2020 – 4th Edition

5th Edition Hospital Accreditation Standards in a Nutshell

10

Chapters

100

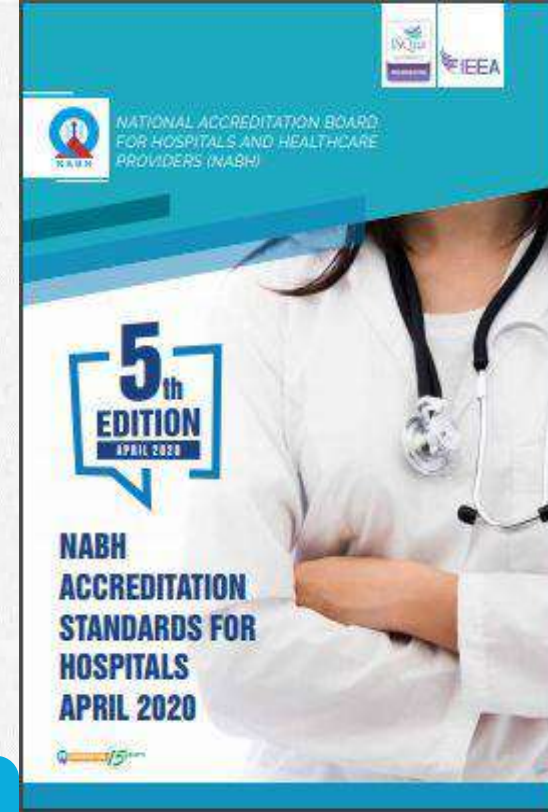
Standards

651

Objective Elements

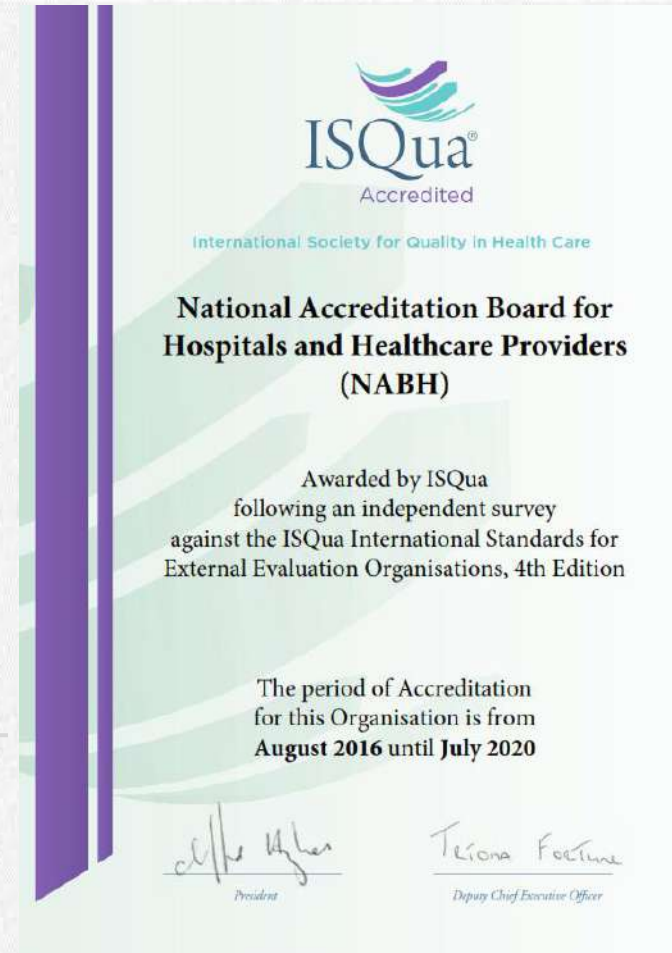
4 year Cycle

Scoring Criteria 1-4





NABH has been granted accreditation as an organization by ISQua under its International Accreditation Program (IAP)



Earlier Cycles:

September 2012– August 2016

**August 2016- July 2020
(extended till July 2022 due to COVID-19
pandemic)**

Core Activities of NABH

Accredits and certifies Hospitals, Healthcare Providers, Blood Banks, & allied institutions, and, educates and trains for quality and patient safety in provision of healthcare

ACCREDITATION

- Hospitals, AYUSH Hospitals
- Medical Imaging Services
- Eye Care Organizations
- PHC, Blood Banks
- Panchkarma clinics
- Clinical Trials Accreditation Program (Ethics Committee)

CERTIFICATION

- Entry Level Standards
- Medical Laboratory
- Emergency Department
- Nursing Excellence

EMPANELMENT

- CGHS Empanelment
- ECHS Empanelment
- MVTF Empanelment

WAY FORWARD

Scaling up Quality in 100,000+ hospitals, SHC/PHCs, and other medical establishments.

3200+ Empanelment



10,000+ Accreditations & Certifications

The **General** Impact

Healthcare professionals started noticing the small but significant changes in health care delivery

Healthcare Organizations started coming forward

Government gave higher incentives to empaneled hospitals that were NABH Accredited

The General Impact

- Awareness Increased on Patient Safety , Quality in Health Care
- Greater numbers of professionals and organizations subscribed to training on Quality & Patient Safety
- A new brand of quality professionals emerged improving employability prospects
- Third party payments got streamlined

IMPACT of Accreditation in INDIA

The Specific Impact

- Reporting of Adverse Events and Errors
- Collection and Monitoring of Data for several performance related indicators
- Documentation of care standardized
- Objective measurement of Quality of health care

Impact of NABH

Study done in one of the corporate hospitals revealed that Accreditation

Improved patient safety

by improving hand hygiene and patient processes

Reduced Medication errors by **78%***

Increased Revenues by **20% ****

Improved employee safety

<http://ijbmas.in/6.2.19/62-6520Dr. AYESHA SHERWANI.pdf> *

<https://www.ijsr.net/archive/v9i5/SR20515150826.pdf> **

<https://goums.ac.ir/mljgoums/article-1-1144-en.pdf>

(Source : Asian Journal of Transfusion Science Vol 10: Issue 1: 2019; 15-37)

Achievements Over The Years

2016

- Upgraded & launched Accreditation **Blood Bank standards Edition 3**
- Launched Accreditation standards for **AYUSH: Ayurveda standards Edition 2**
- Launched Accreditation standards for **AYUSH: Homeopathy standards Edition 2**
- Introduced Accreditation **Clinical Trial standards Edition 1**
- Launched Accreditation **Eye Care Organization standards Edition 1**
- Launched Certification Emergency standards Edition 1
- **Digital platform was introduced for receiving and processing the Online applications.**

2017

- Launched Accreditation standards for **AYUSH: Yoga standards Edition 2**
- Launched Accreditation **Panchakarma Clinics standards Edition 1** in collaboration with Ministry of AYUSH, Government of India.
- Memorandum of Understanding (MoU) signed between **NABH & Indian Pharmacopoeia Commission.**

2018

- **First National Health Quality Conclave (NHQC) held in March 2018** at Vigyan Bhawan, New Delhi on the theme “Sharing Best Practices”.
- Participations at ASQua Annual Conference 2018 at Kuala Lumpur & at ISQua’s 36th Annual Conference in 2019 at Cape Town.

Achievements Over The Years

2019

- QCI launched a new web portal as HOPE (Healthcare Organizations Platform for Entry Level Certification (HOPE))
- Accreditation **Medical Imaging Services Standards Edition 2** was launched
- Introduced Certification Entry Level standards for AYUSH Center Edition 1
- Launched Certification Entry Level standards for AYUSH Hospital Edition 1
- Launch of AYUSH Entry Level Standard at Mumbai in

2020

- Launched Accreditation Standards for Hospitals Edition 5
- Released First issue of NABH Newsletter- **Quality Connect**
- Free Access to NABH Accreditation & Certification Standards

2021

- Launch of District Hospital Validation Report by NITI Ayog in September
- NABH Participated in the ASQUa Board Meeting in June 2021
- NABH Participated in the ISQua's 37th International Virtual Conference in July 2021
- Celebrated Patient Safety Day in September 2021 by launch of 3rd issue of Newsletter
- MOU with Atal Bihari Vajpayee Institute of Medical Sciences & Dr. Ram Manohar Lohia Hospital, New Delhi for training on 5th edition NABH Standards & gap analysis of the hospital by NABH.

2022

- Revised SHCO 2nd edition to upgrade to 3rd Edition and available on NABH website for public comments
- Revised Entry Level Hospital & SHCO standards & available on NABH website for public comments

COVID 19 - NABH LEADS THE WAY

In an enhanced effort to connect with people, all NABH Standards are available free of charge on NABH website from 15th August 2020 which also marks as the 74th Independence Day of India.

A celebratory graphic for NABH's 25th anniversary. It features a stylized map of India in orange and green with yellow and green splatters. The NABH logo is at the top center. Below it, the text reads: 'National Accreditation Board for Hospitals and Healthcare Providers', '15 GLORIOUS YEARS OF DEDICATED SERVICE TO THE NATION', 'CELEBRATING FREEDOM' (with the Ashoka Chakra in the 'O'), 'Now access all NABH Standards FREE (in PDF format) from www.nabh.co', 'NABH PLEDGES Taking Quality to the Last Man in the Line', 'HAPPY INDEPENDENCE DAY 15th August 2020', and a small note at the bottom: '*Guidebook and printed Standards can still be bought at nominal fee'.

NABH's Assessment Methodology During COVID-19

Desktop Assessments



Applicable for surveillance/ mid term assessments



Based on Document Review.

- Hospital submits the information & documents based on a checklist.
- Decision of accreditation status taken based on the review of documents.

Virtual Assessments



Applicable for pre / final / renewal & other assessments



Assessment is conducted remotely by assessor through video conferencing using IT platforms

Hybrid Assessments



Applicable for pre/final/renewal & other assessments



Combination of virtual and onsite assessment.

- Applicable where two or more assessors are appointed in the assessment team.
- One assessor visits onsite, other team members remain at a remote location through video conferencing.

COVID 19 -NABH Trainings on Virtual Mode



COVID 19 - NABH LEADS THE WAY

NABH launched its 2nd Newsletter - Quality Connect in August 2020 which focusses on sharing the best quality practices, news and views & 3rd Newsletter-Quality Connect on Patient Safety Day in 2021



New Initiatives of NABH

NABH has been approached by few professional organizations and other bodies for collaboration:

- **FOGSI** : for initiating Entry level certification for mother and child centers under **Manayata** programme
- **IADVL**: for initiating standards on Dermatology clinics – as an extension to the Allopathic Clinic
- NABH has signed a MOU with **Dr. RML Hospital** and **SJ Hospital New Delhi** & has conducted the gap analysis of the hospital based on the 5th edition of Hospital accreditation standards.
- NABH is also coordinating with 19 AIIMS, LPMC MC New Delhi / J&K Govt. etc.

Ayushman Bharat Digital Health Mission (ABDM)



- Launched by the Prime Minister on 15th August, 2020.
- An initiative to digitise health records of Indians.
- Completely technology-based initiative
- Will enable every Indian citizen to have a unique health account to enable hassle-free access to healthcare across the country.
- The health ID will contain information about medical data, prescriptions and diagnostic reports and summaries of previous discharge from hospitals for ailments.
- The mission aims to improve the efficiency, effectiveness, and transparency of health services in the country.
- NABH is keen on contributing to this national mission. Initial deliberations have started.

Digital Health Standards

COVID-19 scenario has witnessed huge adoption of digital technologies. To ensure more quality of healthcare and patient safety NABH initiated the work on Digital Health Technology Standards.



Scope:

- To consider all relevant aspect of the application of patient interfacing technologies for OPD, IPD and remote patient monitoring.
- Standards are crucial not only for the data privacy but also for quality of care.
- Patient shall be ensured that the doctor is following protocols as per laid down standards for quality care.
- Will act as a catalyst in the faster adoption of technology

Emerging frontiers in healthcare



In the wake of COVID-19, innovation in the realm of healthcare has seen an exponential rise, especially in terms of digital innovation and online service provision.

Digital Health and Telehealth

Rise in Outpatient & Home Care

Mobile Treatment

Emerging areas of focus



SAFETY & STANDARDS

DATA MANAGEMENT

PARTNERSHIPS

Ensuring Trustworthiness of Digital Health Platforms

Data Privacy and Usage

Leveraging opportunities for PPPs

Ensuring Patient Safety

Ensuring Proper Documentation of Records

Developing Robust Standards for novel healthcare models

Preparing for increased usage of cutting-edge tech. such as IoT, Blockchain, etc.



Quality Connect- 'Uttam/Utkarsh/Shresth'

(World's largest free resource on healthcare quality)



Target Audience: All stakeholders including patients



Strengthening and promotion of existing programs through awareness programs / road shows / webinars / quality conclave - across country



Various Sections and headings: FAQs / Monographs / Articles / KQL's Opinion / Outcome data / Digital clips / Forms / Policies / self-learning modules / free courses / Quiz / Competition, etc.,

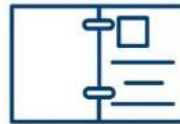


Quality Dialogues

Inviting KOL's - High quality small digital clips: the clips would focus entire spectrum including the basics of hand hygiene, patient rights and communication etc



Quarterly Newsletter , book on quality and patient safety: Free books / chapters / case studies / presentations



Quality Brochures

Brochure about importance of quality and creating awareness amongst the community: This can be kept in district hospitals across the country. The brochure can be illustrative so that even the illiterate can understand the same



New NABH Standards

Digital Health Standards

Digital Health Standards for HCOs

Quality Metrics

KPI analysis / Outcome monitoring / Ranking and rating of HCOs

Home care services and Hospice

NABH standards for home care and hospice. Management and welfare of Parents & Senior Citizens Act was amended in 2019 and MoSJ&E is formulating minimum standards/rules

Others

NABH Standard for Assisted Reproductive Technology & Physiotherapy centers



Training Programs

Digital Health Trainings

Graded awareness programmes demystifying the terminology and preparing HCOs (small & big) for upcoming NABH digital standards and ABDM rollout

MBBS Curriculum

Introduce 10 hours of 'Quality in healthcare' in MBBS curriculum (through NMC) in all medical schools

Healthcare Management course

IP University has offered to include NABH standards in the curriculum of Healthcare management courses

Nursing and OT technicians

Starting NABH training modules for Nurses and OT technicians for disinfection and sterilization practices



Government Collaboration

NITI Aayog Research

NABH has been approached by NITI Aayog for discussing possibility of data analysis of quality indicators submitted by accredited hospitals quarterly

NHA “Centres for Excellence”

NABH is helping NHA in defining criteria for selecting Hospitals as Centres of Excellence for providing higher incentives. These hospitals will be selected from the list of accredited hospitals

MoHFW Kayakalp Program for Private HCOs

NABH has been invited to submit a proposal to MOHFW for initiating kayakalp for private HCO



Nationwide Awards and ‘Mark of Excellence’ Campaign



Competition for best quality practices



Healthcare Awards



Media campaign showcasing the benefits / importance of accreditation

Maintaining safety & quality in the age of digitization



Hybrid Virtual/In-Person Healthcare Models

- Staying updated on evolving business models to identify key safety and quality concerns.
- Identifying needs for developing new accreditation systems, or updating existing ones to incorporate new healthcare service models.

New Metrics for Productivity and Latency

- Measuring access to healthcare outside of purely geographic terms due to rise of digital services
- Possibility of promoting initiatives which raise awareness of tele/digital health to regions with low access or low doctor : citizen ratios.

Ensuring Patient Safety

- Ensuring safety of patients and compliance to safety and quality regulations in increasingly decentralized healthcare business models.
- Identifying unique issues/challenges that may arise from online healthcare models.

Remote Monitoring

- Developing remote monitoring methods for virtual healthcare services to ensure patient safety.

Ensuring Strong Data Integration

- Maximizing usage of cutting-edge technology such as IoT, Big Data, Blockchain Tech., etc. to ensure robust and reliable data.
- Engaging in best practices to ensure data storage, privacy, safety and integration across systems.

Monitoring Unethical Practices

- Identifying challenges in the realm of unethical practices on online/virtual service platforms
- Incorporating consumer-centric metrics such as reviews, complaints, grievances into monitoring processes

Guiding principles for effective accreditation bodies



Streamlining Processes

Incorporating robust data analytics procedures into accreditation processes



Strengthening Capabilities

Identifying senior professionals with expertise across sectors to bring in fresh ideas



Developing Continuous Engagement Models

Post accreditation, helping centres with knowledge transfer, training, sharing of best practices



Training & Upskilling

Continuing to imbibe global best practices (Statistical Tools, Automating assessor selection etc.)



Increasing Collaboration and Knowledge-Sharing initiatives

With international organizations, national-level ministries, departments and regional/state-level institutional bodies

Focusing on a multi-stakeholder approach to patient care

Including handovers, documentation of reports, etc.



GANDHIJI'S TALISMAN

"I will give you a talisman. Whenever you are in doubt or when the self becomes too much with you, apply the following test :

Recall the face of the poorest and the weakest man whom you may have seen and ask yourself if the step you contemplate is going to be of any use to him. Will he gain anything by it ? Will it restore him to a control over his own life and destiny ? In other words, will it lead to Swaraj for the hungry and spiritually starving millions ?

Then you will find your doubts and your self melting away."

M.K. Gandhi





QUALITY: SAFETY: WELLNESS

