

Pain Points in Accreditation

ANIL KUMAR MULPUR

Senior Cardiothoracic Surgeon

Vice President of Critical Care Services

Medical Director, Sunshine Hospitals,

HYDERABAD

Disclaimer

- No animals were hurt during making of this presentation.
- Products depicted in the presentation are halal certified.
- Some products contain traces of nuts.
- Semblance to names and persons is sheer coincidence.

What is the etiopathogenesis of pain in accreditation?

- Melzack and Wall : 1965: Gate control theory of pain.
- It has to do with gates.
- Which gate is applicable to accreditation and quality movement in India?
- CGHS Tariff linking to accreditation is the stimulus for the first order neurons!

Pain points in Accreditation-I

Top management

- CGHS Tariff and all those who follow this tariff
- Insurance providers want accreditation stamp
- Lip sympathy
- No or scanty resources
- How to live this assessment and get on with life?
- Mission: World class care at affordable price

Pain points in Accreditation-II

- New MHA recruits vs Old senior consultants
- Name, Date, Time and Signature
- Generic names vs trade names
- Drug Charts
- Prophylactic Antibiotics
- High end Antibiotics

Pain points in Accreditation- III

Consultants

- What is in for me?
- Mails: I did not receive/ I never had time to check.
- Audits: What?
- Orientation: Where?
- Committees: Come eat teas

Pain points in Accreditation-IV Nurses

- Less nursing and more documentation
- Hard copy, Hand over registers, EMR updates
- Difficult indenting
- Exodus
- Vision, Mission, Scope of Services,

Pain points in Accreditation-V

Human Resources

- Antecedent verification: Criminal and professional negligence
- Job Description
- Credentialing and Privileging: Communicating to other relevant departments

Pain points in Accreditation-VI

Poor Microbiologists!!!

- MSc Microbiology vs MD Microbiology
- Visiting Microbiologist: Many hospitals
- Large labs which are outsourced
- There is no real sync in philosophy
- Copy paste and cut paste documentation

Pain points in Accreditation-VII

NABH secretariat

- Never answer the mobile phone
- Not reachable on weekend
- Not approachable in general
- No sensible and timely reply to mails
- Disconnect between desks:
Accounts/hospital size/eye care/radiology
- They share same floor with much disconnect!
- Accountability: Mails/ Letters/ TAT

Examples of pain points in accreditation

- Bismillah: AAC 1a: Health care services ...are in consonance with the needs of the community
- AAC 7b: Verification vs Validation
- AAC 7f: Histopathology in clinicopathologic meetings
- MOM 4h: Medication reconciliation is documented

Examples of pain points in accreditation

- Inter observer variability between assessors and between assessments
- Heterogeneity of assessors: Clinicians, Nurse administrators, Pure Hospital administrators are at times on different page.

Examples of pain points in accreditation

- PSQ 4d: Managerial tools for its quality improvement activities
- PSQ 5: Clinical Audits
- ROM 1d: Monitoring and measuring the performance of the organisation against the stated mission
- ROM 3f: Performance of organisation's leader is reviewed for effectiveness

Examples of pain points in accreditation

- ROM 4a: Interpretation of the standard regarding the strategic and operational plans

Consultants to get you accreditation

- Copy paste and cut paste documents
- Neither relevant nor implemented
- We made opportunity to make loads of money
- They give short cuts at every step
- Intent of accreditation is gone
- Emulate JCI: Two streams with a firewall

Other pain points

- Allegations of Cash or kind payments
- Integrity of assessors and NABH should never raise a brow
- Otherwise, we will deteriorate to any other corrupt government body
- NABH should take such allegations whenever they are made with utmost seriousness
- Poaching of personnel

Data, Data, Data

- “Data, Data, Data”, he cried Impatiently. I cant make bricks without clay.

Sir Arthur Conan Doyle

The Adventure of the Copper Beeches

Mulpur's Aphorism

- All nociceptive points of accreditation are opportunities to exhibit culinary skills of quality team, even if proved otherwise.



Job interview for quality managers

Two ladies showed up, Sangeeta and Lata

Poocha “If I give atta can you make Aloo Parata”

Mere Pita...Hum ko krupaya itna mat sata

Quality team job se iska kya matlab jara bata

Kya aap logon ko is cheez nahin pata???

Maine bataya “We keep dumping raw data”

Mujhe chahiye PSQ/CQI ppt without any errata!

What are the most crucial ingredients required for accreditation?

- Depends on bed strength
- Depends on scope of services
- Depends on geographic location

Essential ingredients for Accreditation South Indian Hospitals



Essential ingredients for Accreditation North Indian Hospitals



Ingredients of Accreditation



Rhinoceros and accreditation

- Small brains: 400 to 600 grams
- Body weight: 3000 Kg
- Thick skin: 1.5 to 5 cm skin thickness
- Human brain: 1000 grams
- Body weight: 70 Kg
- Human skin thickness: 2 mm

Summary-I

- Full form of NABH itself is painful
- Spelling is painful
- Accreditation Pronunciation is painful
- Accreditation Process is painful
- NABH Assessment fee is painful
- NABH Assessor remuneration is painful

Summary-II

- There are no specific pain points in accreditation. Line vs Point
- Overall Accreditation itself is painful.
- No pain No gain.
- Hospital wants gain. Therefore willing to undergo pain
- Analgesics don't work.

THANK YOU