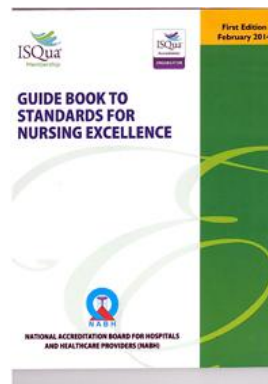


NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)



Nursing Excellence Certification Programme

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 hospitals accredited by NABH have international recognition. This provide 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 provides accreditation to hospitals in a non-discriminatory manner regardless of their ownership, legal status, size and degree of independence.

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 Certification

As the nation's hospitals face increasing demands to participate in a wide range of quality improvement activities, the role and influence of nurses in these efforts is also increasing. Hospital organizational cultures set the stage for quality improvement and nurses' roles in those activities. Hospitals with supportive leadership, a philosophy of quality as everyone's responsibility, individual accountability, physician and nurse champions, and effective feedback reportedly offer greater promise for successful staff engagement in improvement activities.

Yet hospitals confront challenges with regard to nursing involvement, including scarcity of nursing resources, difficulty engaging nurses at all levels—from bedside to management, growing demands to participate in more activities often duplicative, quality improvement activities, the burdensome nature of data collection and reporting and shortcomings of traditional nursing education in preparing nurses for their evolving role in today's contemporary hospital setting. Because nurses are the key caregivers in hospitals, they can significantly influence the quality of care provided and ultimately, treatment and patient outcomes. Consequently, hospitals' pursuit of high-quality patient care is dependent, at least in part, on their ability to engage and use nursing resources effectively, which will likely become more challenging as these resources become increasingly limited.

In recent years, emphasis on improving the quality of care provided by the nation's hospitals has increased significantly and continues to gain momentum. Because nurses are integral to hospitalized patients' care, nurses also are pivotal in hospital efforts to improve quality. As hospitals face increasing demands to participate in a wide range of quality improvement activities, they are reliant on nurses to help address these demands.



The Nursing Excellence certification program was launched in the year February 2014. The need for starting a nursing excellence certification program was envisaged in the year 2011 during a national conference on reshaping nursing professionals held in the year January 2011 at Chennai to improve clinical outcomes, patient safety and satisfaction with a fine balance between cost, quality and safety. Subsequently a nursing core committee was formed in the year 2011 under NABH, Quality Council of India. This committee met three times and the final draft of the standards was released in the year February 2014. The target audience for this program would be all Allopathic Hospitals.



Benefits of Certification

Benefits for Patients

- Patients are the biggest beneficiary among all the stakeholders.
- Certification 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

- Certification to a hospital 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 hospital as services provided by credentialed nursing staff.
- It also provides opportunity to healthcare unit to benchmark with the best.
- An certification status also provides marketing advantage in a competitive health care.

Benefits for Nursing Staff

- The staff in a certified Hospital is satisfied lot as it provides for continuous learning, good working environment and leadership.
- Efficiencies and competencies of staff also gets improved in a certified Hospital.
- 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.

NABH Standards for Nursing Excellence

The Nursing Excellence certification programme assesses the quality and operational systems in place within the facility. The certification includes compliance with the NABH standards, applicable laws and regulations.

NABH Nursing Excellence Standards for hospitals prepared by the technical committee contains complete set of standards for evaluation of nursing service for grant of certification. The standards provide framework for quality of care for patients and quality improvement for nursing services. The standards help to build a quality culture at all level and across all the function of hospital. NABH Nursing Excellence Standards has 07 chapters incorporating 48 standards and 216 objective elements

Seven chapters of Nursing Excellence Standards are:

1. Nursing Resource Management (NRM).
2. Nursing Care of Patient (NCP).
3. Management of Medication (MOM).
4. Education, Communication and Guidance (ECG).
5. Infection Control Practices (ICP).
6. Empowerment and Governance (EG).
7. Nursing Quality Indicators (NQI).



Methodology for Certification

A Hospital willing to be certified by NABH for Nursing excellence must ensure the implementation of NABH standards in its organization for at least three months prior to making an application.

The assessment team will check the implementation of NABH nursing excellence standards in organization. The hospital shall be able to demonstrate to NABH assessment team that all NABH standards, as applicable, are followed.

Eligibility to apply for Nursing Excellence Certification

Hospital that fulfils the following requirements:

- Currently in operation as Hospital
- Hospital should have been implemented NABH standards in the Hospital for a minimum of three months.
- The organization that commits to comply with NABH standards



Methodology for Nursing Excellence Certification

Hospital management shall first decide about getting certification for its nursing services from NABH. It is important for a hospital to make a definite plan of action for obtaining certification and nominate a responsible person to co-ordinate all activities related to seeking certification (Preferably from nursing). An official nominated should be familiar with existing nursing policies and system.

Hospital 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 hospital looking for certification shall understand the NABH assessment procedure. The hospitals shall ensure that the standards are implemented in the organization.

How to apply?

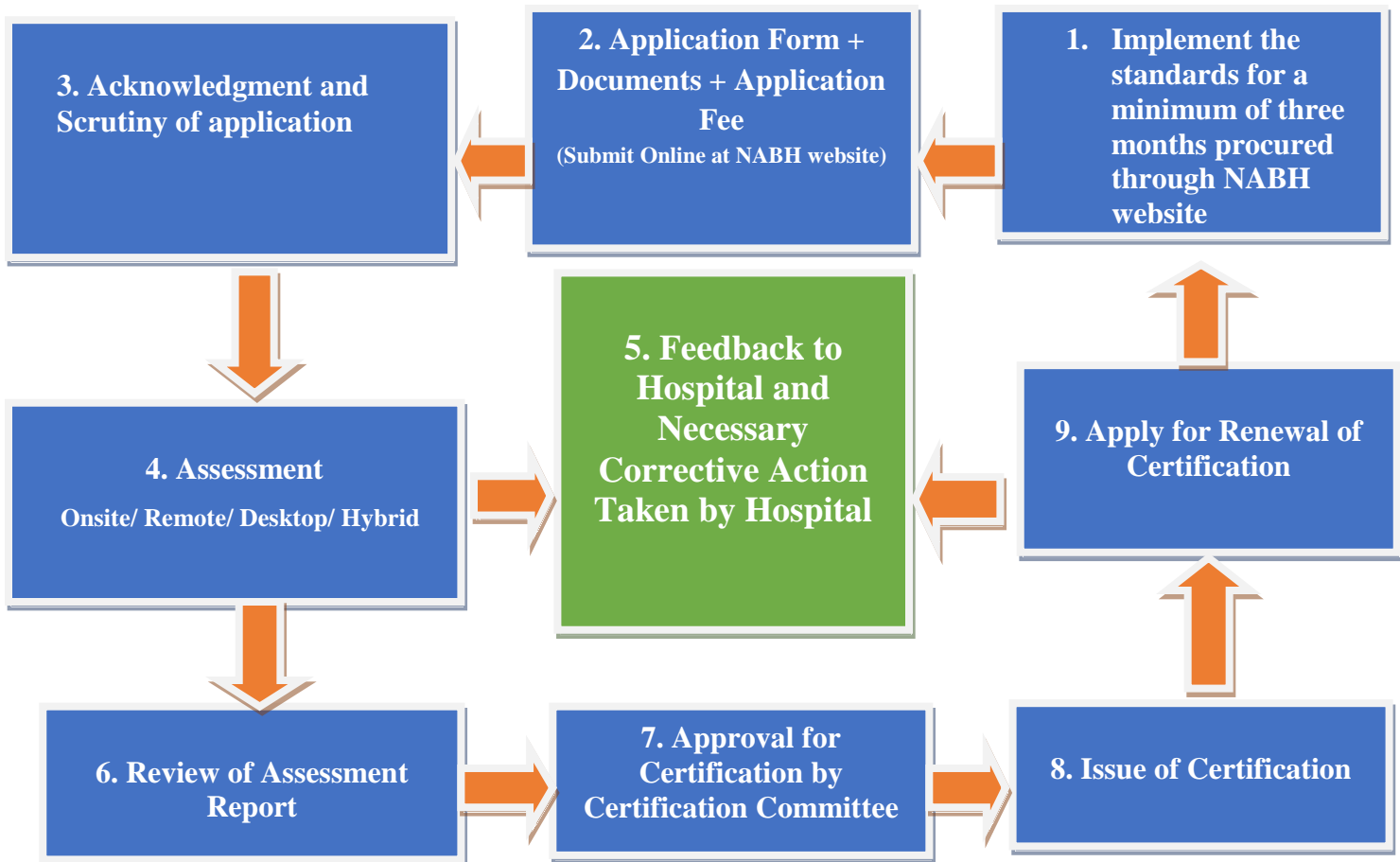
Once the standards are implemented in the hospital, the hospital can apply for certification online from the website www.nabh.co

- (a) Use a new email id for registration
- (b) Choose 'Nursing Excellence Certification' 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.

Certification Process

Start of Certification Journey



Nursing Excellence Certification Procedure

Preparation of Policies and Manuals:

The Hospital shall prepare the Nursing Manual, Policies and Procedures and other Manuals required as per the NABH standard.

Application for certification:

The Hospital shall apply to NABH as per the instructions given in the online application. Hospital should fill the application and provide the information details very carefully as this are relevant to determine the scope of services.

Scrutiny of application:

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

Notification of Principal Assessor and Assessment Team:

NABH shall appoint Principal Assessor who shall have the overall responsibility of conducting the assessment for the Hospital 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 HCO 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 the NABH Secretariat makes a visit to the HCO for a predefined man day based on the bed strength of the hospital, the assessors verifies the documents, facilities and conducts interviews in person at the HCO.

Desktop assessment: In this type of assessment the hospital will submit documentation based on certain predefined parameters as per the standards, which is reviewed by the Assessment team to take the process forward.

Remote assessment: In this type of assessment, the assessor (ors) does not go to the HCO in person, but conducts the entire assessment from a remote location through the use of virtual platforms.

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

Communication Channel

All applicant and certified healthcare organizations (HCO) are strongly advised to use the "Remarks column" at the online portal for all communication. Hospitals are strongly discouraged to communicate through telephone or emails to secretariat members as this communication cannot be saved as part of particular HCO record and may not be available for future references. The matrix for communication is available at NABH website.

<https://www.nabh.co/Announcement/NABH%20Communication%20Matrix.pdf>

Nursing Excellence Certification Procedure

Assessment:

NABH appoints a Principal Assessor/ Assessment Team who is responsible for assessment of nursing services in healthcare organization. The total number of assessors appointed shall depend on the number of beds. The date of assessment shall be agreed upon by the hospital management and assessors. NABH forwards the application form, documents, procedures, Self assessment toolkit to the Principal Assessor/ Assessment Team.

The assessment involves comprehensive review of hospital's nursing functions and services. Based on the assessment by the assessors, the assessment report is prepared by the Principal assessor in a format prescribed by NABH. Copy of the report is handed over to the organization after the assessment and original sent to NABH Secretariat.

The hospital is required to take necessary corrective action to the non-conformities pointed out during the assessment.

Review of assessment report:

NABH shall examine the assessment report. The report is taken to the certification committee. Depending on the compliance to standards it would decide the award of certification.



NABH Nursing Excellence Certification Procedure

Issue of Certificate

NABH shall issue a certificate to the hospital with a validity of two years. The certificate has a unique number and date of validity.

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

All decision taken by NABH regarding grant of certification shall be open to appeal by the hospitals, to chairman NABH.

Re Assessment:

Certification to a nursing service of hospital shall be valid for a period of two years. The hospitals may apply for renewal of certification at least six months before the expiry of validity of certification for which reassessment shall be conducted.

Focus Assessment:

Focus assessments are done in HCO when there are any significant changes with regard to the HCOs activities and operations, such as change in scope of certification, change of address/ location, change in environment, key technical personnel etc. Hospitals are requested to view policy and procedure related to Focus visit to an certified 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_2014-15



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

Version: 1.1 Issue Date: 02/09/2014 Page: 7 of 7

NABH Certification Procedure

Surprise Assessment:

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

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



NABH Certification Procedure

Guidelines for using the Certification mark:

Certified hospitals should ensure the guidelines related to display NABH Logo / certification mark are adhered. Any misuse of the logo / certification mark can lead to adverse action being taken against the hospital by NABH besides legal action. Hospitals are requested to view guidelines related to use NABH logo / certification 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:

Hospitals Certified by NABH has to enter into an agreement with NABH from the date of certification. The certificate will be dispatched to the hospital only after this agreement has been received by NABH secretariat. Hospitals are requested to view standard agreement by visiting the following link.

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



NABH Certification Procedure

Disclaimer & Indemnity:

NABH reserves the right to take action or even cancel the Certification awarded to a hospital in following conditions -

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

Hospitals 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 certified hospitals



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 certification. 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 nursing excellence : Rs. 1500/-

Application fee and NABH Certification charges:

Size of Hospitals	Assessment Criteria	Certification Fee	
	Assessment	Application cum Certification Fee	Annual Fee
10-30 beds	One man-days (1X1)	Rs. 25,000/-	Rs. 25,000/-
31- 100 Beds	Two man-days (1X2)	Rs. 45,000/-	Rs. 45,000/-
101- 350 Beds	Four man-days (2X2)	Rs. 55,000/-	Rs. 55,000/-
351 beds and above	Six man-days (2X3)	Rs. 65,000/-	Rs. 65,000/-

* The man days given above for assessment are indicative and may change depending on the facilities and size of the hospital.

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.

Notes on certification fee:

- The certification fee does not include expenses on travel, lodging / boarding of assessors. These expenses are to be borne by the hospital on actual basis.
- 10% discount will be admissible in case hospitals pay for the certification fee for two years in one installment.
- The fees are to be paid online.

CONTACT DETAILS

**NATIONAL ACCREDITATION BOARD FOR HOSPITALS AND HEALTH CARE
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