ACCREDITATION IN INDIA

THE NABH EXPERIENCES

Dr. Narottam Puri
Chairman, NABH
Advisor (Medical), Fortis Healthcare Ltd.
Advisor – Health services, FICCI
- Worlds largest democracy.
- Worlds 4th largest economy.
- Largest English speaking nation in the world.
- 3rd largest standing army force, over 1.5 Million strong.
- 2nd largest pool of scientists and engineers in the World.
India is set to overtake China as the world's most populous nation by 2050.

India’s population is expected to grow from 1.08bn to 1.63bn people, overtaking China, which is forecast to reach 1.44bn from 1.3bn currently.

India, will also have the highest working population in the World — 700 million people out of 1.1 billion people are young; the young population will continue till 2050.
Healthcare one of the largest service sectors in India

Healthcare spending expected to rise by 15% per annum

Healthcare expected to contribute 6.1% of GDP in 2012 and employ 9 million people
FOCUS FROM QUANTITY TO QUALITY

India is known for its Population size

INDIA = QUANTITY

QUALITY MOVEMENT HAS NOW BEGUN
JAPANESE TOOK QUALITY INITIATIVES IN 1940-50’s

Now Japanese products are known for Quality & Cost Effectiveness:

- Toyota
- Honda
- Sony
- Nikon
- Canon
Koreans focused into quality around 1980

1980’s Korean products labelled “cheap”

Now they too are known for quality:
- Samsung
- Hyundai
- LG
U.S. HAD PROBLEMS WALKING THE QUALITY PATH IN HEALTHCARE

Ernie Codman (Surgeon)

Banned by Mass Gen.

Codified his own experience

“End Result Idea”
QUALITY ACCELERATORS
Focus On Accreditation

Certification :
ISO
SIX SIGMA

Accreditations:
NABH (QCI)
NABL
Accreditation is public recognition by a national body on the achievement of a set of standards by a healthcare organization, demonstrated through an independent external assessment of that organization’s level of performance in relation to the standard.
Ministry of Tourism & WTO called upon QCI to serve as umbrella body to spearhead quality initiative to promote Medical Tourism.

The constitution and structure for NABH was laid in the year 2006.

In the first year > 100 clinicians, nurses and administrators trained across country to serve as assessors.
Set up by the Government of India and Indian Industry.

To cater to needs of consumers and setting standards for progress of industry.

To provide boost to Medical Tourism.

To ensure “Quality and Safety of healthcare services”.
Structure of QCI

QUALITY COUNCIL OF INDIA

- National Accreditation Board for Certification Bodies (NABCB)
- National Accreditation Board for Testing and Calibration Laboratories (NABL)
- National Accreditation Board for Education Training (NABET)
- National Accreditation Board for Hospitals & Healthcare Providers (NABH)
- National Board for Quality Promotion (NBQP)
NABH Structure

- QCI
- NABH Accreditation
  - Appeals Committee
  - Accreditation Committee
  - Technical Committee
  - Secretariat
  - Assessor
- Wide acceptance – Both Private and Govt. Sector
- National Equivalent of JCAHO, USA
- Supported & managed by QCI – An autonomous body
- Accredited by ISQUA
CHARACTERISTICS OF NABH

- Uniquely tailored for Indian healthcare.
- Uses highly trained, qualified and experienced assessors.
- Assessments are comprehensive and multidisciplinary.
- Quality improvement is an important goal.
- Patient Safety Centric.
VISION

To be the 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.
NABH Accreditation is available for

- Hospitals – Primary, Secondary and Tertiary
- Blood Banks
- Ayush Hospitals
- Wellness Centre
- Diagnostic Centre – Imaging and Laboratory
- Dental Centres
- Clinics & Day Care Centres
- Oral Substitution Centres
The International Society of Quality in Health Care (ISQUA) launched its International Accreditation Programme (IAP) in 1999. This is the only international programme that ‘Accredits the Accreditors’.

Worldwide ISQUA have only accredited 53 sets of standards from 22 countries.

NABH is one of these
ISQUA Accreditation of NABH Standards for Hospitals

April 2008 – March 2012)- 2\textsuperscript{nd} Edition

April 2012 – March 2016)- 3\textsuperscript{rd} Edition
ISQUA Accreditation of NABH as an Organization

MILESTONE ACHIEVED IN 2013
COMPULSORY REPORTING OF INDICATORS

- Percentage of Medication Errors
- Percentage of Transfusion Reaction
- Urinary Tract Infection Rate
- Respiratory Tract Infection Rate
- Surgical Site Infection
- Incidence of falls
- Incidence of bed sores after admission
- Bed Occupancy Rate
- Average length of stay in hospital
- Incidence of Needle sick injuries
What will be our advantage if we are accredited?
Are we going to:
- Have more patients?
- Get better rates?
- Spend less money?
- Have fewer mishaps?
- Provide better care?

Can we provide what you are telling us?
DOES IT MAKE A DIFFERENCE

Accredited hospitals report significant improvements in:

- Leadership
- Medical Record Management
- Infection Control
- Reduction in Medication errors
- Staff training and professional credentialing
- Quality monitoring
NABH continues to Foster Patient Safety in all systems of healthcare delivery

Building on  
PATIENT SAFETY & QUALITY OF CARE
INDIAN HEALTHCARE...

THANK YOU...