

REACHING PINNACLES OF QUALITY



ACCREDITATION

Quality: A continuous journey

In order to demonstrate unwavering commitment to improving quality of health care constantly, Tamil Nadu decided to take up the challenge of obtaining an internationally recognized accreditation accorded by National Accreditation Board for Hospitals and Health care Providers for Government Hospitals – a tough goal for even private hospitals with enormous resources at their disposal.



National Accreditation Board for Hospitals (NABH)

National Accreditation Board for Hospitals and Health care Providers is a constituent Board of the Quality Council of India and provides accreditation programmes for health care organizations.

The Board has established benchmarks for the health care industry.

NABH is an institutional member of the International Society for Quality in Health care (ISQUA). The Society has approved the 'Standards for Hospitals' developed by NABH. This approval ensures that the standards are in tune with global benchmarks.



NABH standards for hospitals*

NABH standards provide the framework for quality assurance and improvement of the quality of care offered in hospitals. The standards focus on patient care and standards observed at the organizational-level. The standards call for continuous monitoring of sentinel events and comprehensive corrective action plan leading to building of quality culture at all levels and across all the functions of the hospitals.

Patient Centered standards*	Organization-centered standards*
<ol style="list-style-type: none">1. Access, Assessment and Continuity of Care (AAC)2. Care of Patients (COP)3. Management of Medication (MOM)4. Patient Rights and Education (PRE)5. Hospital Infection Control (HIC)	<ol style="list-style-type: none">6. Continuous Quality Improvement (CQI)7. Responsibilities of Management (ROM)8. Facility Management and Safety (FMS)9. Human Resource Management (HRM)10. Information Management System (IMS)

*Source: NABH website (www.qcin.org/nabh)





The pilot project

As a pilot, twelve hospitals were chosen throughout the state to obtain accreditation provided by National Accreditation Board for Hospitals and Healthcare Providers (NABH). The selection was done on the basis of willingness of the hospital management, infrastructure, and the enthusiasm exhibited by the staff.

The hospitals are:

1. Government District Head Quarters Hospital, Erode, Erode district
2. Government District Head Quarters Hospital, Usilampatti, Madurai district
3. Government District Head Quarters Hospital, Namakkal, Namakkal district
4. Government District Head Quarters Hospital, Padmanabhapuram, Kanyakumari district
5. Government District Head Quarters Hospital, Tiruppur, Tiruppur district
6. Government Hospital, Tambaram, Kancheepuram district
7. Government Hospital, Aruppukkottai, Virudhunagar district
8. Government District Head Quarters Hospital, Pudukkottai, Pudukkottai district
9. Government District Head Quarters Hospital, Manapparai, Tiruchi district
10. Government District Head Quarters Hospital, Cuddalore, Cuddalore district
11. Government Hospital, Sholingur, Vellore district
12. Government Hospital, Hosur, Krishnagiri district



Timelines

Date	Activity
June 2008	<p>MoU signed with Quality Control of India for accreditation</p> <p>M/s Acme Consultancy appointed as consulting agency for accreditation</p> <p>Gap analysis begun and action taken on basis of the gap analysis</p>
February 2009	Self assessment toolkit provided and assessment done by the hospitals themselves
March 2009 - April 2009	Self assessment completed and report sent to QCI
July 2009 - August 2009	Pre-assessment done by NABH assessors
September 2009 onwards	Taking corrective measures and addressing issues based on the pre-assessment report
April 2010	Two hospitals have completed the final assesment
May 2010 - December 2010	The rest of the hospitals will be prepared for final assessment in a phased manner



Closing gaps

A memorandum of understanding was signed with Quality Council of India towards preparing for the accreditation. A consulting firm Acme Consultancy was appointed to assist the preparation for accreditation.

Initially, a gap analysis was done to identify what had to be modified in terms of practice and procedures and physical infrastructure.

The gaps were classified as follows:

- * Civil and electrical works
- * Equipment (specifically for accreditation)
- * Manpower
- * Licenses
- * Condemnation
- * Training (based on NABH requirements)
- * IEC (based on NABH requirements)
- * Documentation and Others (related to NABH requirements)

Steps taken to rectify the gaps include civil and electrical repair works, supply of sign boards, equipments, manpower, obtaining various licenses and certifications, preparation of policy/procedure manual and providing of training by the consultancy firm.

The funds for various activities is obtained either through regular funding mechanisms or from funds allotted exclusively for accreditation.

Training

- * Medical records maintenance training:

Two-days training was provided to medical officers, staff nurses, assistants, and medical record clerks. The training on the ways and methods of medical record maintenance and how to retrieve records and understand necessity for retrieval.

- * Policy and procedures training:

Training on policy and procedures of NABH was given by senior medical personnel from NABH.





- * Basic life support training:

Training on basic life support was given to all health care providers from the 12 hospitals.

- * Equipment maintenance training:

Equipment maintenance training was given to ensure proper maintenance of equipments and thereby increase the longevity of utilization in hospitals.



The way forward

The expected changes in these hospitals include

- * Increase in manpower
- * Inclusion of standardized procedures
- * Inclusion of staff safety procedures
- * Patient exit interviews
- * Strengthening of infrastructure
- * Introduction of HMIS

As of now two nominated hospitals have completed final assessment by NABH assessors. In the remaining ten hospitals, necessary action is being taken up based on the pre assessment reports.

Success

Government Head Quarters Hospital, Namakkal and Government Hospital, Sholinghur, Vellore District have successfully been accredited by NABH.



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