

## Preamble: E-Mitra

Starting a new hospital or optimizing the operations of an existing one can be a complex journey - specially when aligning with NABH Standards. While the NABH Entry Level Standards serve as an essential guiding document for improving hospital processes, many small healthcare organizations find it difficult to translate these standards into actionable steps for implementation.

To simplify this journey, NABH has developed the E-Mitra initiative—an all-in-one toolkit that provides hospitals with the resources necessary to efficiently manage their departments while ensuring compliance with NABH Entry Level Standards. This initiative is aimed at empowering hospital owners and quality stakeholders by offering practical, step-by-step guidance on implementing these standards, thus eliminating the need for extensive external support.

This toolkit includes:

- Sample policies and procedures for both clinical and administrative processes.
- Department-specific guidelines, checklists, and quality indicators.
- Forms, formats, and registers that streamline documentation and compliance.

- Actionable insights to ensure departments operate effectively in line with NABH guidelines.
- Comprehensive guidance on applying for NABH assessments and achieving accreditation.

The E-Mitra toolkit is designed to assist hospital in understanding and implementing the core requirements for NABH accreditation, ensuring that they are well-prepared for assessments and can operate efficiently with a strong foundation of quality. By using this toolkit, small healthcare organizations can confidently embark on their quality improvement journey, independently managing both their clinical and administrative functions in compliance with NABH standards.

Before implementing the standards, it is recommended that users thoroughly review the contents of the toolkit, cross-reference relevant sections as necessary, and perform a baseline gap analysis. This will help identify areas of improvement, allowing hospitals to develop tailored implementation plans. This approach not only makes the accreditation process smoother but also enhances the hospital's operational quality and safety standards.

### Disclaimer

The content of the E-Mitra is intended to serve as a sample and guide for better understanding the NABH Entry Level Standards. It is not prescribed by NABH as the exclusive or only way to meet the standards. Healthcare organizations are encouraged to adapt and modify the materials according to their own scope of services and operational needs. NABH is not liable for any misinterpretations or errors resulting from the unmodified use of this material, or for any non-compliance during assessments that may arise because of such actions.

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