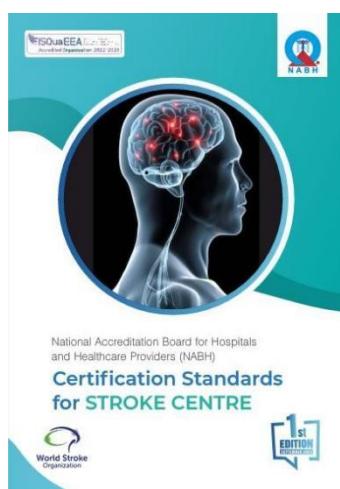


NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)



Stroke Centre Certification Programme General Information Brochure



September 2023

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 provides boost to medical tourism in the 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 organizations 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 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
9. Stroke centre 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

The scenario of Healthcare across the world is changing with the advent of newer healthcare delivery models. Today hospitals across India have recognized that they need to focus on the development of Stroke Centres as Stroke is a time-sensitive medical emergency, and every minute can make a difference in the outcome for the patient. Providing quality Emergency Stroke Care is crucial. Having quality standards ensures that stroke centres provide prompt and organized care, including quick diagnosis, appropriate treatment, rehabilitation services and follow established guidelines and protocols based on the latest scientific evidence. This helps in delivering consistent and effective treatments, improving patient outcomes, and reducing variations in care.

In November 2022, National Accreditation Board of Hospitals (NABH) had signed a MOU with WSO to launch stroke center certification program in India. As part of this initiative the WSO standards and elements have been merged with NABH format so that this program aligns with the ongoing hospital accreditation processes followed by NABH.

The vision is a world where people live free from the effects of stroke by improved stroke prevention, treatment, rehabilitation, and support. One of the goal is to improve access to quality stroke care and quality monitoring which will lead to improved stroke outcomes.

Certification of Stroke Centres in the hospital is an opportunity to ensure that patient gets acute quality care without compromising on patient safety.

1st edition of NABH Certification standards for stroke care is unique in its approach and has been presented based in entirety on the suggestions made by various stakeholders. This objective methodology will aid any Stroke care centre in a stepwise progression to mature quality system towards advance certification process.

The certification program has two levels i.e.

1. Primary Stroke Care Centre
2. Advanced Stroke Care Centre

The centres may apply on any of the above levels by registering in the NABH portal www.nabh.co

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 Hospitals

- 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 medical staffs.
- It also provides opportunity to healthcare unit to benchmark with the best.
- Certification status also provides marketing advantage in a competitive health care.

Benefits for Staff

- The staff in a Certified Stroke Centre is satisfied lot as it provides for continuous learning, good working environment and leadership.
- Efficiencies and competencies of staff also gets improved in an accredited 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 Staffs.

NABH Certification Standards for Stroke Centre

The Stroke Centre certification programme assesses the quality and operational systems in place within the facility. The Certification includes WSO standards and elements merged with NABH format so that this program aligns with the ongoing hospital accreditation processes followed by NABH. The standards provide framework for quality of care for patients and quality improvement for Stroke Centre.

NABH Certification Standards for Stroke Centres has 10 chapters.

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. Infection Prevention and Control (IPC)
6. Patient Safety and Quality Improvement (PSQ)
7. Responsibilities of Management (ROM)
8. Facility Management and Safety (FMS)
9. Human Resource Management (HRM)
10. Information Management System (IMS)

Methodology for Certification

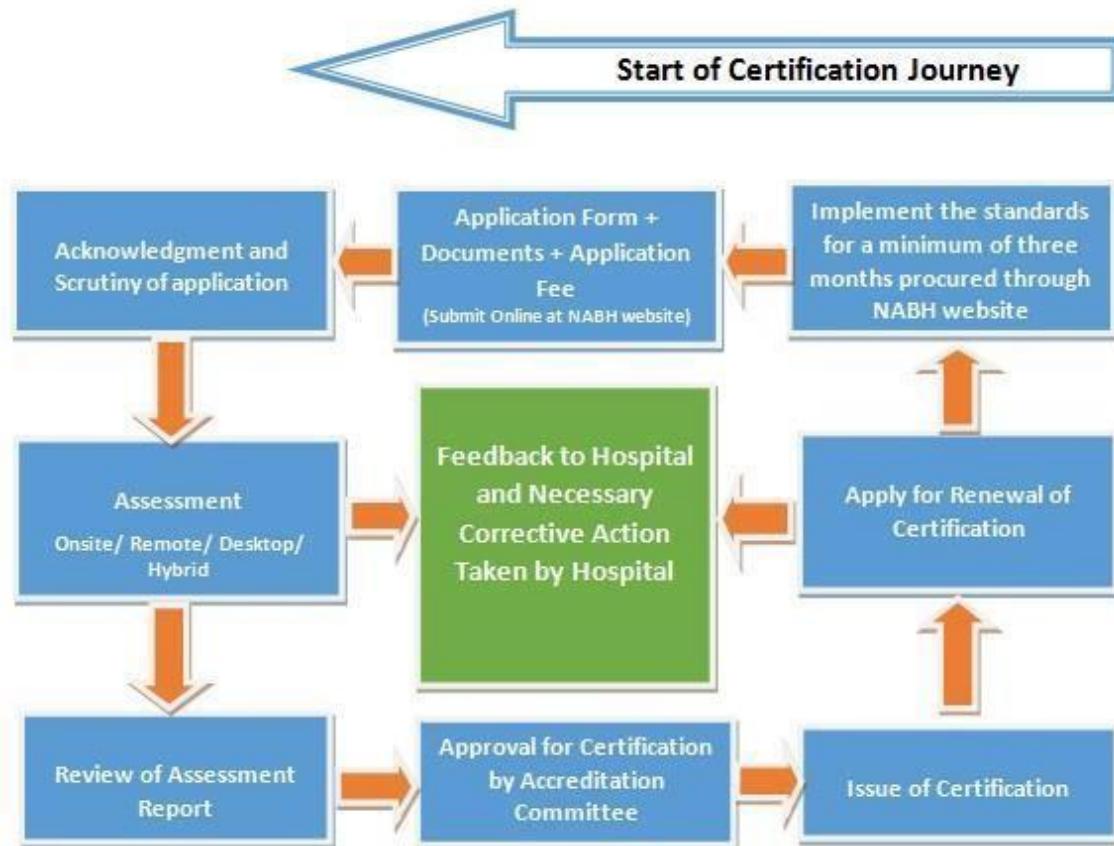
A centre willing to apply for certification program must ensure the implementation of standards in its organization for a minimum of three months and the centre is functional for atleast six months. The assessment team will check the implementation of certification standards .The centre shall be able to demonstrate to NABH assessment team that all certification standards as applicable are followed.

Eligibility to apply for Certification

Centre that fulfills the following requirements:

- o Currently in operation as Stroke Centre for atleast 6 months
- o Centre should have been implemented NABH standards for a minimum of 3 months.
- o The organization that commits to comply with NABH standards and applicable legal/statutory/regulatory requirements.

These standards are to be used by the whole organization and not for a specific service within the organization. Organizations may have different services and it is equally applicable to all services and both public and private hospitals.



Methodology for Certification

Hospital management shall first decide about getting Certification of Stroke Centres from NABH. It is important for the centre to make a definite plan of action for obtaining certification and nominate a responsible person to co-ordinate all activities related to seeking certification. An official nominated should be familiar with existing quality assurance program. Centres who need to procure a copy of the standard at the website <https://www.nabh.co/NABHStandards.aspx>

The centre looking for Certification shall understand the NABH assessment procedure. The centre shall ensure that the standards are implemented in the organization. The centre can fill the application form for NABH Certification Standards for Stroke Centre – 1st edition (www.nabh.co) through the website. The applicant centre must have conducted self assessment against NABH Standards for at least 3 months and the centre is functional for atleast 6 months before submission of application and must ensure that it complies with it.

NABH Stroke Centre Certification Procedure

Preparation of Policies and Manuals:

The Centre shall prepare the SOPs, Policies and Procedures and other Manuals required as per the NABH standard.

Application for Certification:

The centre shall apply to NABH as per the instructions given in the online application. Centre 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 centre pays the application fees from ‘Make Payment’ option of the online application form. NABH officer shall scrutinize the application form for its completeness. Centre may correspond to NABH via writing in ‘Remarks column’ of online portal of the centre.

Notification of Assessor and Assessment Team:

NABH shall appoint Assessor who shall have the overall responsibility of conducting the assessment for the centre. He/ She will evaluate the adequacy of the documents including SOPs, policies and procedures and other manuals as mandated by the standards.

Assessment conducted by NABH

NABH in coordination with the centre 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/Final Assessment: In onsite assessment, the assessors nominated by the NABH Secretariat makes a visit to the centre for a predefined man day based ,the assessors verifies the documents, facilities and conducts interviews in person at the centre. The centre needs to bear the expenses for the assessor's travel and stay

The assessment involves comprehensive review of functions and services.

The date of final assessment shall be agreed upon by the hospital management and NABH.

Based on the assessment by the Assessment team, the assessment report is submitted by the assessor online at NABH website.

The details of non-conformity (ies) observed during the assessment are handed over to the centre by the Assessment team and detailed assessment report is uploaded at NABH portal using assessor login account.

Review of assessment report:

The centre shall take necessary corrective action on the non-conformity (ies) and upload the requisite document as evidence for corrective action for each non-conformity. On successful submission of the corrective action by the centre, the same shall be reviewed by the Assessor. Centre can avail only two cycles of corrective action on non-conformities.

After satisfactory corrective action is taken by the centre, the certification committee examines the assessment report, additional information received from the centre and consequent verifications. The certification committee shall make appropriate recommendations regarding certification of the centre.

Issue of Certification:

NABH shall issue the certification to the centre with a validity of two years. The certificate has a unique number and date of validity. The certificate is accompanied by the scope of accreditation. The applicant centre must make all payment due if any to NABH, before the issue of certificate.

Communication Channel

All applicant and certified centre are strongly advised to use the "Remarks column" at the online portal for all communication. Centres are strongly discouraged to communicate through telephone or emails to secretariat members as this communication cannot be saved as part of particular centre 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>

Renewal assessment:

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

Guidelines for using the certification mark:

Certified centres 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 centre by NABH besides legal action. Centres 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



**POLICY AND GUIDELINES
FOR
USE OF NABH ACCREDITATION/
CERTIFICATION MARK**

Issue No. 9 Issue Date: 09/20 Page 1 of 9

Standard Agreement:

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

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



**STANDARD ACCREDITATION
AGREEMENT BETWEEN NABH-
QCI AND HOSPITAL/
HEALTHCARE ORGANIZATION**

Issue No. 5 Issue Date: 06/11/2013 Page 9 of 52

Disclaimer & Indemnity:

NABH reserves the right to take action or even cancel the certification awarded to a centre in following conditions –

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

centre 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 centre

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 accreditation. 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 Certification Standards for Stroke Centre : Free of cost

Type of Stroke Care Centre	Assessment Criteria (On-site assessment)	Certification fees
Primary stroke care Center	One-man day (1x1)	Rs. 11,000/- plus GST @ 18%
Advanced stroke care Center	One-man day (1x1)	Rs. 21,000/- plus GST @ 18%

CONTACT DETAILS

NATIONAL ACCREDITATION BOARD FOR HOSPITALS AND HEALTH CARE PROVIDERS

QUALITY COUNCIL OF INDIA
ITPI BUILDING, 5TH FLOOR, 4-A

I P ESTATE, RING ROAD, NEW DELHI – 110002, INDIA

EMAIL: nabh@nabh.co

Web: www.nabh.co

Phone: 011-42600600