

# NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)



## Care Home Organisation Accreditation Program General Information Brochure



## **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 program for healthcare organisations. 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 Organisation. 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).

NABH also has a program called NABH International to cater the accreditation for hospital outside India.





## **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 currently operates the following accreditation, certification and empanelment programs

### **Accreditation programs:**

1. Hospitals
2. Small Healthcare Organisations
3. Blood Banks
4. Medical Imaging Services
5. Dental Healthcare Service Provider
6. Allopathic Clinics
7. Ayush hospitals
8. Primary Health Centre
9. Clinical Trial (Ethics Committee)
10. Panchakarma Clinics
11. Eye Care Organisation
12. Care Home
13. Digital Health

### **Certification programs:**

1. Entry Level Hospital
2. Entry Level Small Healthcare Organisations
3. Entry Level Ayush Centre
4. Entry Level Ayush Hospital
5. Nursing Excellence
6. Medical Laboratory Program
7. Emergency Department
8. MVTF Empanelment Certification
9. Dental Clinics

### **Empanelment programs:**

NABH is the nodal body representing Quality Council of India for conducting assessments of healthcare organisations for empanelment under Central Government Health Scheme (CGHS) and Ex-Servicemen Contributory Health Scheme (ECHS).



## **Introduction to Accreditation**

National Accreditation Board for Hospitals and Healthcare Providers (NABH), is continuing its journey for creating an ecosystem for quality in healthcare in India. NABH standards focus on safety and quality of the delivery of services by the organisations in the changing healthcare environment. Without being prescriptive, the standards have been developed with the intent of providing information and guiding the organisation in conducting its operations with a focus on patient safety.

Care Home organisations serve the aged, ill, and disabled by providing services varying from skilled nursing care, personal care assistance, health aide, and homemaker services. These providers build their services around the needs and schedules of their residents.

The care home standards are unique standards of NABH, as these are the first standards which are focusing on the safety aspects at the care home level. The standards are designed keeping in view the suggestions made by various stakeholders. The objective elements have been designed to be assessed as Core, Commitment, Achievement and Excellence.

The accreditation program for Care Homes was started in the year 2023 with the aim of reaching quality and accreditation to Care Homes that are in possession of supportive and utility facilities that are appropriate and relevant to the services being provided by the organisation.

The following organisations are applicable to under this accreditation program: Care Homes, Senior living facilities /Old age Homes, Assisted Living Facilities, Transition living facilities, Palliative Care Facilities, Specialized Care Facilities, Hospice Care and Differently Abled Living Facilities.





The special benefits include accreditation that relies on establishing technical competence of healthcare organisations in terms of accreditation standards in delivering services with respect to its scope. It focuses on learning, self-development, improved performance and reducing risks. It encourages Care Home organisations to pursue continual excellence.



## **Benefits of Accreditation**

### **Benefits for Residents**

- Residents, elderly, differently abled and vulnerable are the biggest beneficiary among all the stakeholders.
- Accreditation results in high quality of care and safety.
- The vulnerable are serviced by credential medical staff.
- Rights are respected and protected. Satisfaction is regularly evaluated.

### **Benefits for Organisation**

- Accreditation to a Care Home Organisations stimulates continuous improvement.
- It enables the organisation in demonstrating commitment to quality care and safety thereby ensures best clinical outcomes.
- It raises community confidence in the services provided by the Care Home Organisations as services provided by credentialed medical staff.
- It also provides opportunity to care home unit to benchmark with the best.
- An accreditation status also provides marketing advantage in a competitive health care.

### **Benefits for Staff**

- The staff in an accredited Care Home Organisations is satisfied a lot as it provides for continuous learning, good working environment and leadership.
- Efficiencies and competencies of staff also gets improved in an accredited Care Home Organisations.
- 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 Care Home**

The Care Home Organisation accreditation program assesses the quality and operational systems which are in place within the facility. The accreditation includes compliance with the NABH standards, applicable laws and regulations.

NABH Care Home Standards contains complete set of standards for evaluation of Care Home for grant of accreditation. The standards provide framework for quality of care for patients and quality improvement for Care Home. The standards help to build a quality culture at all level and across all the function of Care Home.

NABH Standard has 06 chapters incorporating 23 standards and 92 objective elements.

Six chapters of Care Home Standards are:

1. Responsibilities of Management (ROM)
2. Facility Management and Safety (FMS)
3. Health, Hygiene and Infection control (HHIC)
4. Resident Engagement and Wellness (REW)
5. Resident Rights and Education (RRE)
6. Human Resource Management (HRM)





## Methodology for Accreditation

Care Homes willing to be accredited by NABH must be committed to ensure implementation of NABH standards in their organisation.

The assessment team look for the evidence of implementation of NABH Standards in organisation. The Care Home Organisation should be able to demonstrate to NABH assessment team that all NABH standards, as applicable, are followed.

### Eligibility to apply for Care Home accreditation

Care Home Organisation that fulfils the following requirements:

- The organisation is currently in operation.
- The organisation commits to comply with NABH standards and applicable legal/statutory/regulatory requirements.

**Note:** Organisation may be offering different services. These standards are to be used by the organisation for all the services and not for a specific service. They are uniformly applicable to both public and private care homes.

### Exclusions:

- Juvenile Homes
- De-addiction Centres





## Methodology for Accreditation

It is important for the Care Homes to make a definite plan of action for obtaining accreditation and nominate a person to co-ordinate all activities related to seeking accreditation. An official nominated by the Care Home should be familiar with the latest standards of the Care Home quality management system.

Care Homes need to procure a copy of the standard. One can purchase the standards by making the payment at the website <https://portal.nabh.co/NABHStandards.aspx>

### How to apply?

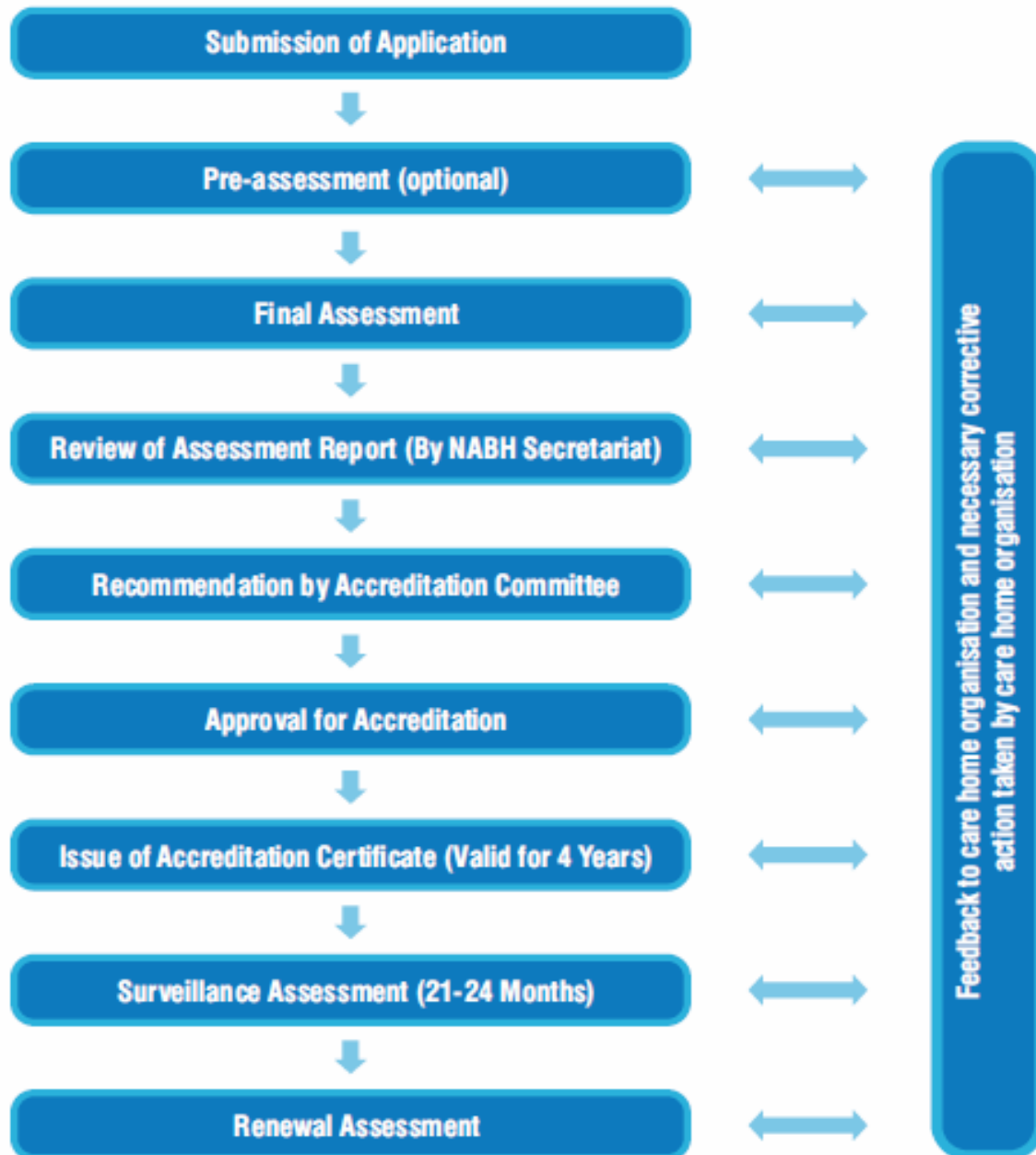
Once the standards are implemented in the Care Home Organisation, the Care Home can apply for accreditation online from the website [www.nabh.co](http://www.nabh.co)

- (a) Use a new email id for registration
- (b) Choose 'Care Home' 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.



## Preparing for NABH Accreditation





## NABH Accreditation Procedure

### **Preparation of Policies and Manuals:**

The Care Home Organisation shall prepare the Quality Manual, Policies and Procedures and other Manuals required as per the NABH standard.

### **Application for accreditation:**

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

### **Communication Channel:**

All applicant and accredited Care Home organisations are strongly advised to use the "Remarks column" at the online portal for all communication. Care Homes are discouraged to communicate through telephone or emails to secretariat members as this communication cannot be saved as part of particular Care Home record and may not be available for future references.

### **Scrutiny of Application:**

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

### **Notification of Principal Assessor and Assessment Team:**

NABH shall appoint Principal Assessor who shall have the overall responsibility of conducting the assessment for the Care Home. He/ She will evaluate the adequacy of all the documents including the policies and procedures and manuals uploaded by the Care home in the application form and on line NABH portal, as mandated by the standards



### **Assessment:**

Care Home's can directly go for final assessment or opt for pre-assessment once the application form is filled. The assessment shall be onsite. The Care Home will be required to bear the cost of assessor's travel and stay. The total number of assessors appointed shall depend on the size of the Care Home and scope of services provided. The date of final assessment shall be agreed upon by the Care Home management and assessors. Assessment shall be conducted on all the facilities covered under accreditation. The assessment team reviews the Care Home documented management system and verifies its compliance to the NABH standards. The documented quality system, policies and procedures, other manuals etc. shall be assessed for their implementation and effectiveness.

Based on the assessment by the assessors, the assessment report is prepared and uploaded by the Principal assessor in the online portal.

The details non-conformity(s) observed during the assessment is visible to the hospital team in the online portal once the Principal Assessor submits the report.





## NABH Accreditation Procedure



### **Review of assessment report:**

The Care Home shall take necessary corrective action on the non-conformities and upload the requisite document as evidence for corrective action for each non-conformity. On successful submission of the corrective action by the Care Home, the same shall be reviewed by the Principal Assessor.

Care Home organisations can avail only two cycles of corrective action on non- conformities.

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

### **Issue of Accreditation Certificate:**

NABH shall issue an accreditation certificate to the Care Home with a validity of four years. The certificate has a unique number and date of validity. The certificate is accompanied by the scope of accreditation.

The applicant Care Home must make all payment due if any to NABH, before the issue of certificate.



## NABH Accreditation Procedure

### Surveillance and Re assessment:

Accreditation to the Care Home shall be valid for a period of four years. NABH shall conduct surveillance before completion of 21-24 months since the date of accreditation of the accredited Care Home.

The Care Home shall pay the annual fees every year. The first annual fees paid before the final assessment is valid till the end of first year since the date of accreditation. Since then, the annual fees shall be due on the same date/ month every year.

The Care Home may apply online for renewal of accreditation at least six months before the expiry of validity of accreditation for which reassessment shall be conducted.

NABH may call for un-announced visit, based on any concern or any serious incident reported upon by an individual or an organisation or media.

### Focus Assessment:

Focus assessments are done in Care Home when there are any significant changes with regard to the Care Home activities and operations, such as change in scope of accreditation, change of address/ location, change in environment, key technical personnel etc. Care Homes are requested to view policy and procedure related to Focus visit to an accredited Care Home by visiting the following link.

[https://www.nabh.co/Policy\\_for\\_Focus\\_Assessment.aspx](https://www.nabh.co/Policy_for_Focus_Assessment.aspx)



## NABH Accreditation Procedure

### **Surprise Assessment:**

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

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





## NABH Accreditation Procedure

### Guidelines for using the accreditation mark:

Accredited Care Homes should ensure the guidelines related to display NABH Logo / accreditation mark are adhered. Any misuse of the logo / accreditation mark can lead to adverse action being taken against the Care Home by NABH besides legal action. Care Homes are requested to view guidelines related to use NABH logo / accreditation mark by visiting the following link.

[https://www.nabh.co/Images/pdf/Policy\\_and\\_Guidelines\\_for\\_use\\_of\\_NABH\\_Accreditation\\_Certification\\_Mark.pdf](https://www.nabh.co/Images/pdf/Policy_and_Guidelines_for_use_of_NABH_Accreditation_Certification_Mark.pdf)

### Standard Agreement:

Care Home accredited by NABH has to enter into an agreement with NABH. The certificate of accreditation will be dispatched to the Care Home only after this agreement has been done. The link for the standard agreement will be available on the online NABH application portal of Care Home.



## NABH Accreditation Procedure

### Disclaimer & Indemnity:

NABH reserves the right to take action or even cancel the accreditation awarded to a Care Home in following conditions -

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

Care Homes 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 accredited Care Homes.



## **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 organisations / Care Homes 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 organisation/ Care Home.

NABH Secretariat organizes training sessions on understanding of NABH standards and implementing them in the organisations in form of Program on Implementation (POI), for healthcare organisations or Care Homes desirous of taking their organisations for accreditation. The details of these trainings, dates, venue and fee information are available in the NABH website.

Apart from this guidance material is available at "Resource" page of NABH web portal

Kindly visit the below link to attend training programs being conducted by NABH.

<https://www.nabh.co/EducationTraining.aspx>



## Fee Structure

General information brochure : Free of cost

NABH Care Home 1<sup>st</sup> Edition Standards : Free of cost

Application fee and NABH Accreditation charges:

Care Home				
Size of Care Home	Assessment Criteria		Accreditation Fee	
	*On-site Assessment	Surveillance	Application Fee (not-refundable)	Annual Fee (to be paid before scheduling the assessment and then yearly)
Up to 100 residents	One-man day	One-man day (2x1)	10000	30000
101 and above residents	Two-man days	Two-man days (2x2)	15000	40000

**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.

### CONTACT DETAILS

**NATIONAL ACCREDITATION BOARD FOR HOSPITALS AND HEALTH CARE PROVIDERS**

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