



# **POLICY & PROCEDURE FOR FOCUS ASSESSMENT OF AN ACCREDITED/CERTIFIED HEALTHCARE ORGANISATION (HCO)**



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## **1.0 OBJECTIVE**

To formulate a policy and procedure(s) for conducting a Focus assessment of an accredited/certified Health Care Organisation (HCO) on receipt of request from the HCO in the following cases:

- addition / extension of scope of services granted.
- change in the address/ location of premises.
- change in the name of HCO/ legal identity of HCO

## **2.0 SCOPE**

The scope of this policy is to ensure that the:

- a) facilities exist within the HCO for additional/extension of scope requested
- b) HCO has started its operations from the new location.
- c) Validity of legal identity/change in name as requested by HCO

## **3.0 RESPONSIBILITY**

On receipt of the request from the HCO, CEO/Director, NABH shall take a decision to conduct such assessment. NABH Secretariat shall be responsible for implementation of the policy and monitoring of the implementation of the said policy and procedure(s).

## **4.0 POLICY FOR FOCUS ASSESSMENT**

### **4.1 Criterion for the focus assessment**

NABH shall fix a focus assessment for the HCO within one month /four weeks' time from the date of receipt of application for:

- addition/ extension of scope and other relevant documents from HCO
- change of address/ location

For requests regarding change in the name/ legal identity of HCO, the HCO is required to submit relevant documents (such as legal identity/ resolution etc) and applicable fee for the change in name. If the documents are found satisfactory, certificate with new name will be issued with the approval of CEO, NABH with the same certificate number.

The effective date will be date of approval by the approving authority and the validity will remain the same as in the previous certificate.



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However, in case the documents are not satisfactory, NABH secretariat may decide to conduct a focus assessment to confirm the factual information.

#### **4.2 Resource for the focus assessment**

The program officer shall finalise the team for focus assessment. The team shall comprise of one member. The member shall be either from the team that had conducted earlier assessment of the HCO or an independent assessor from the pool of assessors of NABH or a technical expert appointed by NABH secretariat.

### **5.0 PROCEDURE FOR FOCUS ASSESSMENT**

#### **5.1 Methodology for the focus assessment:**

**For addition/ extension of scope:** Focus assessment will ensure that the facilities exist within the HCO for that particular addition/ extension of scope. The assessment shall ensure the following but not limited to:

- Legal compliance applicable for that particular addition of scope
- Equipment ownership and installation within the premises of HCO
- Environment/ structural compliance
- Human resource including credentialing and prevailing
- Policies and procedures
- Any other particulars if required

**For change in address/ location:** Focus assessment will ensure that the HCO is fully operational from the new address/ location. The assessment shall ensure the following but not limited to:

- Legal compliance applicable on that particular address/ location
- Equipment ownership and installation within the new premises of HCO
- Environment/ structural compliance
- Human resource including credentialing and prevailing
- Policies and procedures
- Any other particulars if required

#### **5.2 Reporting for the focus assessment**



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On completion of the focus assessment, the team shall submit the report of its findings to NABH Secretariat. NABH Secretariat shall review the report in view of applicable accreditation/certification standards. HCO needs to submit the closure report of the non-compliances raised, if any within one month of the assessment. The report shall be placed before the Accreditation Committee. The committee shall recommend for extension of scope or change in location as the case may be.

### **5.3 Fee for focus assessment**

The HCO shall pay the requisite fee for the focus assessment. The expenses incurred towards the travelling, boarding and lodging of the assessment team shall be borne by requesting HCO.

Whenever a change is approved as per this policy without the requirement of an onsite assessment and a new certificate of accreditation/certification or scope of services certificate or both are issued, the HCO shall be liable to pay the applicable fees as listed out in NABH document 'Cost of NABH Publication and Fees for Miscellaneous Services'.

## **6.0 RECORD**

NABH shall maintain the records for the focus assessment conducted on accredited/certified HCO in the online portal for the respective HCO.

**NATIONAL ACCREDITATION BOARD FOR HOSPITALS  
& HEALTHCARE PROVIDERS (NABH)  
Quality Council of India**  
World Trade Centre, K 100, Block K,  
Nauroji Nagar, New Delhi-110029  
Telephone: +91-11- 42600600, +91-11-42600700  
Email: [helpdesk@nabh.co](mailto:helpdesk@nabh.co)  
Website: [www.nabh.co](http://www.nabh.co)