Frequently Asked Questions (FAQs)

1. **Who can apply for NABH Digital Health Accreditation Programme?**

- The Digital Health Accreditation Programme is coterminous with the Full Accreditation HCO-SHCO Programme. HCOs accredited under NABH's 5th edition standards and onwards and SHCOs accredited under NABH's 3rd edition standards and onwards can apply

2. **How to apply for the NABH Digital Health Accreditation Programme?**

    The organisations can apply for accreditation online from the NABH website https://hcoaccreditation.nabh.co/account/login

3. **How to get a copy of the NABH Digital Health Accreditation Programme?**
    The standards for the Digital Health Accreditation Programme are freely downloadable from the below-mentioned link

    https://portal.nabh.co/NABHStandards.aspx

4. **How many chapters are there in NABH Digital Health Standards?**

    There are 8 chapters in Digital Health Accreditation Programme which are:

    I. Access, Assessment and Continuity of Care (AAC)
    II. Care of Patients (COP)
    III. Management of Medication (MOM)
    IV. Digital Infrastructure (DIS)
    V. Digital Operations Management (DOM)
    VI. Finance and Procurement Management (FPM)
    VII. Human Resource Management (HRM)
    VIII. Information Management System (IMS)

5. **How many standards and objective elements are there in NABH Digital Health Standards?**

    There are **38 standards** and a total of **181 objective elements,** out of which **17 are in the CORE** category, **67 are in the Commitment** category, **46 are in the Achievement category**, and **51 are in the Excellence category**

    These objective elements further combine to define the digital maturity of a hospital on levels such as Silver, Gold, and Platinum, which have been defined below for the first accreditation cycle and the surveillance cycle.

Levels for First Accreditation Cycle

Table 1				
(At the time of first accreditation)	Core	Commitment	Achievement	Excellence
Silver Level	100%	60%	NA	NA
Gold Level	100%	60%	60%	NA
Platinum Level	100%	60%	60%	60%

Levels for Surveillance Cycle

Table 2				
Surveillance (After 24 months of first accreditation)	Core	Commitment	Achievement	Excellence
Silver Level	100%	80%	NA	NA
Gold Level	100%	80%	80%	NA
Platinum Level	100%	80%	80%	80%

6. **What statutory compliances should be available with the HCO/SHCO during registration?**

The organisation should meet **the applicable state/central legislative or local regulatory requirements**, for example, fire safety compliance, local municipal building regulations or National building code, and other mandatory applicable guidelines. The organisation shall ensure that all applicable licenses are current. Registration or shop act certificate of the institution as required by law should be available and valid.

7. **What is the validity period of NABH Digital Health Accreditation?**

The validity of the Digital Health Accreditation Programme is 4 years coterminous with the Full Accreditation HCO-SHCO Programme.

8. **What is the role of the assessment team in assessment?**

The assessment team assess the organisation against the defined accreditation standards and identifies the areas for improving the quality of services and safety of the residents.

9. **What is the process for NABH Digital Health Accreditation Programme?**

| Registration | Filling Digital Information | Paying the Application Fee | Filling the SAT Form | Paying 1st Annual Fee | Onsite Assessment | Non -Compliance s Fulfillment | Case Review by Committee | Accreditation |

10. **What does the assessment team do during onsite assessment and how it is conducted?**

The assessment team checks the compliance of NABH accreditation standards by reviewing the records and documents of all digitals systems, taking facility rounds, interviewing the staff, residents and management.

The on-site assessment will be conducted by the team of assessors. He/she will take round of facilities of the organisation, check the documents and records, interview staff, upload evidence, etc. It is a finding process to check whether the onsite evidence matches the requirements of the standard.

11. **Who should be contacted and how, if any information is required?**

You can contact us at dhs@nabh.co