

Hospital Quality of Care & Accreditation in India

Institute of Actuaries of India

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WHAT IS QUALITY?

- Degree of Excellence
- Fitness for Purpose
- Meeting Requirements
- Meeting Customer/community Needs
- Delighting Customers
- Right First Time, All The Time



Quality Plan

- Annual evaluation of Performance management plan

Objectives

- To utilize a hospital-wide approach for quality improvement
- To increase the probability of desired patient outcomes
- To identify opportunities to improve patient care and services
- To establish priorities for improving care and services
- To provide guidance and knowledge for quality improvement
- To coordinate quality improvement activities in the organization



Quality Steering Committee

- Oversees quality improvement activities
- Guides and support Quality improvement
- Membership of the Quality Steering Committee includes the Executive Director, Chief Executive Officer, Medical Superintendent, Heads of Departments of all hospital-wide key functions and Quality Systems
- The Quality Steering Committee meets at least quarterly



QUALITY PROCESS

Board of Directors
Governance and Leadership

Quality Steering Committee
Executive Director Planning and
Implementation

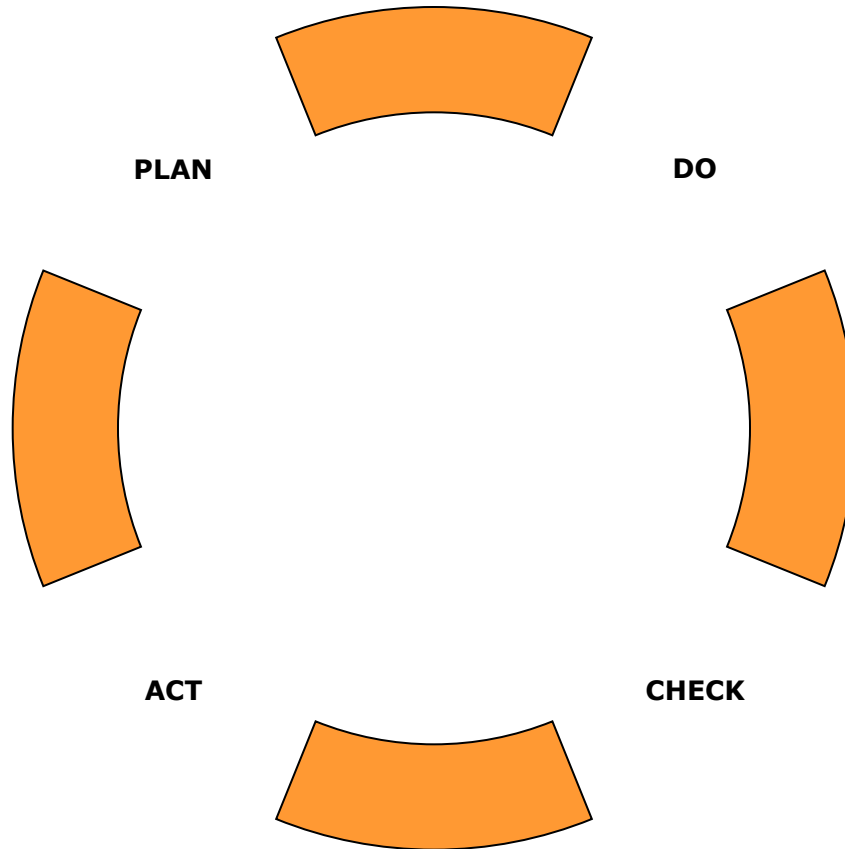
Hospital Committees
Clinical, Operational & Safety - CEO,
Operational & Safety , Collaborative
Governance and Feedback

Quality Systems
Department Analysis and Feedback

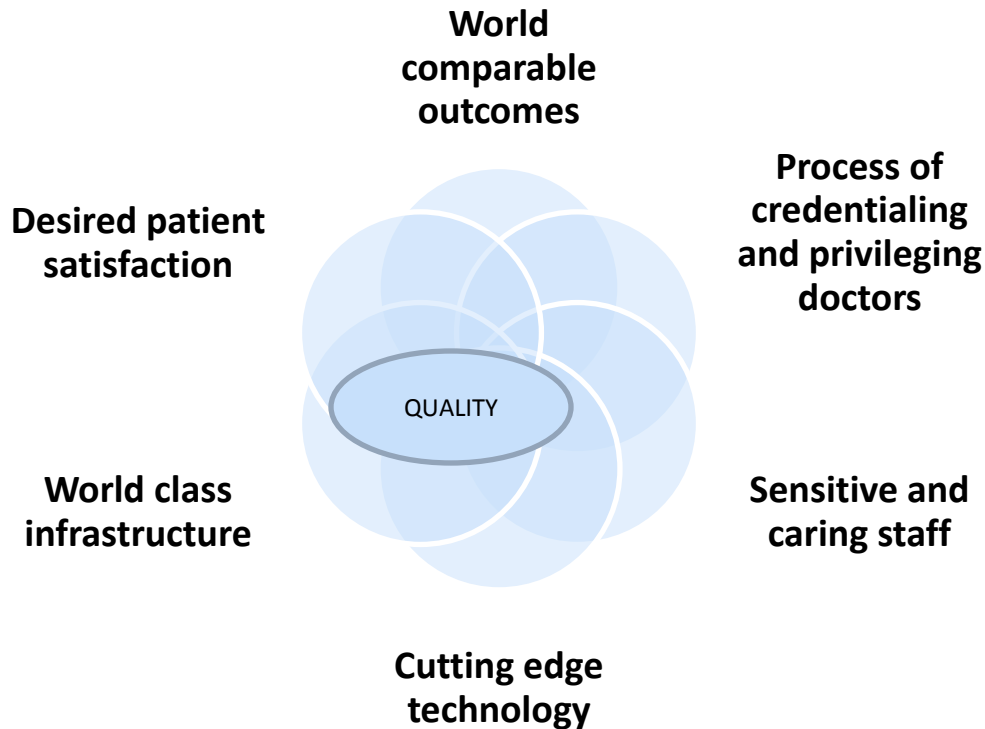
Monthly Data Reporting
Various Clinical and Operational
Departments



Quality Improvement Model

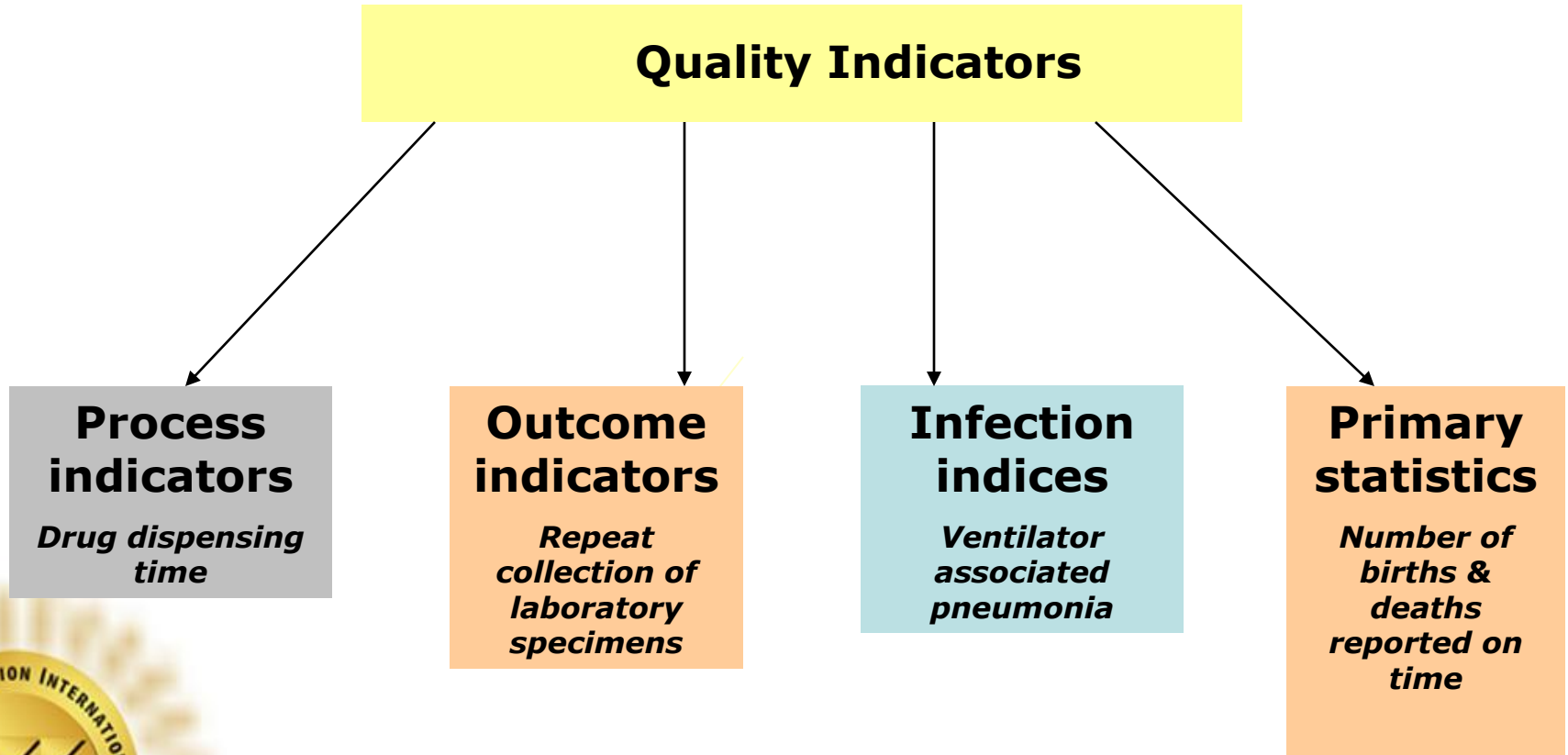


SPECTRUM OF TOTAL QUALITY



- The thrust of healthcare quality is to ensure that safety and superior outcomes are consistently delivered.
- A healthcare organization has to have the people, systems and processes in place to facilitate this.
- And the ability to ensure consistency, reliability, safety and quality across its entire organization.

QUALITY INDICATORS



HEALTHCARE AT APOLLO IS BUILT ON THE FOUNDATION OF QUALITY AND EXCELLENCE.



**CLINICAL
QUALITY**

**SERVICE
QUALITY**

**OPERATIONAL
QUALITY**



THE 3 TENETS OF QUALITY
DEFINITION
DATA
DETAILED ANALYSIS

THE 3 TENETS OF QUALITY

DEFINITION

DATA

DETAILED ANALYSIS



COLLABORATIVE GOVERNANCE

Academic Council Committee

Credentials committee

Disaster Management Committee

Ethics Committee

Infection Control Committee

Medical Audit committee

Medical Records Committee

O T Committee

Pharmacy Committee

Safety Committee

Sentinel Events Analysis Committee

Transfusion Committee

Transplant Committee

Resuscitation Review Committee



Accreditation

Accreditation is a process in which [certification](#) of competency, authority, or credibility is presented.

Very few accrediting bodies in healthcare in India

Quality Council of India plays a major role

NABL for laboratory services

NABH for hospital accreditations

In India, hospitals are also going in for international accreditations like Australian system, Joint Commission International etc.

In India 15 hospitals are accredited by Joint Commission International

NABH

- National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a constituent board of Quality Council of India, set up to establish and operate accreditation programme for healthcare organizations. the board is structured to cater to much desired needs of the consumers and to set benchmarks for progress of health industry.

Benefits of NABH Accreditation

- **"A public recognition of the achievement of accreditation standards by a healthcare organisation, demonstrated through an independent external peer assessment of that organisation's level of performance in relation to the standards".**
- Accreditation benefits all stake holders. Patients are the biggest beneficiary. Accreditation results in high quality of care and patient safety. The patients get services by credential medical staff. Rights of patients are respected and protected. Patient satisfaction is regularly evaluated.
- The staff in a accredited health care organisation are satisfied lot as it provides for continuous learning, good working environment, leadership and above all ownership of clinical processes.
- Accreditation to a health care organisation stimulates continuous improvement. It enables the organisation in demonstrating commitment to quality care. It raises community confidence in the services provided by the health care organisation. It also provides opportunity to healthcare unit to benchmark with the best.
- Finally, accreditation provides an objective system of empanelment by insurance and other third parties. Accreditation provides access to reliable and certified information on facilities, infrastructure and level of care.



➔ **Advantages For your employees:**

1. Staff gets a better understanding of their role and objectives, by having a documented management system.
2. They benefit from reduced stress levels, because they are using an efficient management system and because they know what is expected of them.
3. They get increased morale and a sense of pride through achieving the goals of registration and customer satisfaction.
4. New staff can immediately learn their job, because the details are in writing.



➔ **For your organization:**

1. Your products will be of a more consistent quality
2. You gain cost savings
3. You can improve the quality of your services.



5. You can expect preferential treatment from potential customers

6. You secure greater customer loyalty, because you continuously satisfy their needs and give them no cause to seek another hospital..



➔ **For your customers:**

1. Your customers get a known level of quality that is independently audited.
2. They get a means of choosing between competing hospitals.
3. They can have more confidence in your services
4. Hospitals are safer than others not accredited