



**National Accreditation Board for
Hospitals & Healthcare Providers**

(Constituent Board of Quality Council of India)

Online Feedback for improving the assessment process

Dear HCO representative,

As you all aware that after the assessment of HCO, NABH secretariat seeks feedback for improving the assessment process and monitoring the assessment team. Your valuable feedback is an expression of satisfaction /Experience or a complaint, or misuse of authority in references to scope of accreditation.

During the analysis of received feedbacks from HCO, we have observed that most of the time HCO feels apprehensive and not share true feedback of assessment process.

Keeping above objectives on priority, NABH is preparing to receive feedback from HCO by involving third party named monkey survey through which HCO can send their feedback in anonymous way. This feedback system is highly secure and confidential, where you can share your valuable feedback directly with the CEO or assigned authority of NABH without any involvement of others who can affect the accreditation decision.

NABH believes in total transparency and accountability of staff and assessors. Your valuable feedback will be viewed and analysis only by the CEO or senior officer of NABH. We also expect to receive feedback from the higher management of HCOs.

I would like to assure all the HCOs, not to feel any apprehension or fear while sharing their true feedback/ experience of undergone assessment process.

Your feedback shall give us an opportunity to improve our process further.

With Regards

Dr. B. K Rana
CEO Incharge