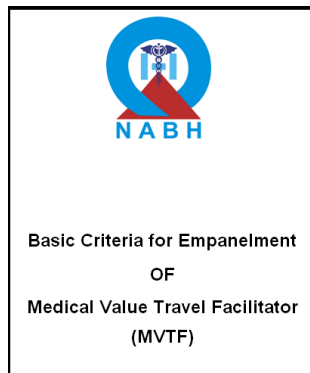


**NATIONAL ACCREDITATION BOARD FOR HOSPITALS
& HEALTHCARE PROVIDERS (NABH)**



Medical Value Travel Facilitator (MVTF)

General Information Brochure



August 2020



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 Organizations
3. Blood Banks
4. Medical Imaging Services
5. Dental Facilities/Dental Clinics
6. Allopathic Clinics
7. AYUSH Hospitals
8. Primary Health Centre
9. Clinical Trail (Ethics Committee)
10. Panchakarma Clinics
11. Eye Care Organization

Certification programs:

1. Entry Level Hospital
2. Entry Level Small Healthcare Organizations
3. Entry Level AYUSH Centre
4. Entry Level AYUSH Hospital
5. Nursing Excellence
6. Medical Laboratory Programme
7. Emergency Department
8. MVTF Empanelment Certification

Empanelment programs:

NABH, at present is operating following empanelment programs:

1. CGHS & ECHS empanelment
2. Medical Value Travel Facilitator



Introduction to Empanelment

Empanelment is the provision by an independent body of written assurance (a certificate) that the services being provided by the facilitator meets specific requirements.

Medical Tourism in India is playing a vital role in improving the economic and social status of the society. A large and growing population, a booming economy, rapid urbanization which has expanded the middle class, and awareness on emerging new diseases, lifestyle diseases & their burden has enabled the medical tourism industry to grow at much higher rate.

The objective of NABH is to initiate programs focusing on patient safety through process of self and external evaluation in order to test the accountability and reliability of the facilitators.

The MVTF empanelment program was started in the year 2016 on the request of Ministry of Tourism and FICCI. It provides accountability and reliability of the MVTF centres. Special benefits for the facilitators include showcase of this empanelment as part of their commitment to quality and patient safety. This would certainly build confidence to patients coming for treatment from overseas. MVTF centres in tier-1 cities where the healthcare facilities are good in our country will facilitate tie ups with hospitals to go for empanelment.

The empanelment criteria's are not expected to be prescriptive. They only lay down the requirements and it is up to organization to come out with the systems, processes and modes of measuring performance indicators which can demonstrate compliance to the requirements as specified in the empanelment criteria.

The certificate issued shall be valid for two years. The organization should apply for renewal six months before the expiry of validity.

Scope of the Program:

This document explains the process of evaluation under the scheme for voluntary empanelment of Medical Value Travel Facilitator (MVTF). It describes the requirement that should be followed in order to obtain and maintain the certificate of empanelment.



About Medical Tourism & Facilitator

Medical tourism is the attempt on the part of a tourist facility or destination to attract tourists by deliberately promoting its healthcare services and facilities, in addition to its regular tourist amenities. International medical tourism refers to cross-border travel made by people for medical facilities either to leverage costs back home or to avail quality treatment from medically advanced Nations.

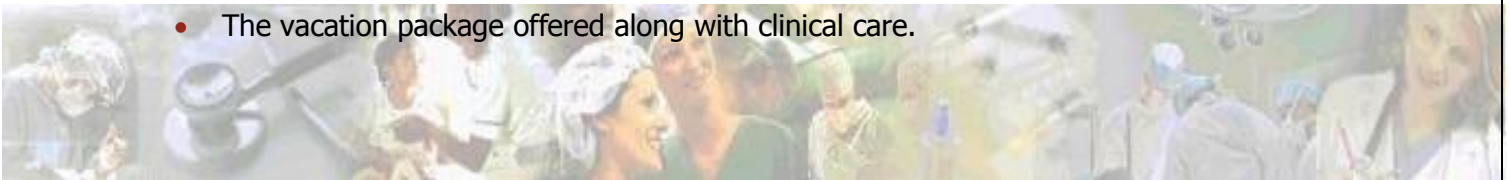
A Medical Tourism Facilitator is an agency involved in managing and coordinating all the activities related to care of the patients and their treatments while travelling abroad. Medical tourism agencies and facilitators are an important part of the medical tourism industry, helping patients to engage in medical tourism.

Why Medical Tourism?

- Medical treatment that was unavailable in their own communities.
- High cost of health care.
- Some treatments may not be legal in the home country, such as some fertility procedures.
- Improvements in both technology and standards of care in many countries.
- The avoidance of waiting times.

Factors for choosing Medical Tourism Destination

- Rich cultural heritage & tourism potential.
- Availability of advanced equipment & medical experts.
- Reputation for age-old medicines and therapies such as Ayurveda, Homoeopathy, Unani, Naturopathy and Yoga, Panchakarma.
- Wellness tourism: large number of tourist places for tourist attractions
- Cost-effective and qualitative advanced healthcare.
- Availability of the procedures.
- Religious and cultural affinity.
- Political climate.
- Credentials of health care providers.
- The vacation package offered along with clinical care.



About Medical Tourism & Facilitator

Why India as a Favorite destination?

- High savings
- No wait-lists
- High quality treatment
- World class facilities
- Access to latest technology
- Best surgeons
- Customer care
- Travel opportunities
- Rich Cultural Heritage

Advantages of Medical Tourism

Inarguably medical tourism is an economic tool for nations striving to boost their economies through direct benefits such as:

- Increase in revenue, employment opportunities, investment in tourism avenues etc.
- Indirect benefits that include spillover effects leading to growth in other industries.
- Rise in living standards of people associated with tourism.
- Need for education, demand for related educational courses, growth of ancillary industries, and so on

Role of Healthcare Accreditation in Medical Tourism

- Hospital accreditation and standardization is a vital component in any well- ordered society. It has been defined by the academic community as an external assessment and self-assessment process, in relation to established standards, to accurately assess the level of performance and the implement action plans to improve.



About Medical Tourism & Facilitator

Need of Healthcare Accreditation in Medical Tourism

- Medical tourism requires a strong presence of accreditation of healthcare due to a certain amount of unethical situations. There has been an increase in the demand for low-cost insurance products in this rapidly developing market as well as for medical travel websites, associations and agencies that help patients to find hospitals abroad.
- So it is necessary for the patient to research and observe that the lack of accreditation might have deep consequences, not only in the outcome of the treatment itself but also in the quality of the service.



NABH Empanelment Criteria

NABH Empanelment criteria for Medical Value Travel Facilitator prepared by technical committee contains complete set of criteria for evaluation of Medical Value Travel Facilitator for grant of Empanelment.

The empanelment criteria provide framework for quality of care for patients and quality improvement for medical value travel facilitator. The empanelment criteria help to build a quality culture at all level and across all the functions of Medical Value Travel Facilitator.

Clauses of Empanelment Criteria for Medical Value Travel Facilitator (MVTF):

NABH for empanelment of Medical Travel Facilitator has 7 sections

- Technical and infrastructure specifications of the Organization
- Statuary Compliance Information
- Organization Information
- Facilities Provided by the Organization
- Privacy Policy & Procedures
- General Policy & Procedures
- Organization Responsibilities



Assessment Criteria & Methodology

Medical Value Travel Facilitator willing to be empaneled by NABH must ensure the implementation of NABH empanelment Criteria.

The assessment team will check the implementation of NABH empanelment criteria by the Medical Value Travel Facilitator. Medical Value Travel Facilitator shall be able to demonstrate to NABH assessment team that all NABH empanelment criteria, as applicable, are followed.

NABH Secretariat on intimation from the Medical Value Travel Facilitator about the preparedness to take up assessment, appoints an assessor from the pool of empaneled assessors.

Following documents are provided to the assessment team for carrying out the assessment:

- Copy of application form.
- Applicable documents (SOPs, Protocol, and Policy & Procedures) of the Organization.
- Empanelment criteria
- Confidentiality form

In order to obtain evidence on compliance with respect to NABH empanelment criteria and applicable rules & regulations, different methodology for onsite assessment is practiced which includes facility inspection, documents and records review & interview of staffs.

During assessment, assessment objectives are discussed with the Medical Value Travel Facilitator and a copy of detailed report is handed over to the management of the organization at the end of the assessment



Preparing for Empanelment

Medical Value Travel Facilitator shall first decide about getting empanelment from NABH. It is important for a facilitator to make a definite plan of action for obtaining empanelment and nominate a responsible person to co-ordinate all activities related to seeking empanelment. An official nominated should be familiar with existing quality assurance system.

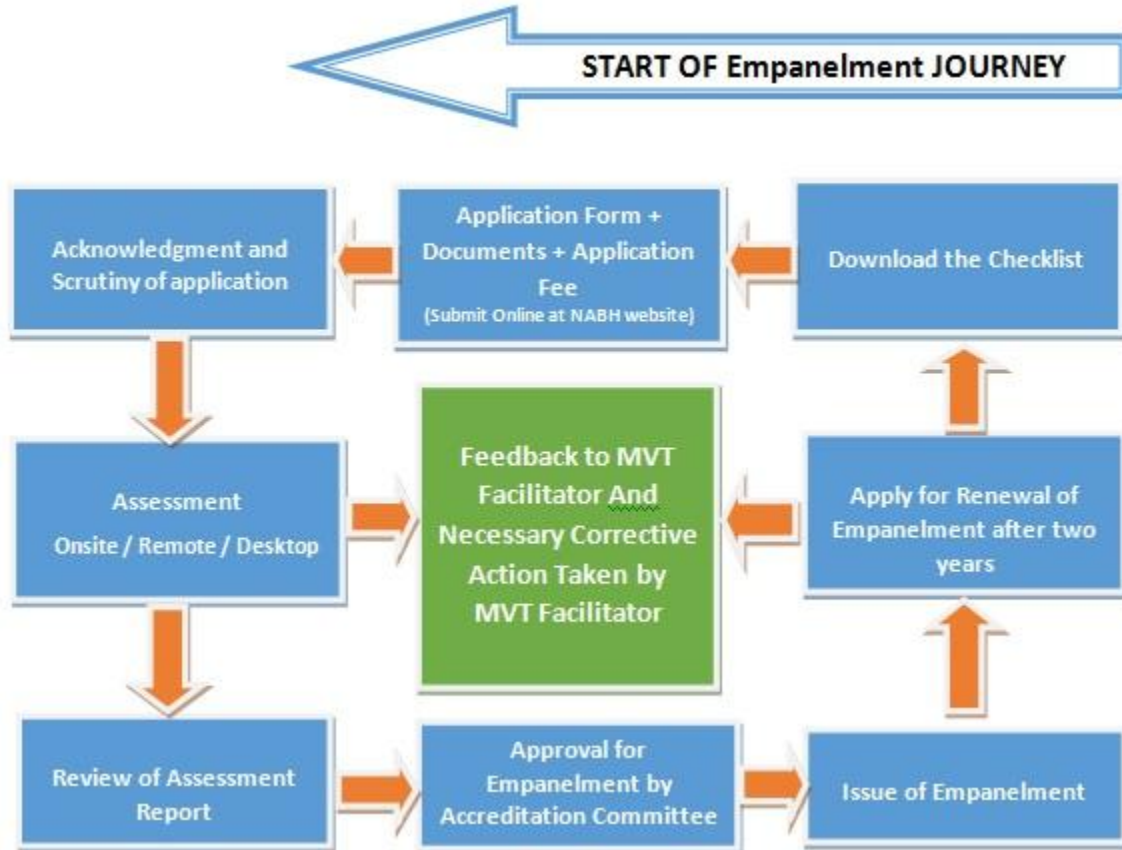
Medical Value Travel Facilitator shall procure a copy of empanelment criteria from the NABH official website by downloading it. Further clarification regarding empanelment criteria can be got from NABH Secretariat in person, by post, by e-mail or on telephone.

Medical Value Travel Facilitator for empanelment shall understand the NABH assessment procedure and ensure that the empanelment criteria required are implemented in the organization.

Medical Value Travel Facilitator can download the application form for NABH empanelment from the web-site and must be ready for maintaining compliance before submission of application and must ensure that it complies with NABH requirement for empanelment.



NABH Empanelment Procedure



NABH Empanelment Procedure

Application for Empanelment:

Medical Value Travel Facilitator shall apply to NABH for empanelment by practicing following steps:

- Filling online application form
- Pay application fee as detailed in the application form
- Attach copy of last internal audit report
- Attach copy of minutes of last management review meeting

Scrutiny of application:

Application form is scrutinized at NABH Secretariat and if it is found to be complete in all respects, a unique reference number is issued to the Centre. The Medical Value Travel Facilitator shall be required to quote this reference number in all future correspondence with NABH.

Appointment of Assessor:

NABH shall appoint Assessor who shall have the overall responsibility of conducting the assessment for the Medical Value Travel Facilitator. He/ She will conduct the on- site assessment of the Organization.

On-site Assessment:

The date of on-site assessment shall be agreed upon by the organization management and assessor. Assessment shall be conducted on all the facilities/services of the Facilitators. The assessor reviews the documented management system and verifies its compliance to the NABH empanelment criteria. The documented quality system, SOPs, work procedures etc. shall be assessed for their implementation and effectiveness. The technical competence of the organization shall also be evaluated.



NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)



Desktop assessment: In this type of assessment the healthcare organization will submit information & documents as per the checklist & the same shall be reviewed by NABH assessor. The decision on granting of empanelment shall be based on the recommendations made by the assessor and deliberated by the accreditation committee.

Remote assessment: In this type of assessment, the assessor (s) does not go to the HCO in person, but conducts the entire assessment from a remote location through the use of virtual platforms. Hospital need to provide the online platform.



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 organizations 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 organization.

NABH Secretariat organizes training sessions on understanding of NABH standards and implementing them in the organizations in form of Programme on Implementation (POI), for healthcare organizations desirous of taking their organizations for accreditation. These sessions are taken by faculty from NABH who are senior assessors. The details of these trainings, dates, venue and fee information are available in the NABH website

NABH has taken a new initiative to conduct free master classes on various topics under the rubric "NABH Quality Connect-Learning with NABH". The master classes is conducted every month. The topics include: Key Performance Indicators (KPI), Hospital Infection Control, Management of Medication, Document Control, Clinical Audits, Continual Quality improvement, Hospital infection prevention etc

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

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

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



Fee Structure

General information brochure	Free of cost (on website)
NABH Checklist for MVTF Empanelment	Free of cost (on website)

Assessment	Site Visit	Application Fees	Empanelment Fees
Medical Value Travel Facilitator	1x1 Man-Days	5,000/-	20,000/-

GST: w.e.f. 01.06.2016 a GST of 18% or as applicable will be charged on all the above fees. HCOs are required to include the service tax in the fees accordingly while making payment to NABH.

CONTACT DETAILS

NATIONAL ACCREDITATION BOARD FOR HOSPITALS AND HEALTH CARE PROVIDERS

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