

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



**GENERAL INFORMATION BROCHURE  
FOR BLOOD STORAGE CENTRES**

2013



## Blood Storage Centres

Accreditation is a public recognition by a National Healthcare Accreditation Body, of the achievement of accreditation standards by a Healthcare Organization, demonstrated through an independent external peer assessment of that organization's level of performance in relation to the standards.

In India, Health System currently operates within an environment of rapid social, economical and technical changes. Such changes raise the concern for the quality of health care. Blood storage centres are an integral part of health care system. Accreditation would be the single most important approach for improving the quality of blood storage centre. Accreditation of storage centres strives to improve the quality and safety of blood and blood products.

The accreditation programme assesses the quality and operational systems in place within the facility. The accreditation includes compliance with the NABH standards, applicable laws and regulations.





## Benefits of Accreditation

### **Benefits for Users/ Patients/ Donors**

Users/ patients/ donors are the biggest beneficiary among all the stakeholders. Accreditation results in improving the quality and safety of blood and blood products. They all are serviced by credential medical staff and their rights are respected and protected. Users/ patients/ donors satisfaction are regularly evaluated.

### **Benefits for Blood storage centres**

Accreditation to a blood storage centres stimulates continuous improvement. It enables blood storage centres in demonstrating commitment to quality. It raises community confidence in the services provided by the blood storage centres. It also provides opportunity to blood storage centres to benchmark with the best.

### **Benefits for Staff**

The staff in an accredited blood storage centres is satisfied lot as it provides for continuous learning, good working environment and leadership. It improves overall professional development of all the staff including Medical and Para Medical Staff.

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



National Accreditation Board for Hospitals and Healthcare Providers (NABH) is a constituent board of Quality Council of India (QCI), set up to establish and operate accreditation programme for healthcare organizations. NABH has been established with the objective of enhancing health system & promoting continuous quality improvement and patient safety. The board while being supported by all stakeholders, including industry, consumers, government, has full functional autonomy in its operation.



## NABH Standard

NABH Standard for blood storage centres is prepared by the technical committee constituted by NABH that has eminent persons from the field of blood banks and blood transfusion services. The accreditation standard includes the requirements of various laws and regulations and guidelines set by National AIDS Control Organisation (NACO). The standard provides framework for improving quality and safety of blood and blood products. NABH Standard has a total of nine clauses.

Main clauses of NABH Standard:

1. Organisation and Management
2. Accommodation and Environment
3. Personnel
4. Equipment
5. External Services and Supplies
6. Process Control
7. Continuous Improvement
8. Document Control and Records
9. Internal Audit and Management Review



## Assessment Criteria

Blood storage centres willing to be accredited by NABH must ensure the implementation of NABH standard in their organization.

The assessment team shall check the implementation of NABH Standard in organization. The blood storage centres shall be able to demonstrate to NABH assessment team that all the requirements of NABH standard, as applicable, are implemented & followed.



## Preparing for NABH Accreditation

Management of the Blood storage centres shall first decide about getting accreditation for its centre from NABH. It is important for the centre to make a definite plan of action for obtaining accreditation and nominate a person to co-ordinate all activities related to seeking accreditation. An official nominated should be familiar with existing blood storage centres quality management system.

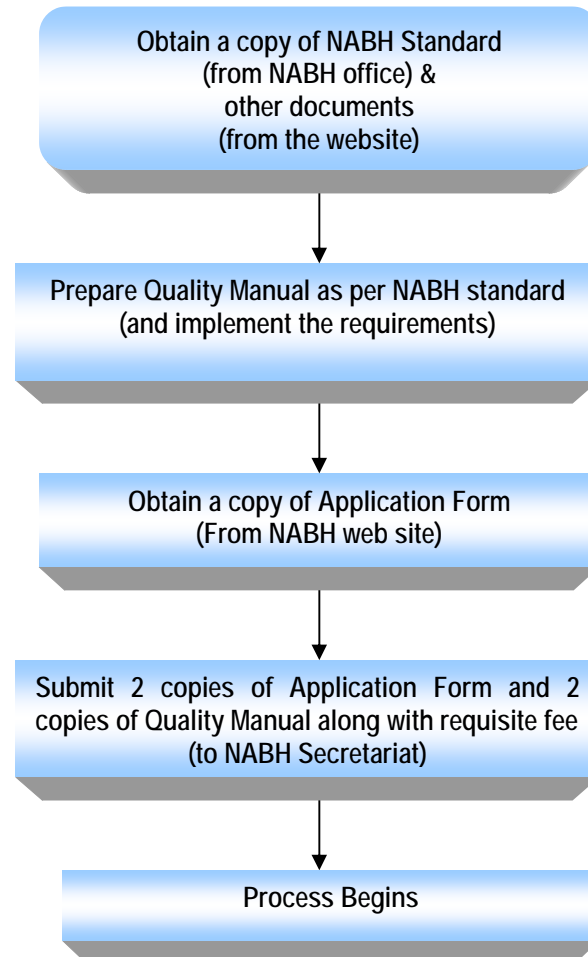
Blood storage centre may procure a copy of standard from the NABH Secretariat against payment. Further clarification regarding standard can be obtained from NABH Secretariat in person, by post, by e-mail or on telephone.

The blood storage centre looking for accreditation shall understand the NABH assessment procedure. The blood storage centre shall ensure that the requirements of the standard are implemented in the organization.

The application form for NABH accreditation can be downloaded from the web-site, [www.nabh.co](http://www.nabh.co).

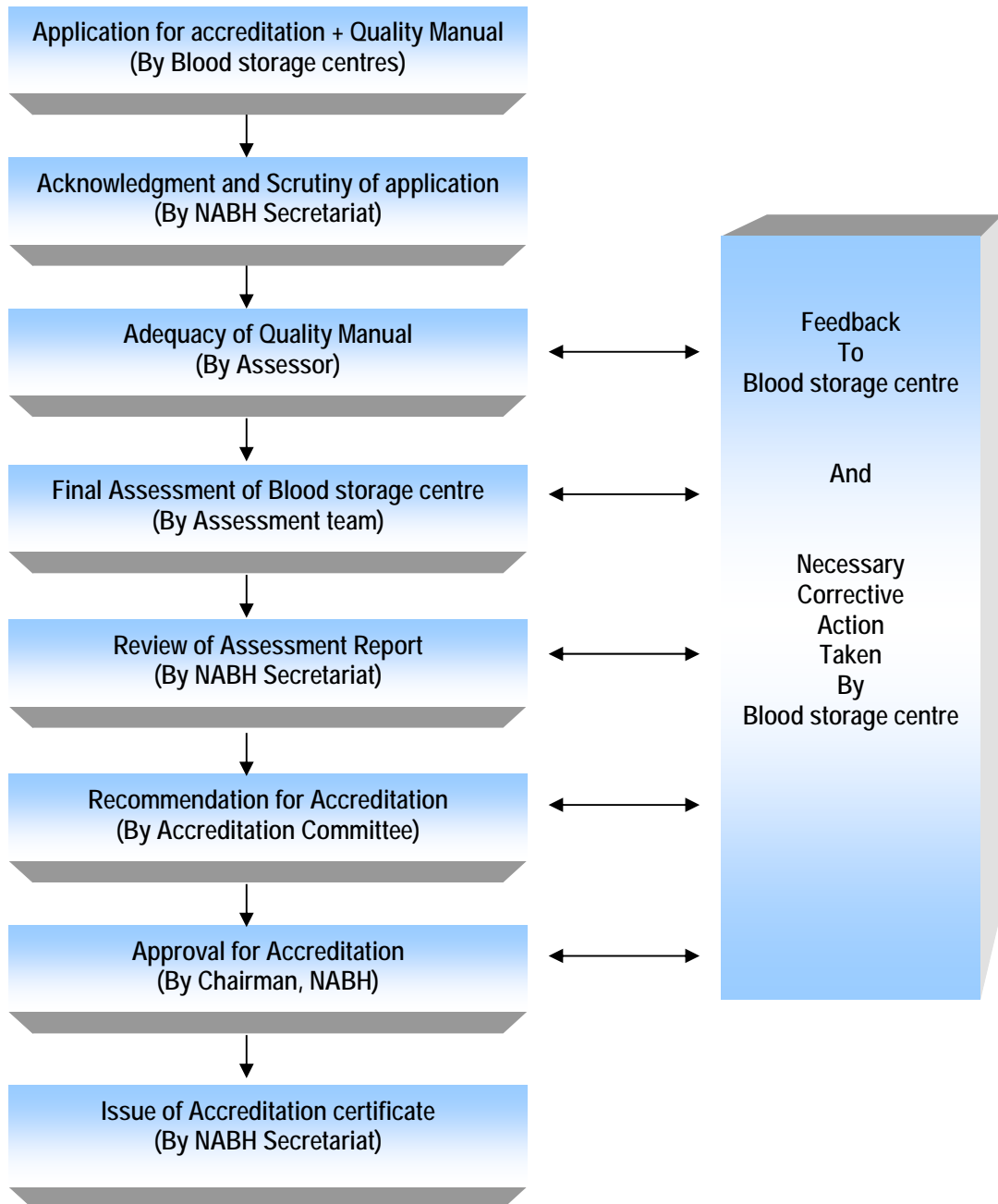


Preparing for NABH Accreditation





NABH Accreditation Procedure



## NABH Accreditation Procedure

### **Preparation of Quality Manual:**

The blood storage centres shall prepare a Quality Manual as per the NABH standard. The Quality Manual shall state the Quality Policy and Objectives of the centre. The Quality Manual shall address to all the clauses of the standard. Cross-reference to the procedures, both of quality management system and technical, shall be given in the manual.

### **Application for accreditation:**

The blood storage centres shall apply to NABH in the prescribed application form. The application shall be accompanied with the prescribed application fee as detailed in the application form. The application shall be submitted to NABH in two copies along with two copies of Quality Manual.

### **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 organization 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 blood storage centre. He/ She will evaluate the adequacy of quality manual of the blood storage centre, and will conduct the final assessment of the blood storage centre.



## NABH Accreditation Procedure

### **Adequacy of Quality Manual:**

Assessor checks the adequacy of the Quality Manual. The Assessor shall inform NABH regarding inadequacies in the quality manual, if any. The blood storage centre shall address to the inadequacies pointed out by the Assessor in their quality manual and implement the corrective actions in their management system.

The blood storage centre shall be required to pay the requisite Annual fee before the final assessment.

### **Final Assessment:**

After the blood storage centre has taken necessary corrective action to the inadequacies raised in Quality Manual, NABH proceeds to conduct the final assessment. The date of final assessment shall be agreed upon by the blood storage centre management and assessor. Assessment shall be conducted on all the facilities covered under accreditation. The assessment team reviews the blood storage centre's documented management system and verifies its compliance to the NABH standards. The documented quality system, SOPs, work instructions etc. shall be assessed for their implementation and effectiveness. The technical competence of the blood storage centre shall also be evaluated.

Based on the assessment by the assessment team, the assessment report is prepared in a format prescribed by NABH.

The details of partial non-conformity(ies) observed during the assessment are handed over to the blood storage centre by the assessment team and detailed assessment report is sent to NABH.



## NABH Accreditation Procedure

### **Scrutiny of assessment report**

NABH shall examine the assessment report and communicate any action to be taken by the blood storage centre. The report consists of identified non-conformities during assessment, with recommendation on, what improvement should be taken to the centre for eliminating non conformity.

The blood storage centre shall take necessary corrective action on the remaining non-conformity to fill the gap and shall submit a report to NABH Secretariat within a time period set by the NABH. When there are significant non-conformity identified during the final assessment, NABH may arrange for a verification visit for ensuring compliance.

After satisfactory corrective action taken by the blood storage centre the accreditation committee examine the assessment report, additional information received from the blood storage centre and consequent verifications. The accreditation committee shall make appropriate recommendations regarding accreditation of a blood storage centre to the Chairman, NABH.

In case the accreditation committee finds deficiencies in the assessment report to arrive at the decision, the Secretariat obtains clarification from the assessor / blood storage centre concerned.

### **Issue of Accreditation Certificate**

NABH shall issue an accreditation certificate to the blood storage centre with a validity of three years. The certificate has a unique number and date of validity. The certificate is accompanied by the scope of accreditation.



## NABH Accreditation Procedure

The applicant blood storage centre must make all payment due to NABH, before the issue of certificate.

All decision taken by NABH regarding grant of accreditation shall be open to appeal by the blood storage centre, to chairman NABH.

### **Surveillance and Re assessment**

Accreditation to a blood storage centre shall be valid for a period of three years. NABH shall conduct single surveillance before completion of 18 months since the date of accreditation of the accredited blood storage centre.

The blood storage centre may apply for renewal of accreditation at least six months before the expiry of validity of accreditation for which reassessment shall be conducted.

NABH may call for un-announced visit, based on any concern or any serious incident reported upon by an individual or an organization or media.



## Financial Term and Conditions

General information brochure : Free of cost

NABH Standards for blood storage centre accreditation : Rs. 200/-

Application fee and NABH Accreditation charges:

	Assessment Criteria		Accreditation Fee	
	Assessment	Surveillance	Application Fee	Annual Fee
Storage Centre	One man day	One man day	Rs. 5,000/-	Rs. 15,000/-

**Service Tax:** A service tax of 14.50% will be charged on all the above fees. You are requested to please include the service tax in the fees accordingly while sending to NABH.

Notes on Accreditation fee:

- The accreditation fee does not include expenses on travel, lodging/ boarding of assessors. These expenses are to be borne by the blood storage centre on actual basis.
- The first annual fee is payable before final assessment visit.
- All the payments to NABH are to be paid through a demand draft in favour of 'Quality Council of India' payable at New Delhi.

