

**National Accreditation Board for Hospitals
& Healthcare Providers (NABH)**



**General Information Brochure
For
NABH Accreditation Programme for
Dental Health Care Service Providers (DHSPs)**

June 2023

About NABH

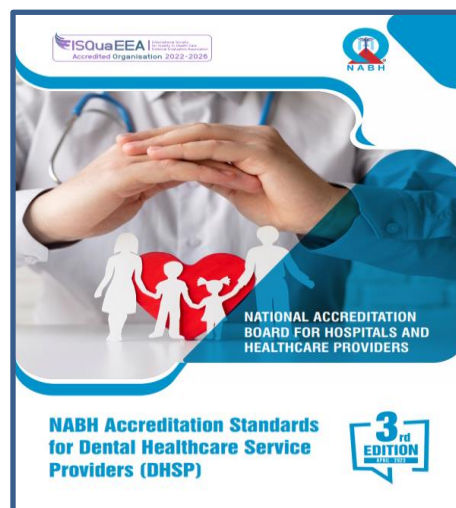
National Accreditation Board for Hospitals and Healthcare Providers (NABH) is a constituent board of Quality Council of India (QCI), set up to establish and operate accreditation program for healthcare organizations. NABH has been established with the objective of enhancing health system & promoting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

ISQua is an international body which grants approval to Accreditation Bodies in the area of healthcare as mark of equivalence of accreditation program of member countries.

NABH is an Institutional Member as well as a member of the Accreditation Council of the International Society for Quality in HealthCare (ISQua). NABH is the founder member of Asian Society for Quality in Healthcare (ASQua) being registered in Malaysia.

NABH is a member of International Steering Committee of WHO Collaborating Centre for Patient Safety as a nominee of ISQua Accreditation Council.

There has been demand from SAARC/ASIAN countries for NABH accreditation and to meet this requirement, NABH has launched NABH International and to begin with Philippines is the first overseas destination for extending NABH accreditation services.



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 NABH, at present is operating following accreditation programs:

1. Hospitals
2. Small Healthcare Organizations
3. Blood Bank
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

NABH, at present is operating following certification programs also:

1. Entry Level Hospital
2. Entry Level Small Healthcare Organizations
3. Entry Level AYUSH Center
4. Entry Level AYUSH Hospital
5. Nursing Excellence
6. Medical Laboratory Programme
7. Emergency Department
8. Entry Level Certification for Dental clinic

Empanelment programs:

1. NABH is the nodal body representing Quality Council of India for conducting assessments of healthcare organizations for empanelment under Central Government Health Scheme (CGHS) and Ex-Servicemen Contributory Health Scheme (ECHS).
2. Medical Value Travel Facilitator (MVTf)

Introduction to Accreditation

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. Accreditation would be the single most important approach for improving the quality of Dental Healthcare service provider. Accreditation is an incentive to improve capacity of national Dental Healthcare Service Provider to provide quality of care. Accreditation system ensures that Dental Healthcare service provider, whether public or private, national or expatriate, play their expected roles in national health system.

According to ISQua "A self-assessment and external peer review process used by health and social care organisations to accurately assess their level of performance in relation to established standards and to implement ways to continuously improve the health or social care system."

Confidence in accreditation is obtained by a transparent system of control over the accredited Dental Healthcare service provider and an assurance given by the accreditation body that the accredited Dental Healthcare service provider constantly fulfills the accreditation criteria.

The NABH accreditation program for Dental facilities/clinics was started in the year June 2010. After receiving tremendous responses and willingness from the dental fraternity for upgrading their dental set ups and to provide quality services to their patients with safety measurements.

Definition of Accreditation

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.

Benefits of Accreditation

Benefits for Patients

- Patients are the biggest beneficiary among all the stakeholders.
- Accreditation results in high quality of care and patient safety.
- The patients are serviced by credentialed medical staff.
- Rights of patients are respected and protected. Patient's satisfaction is regularly evaluated.

Benefits for Dental Healthcare Service Provider

- Accreditation to a Dental Healthcare service provider stimulates continuous improvement.
- It enables the Dental Healthcare service provider in demonstrating commitment to quality care and patient safety thereby ensures best clinical outcomes.
- It raises community confidence in the services provided by the Dental Healthcare service provider as services provided by credentialed medical staff.
- It also provides opportunity to Dental Healthcare service provider unit to benchmark with the best.
- An accreditation status also provides marketing advantage in a competitive health care.
- Finally, accreditation provides an objective system of empanelment by insurance and other third parties.

Benefits for Staff

- The staff in an accredited Dental Health Care Provider is satisfied lot as it provides for continuous learning, good working environment and leadership.
- Efficiencies and competencies of staff also gets improved in an accredited Dental Healthcare service provider.
- It improves overall professional development, knowledge and competencies in systematic ways with defined ownership and accountability of all the staff including Medical and Para Medical Staff.

Benefits to paying and regulatory bodies

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.

NABH Standards for Dental Healthcare Service Provider (DHSP)

The Dental 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.

NABH Standards for Dental Healthcare service provider prepared by technical committee contains complete set of standards for evaluation of Dental Healthcare service provider for grant of accreditation. The standards provide framework for quality of care for patients and quality improvement for Dental Healthcare service provider. The standards help to build a quality culture at all level and across all the function of Dental Healthcare service provider. NABH Standards for Dental Healthcare service provider has 10 chapters incorporating 83 standards and 466 objective elements under Dental Hospital Standards. NABH Standards for Dental Healthcare service provider has 10 chapters incorporating 80 standards and 416 objective elements under Dental Clinic Standards.

Main Chapters of NABH Dental Standards are

1. Access, Assessment and Continuity of Care (AAC)
2. Care of Patient (COP)
3. Management of Medication (MOM)
4. Patient Rights and Education (PRE)
5. Infection Prevention and Control (IPC)
6. Patient Safety and Quality Improvement (PSQ)
7. Responsibility of Management (ROM)
8. Facility Management and Safety (FMS)
9. Human Resource Management (HRM)
10. Information Management System (IMS)

Methodology for Accreditation

A Dental Healthcare service provider willing to be accredited by NABH must ensure the implementation of NABH standards in its organization for at least three months prior to making an application.

The assessment team will check the implementation of NABH Standards in organization. The Dental Healthcare service provider shall be able to demonstrate to NABH assessment team that all NABH standards, as applicable, are followed.

Eligibility to apply for Dental accreditation

Dental Healthcare Service Provider (DHSP) that fulfills the following requirements:

- Currently in operation as Dental Healthcare Service Provider(DHSP)
- Dental Healthcare Service Provider should have been implemented NABH standards in the DHSP for a minimum of three months.
- The organization that commits to comply with NABH standards and applicable legal/statutory/ regulatory requirements.

All the Dental Health care providers with the following criteria;

Section A: Dental facilities associated with hospitals with or without inpatient beds including educational institutes.

Section B: Dental Clinics and Centres up to 15 chairs

These standards are to be used by the whole organisation and not for a specific service within the organisation. Organisations may have different services and it is equally applicable to all services and both public and private hospitals/Centres.

Methodology for Accreditation

It is important for the DHSP 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 by the DHSP should be familiar with the latest standards of the DHSP quality management system.

DHSP need to procure a copy of the standard. One can purchase the standards by making the payment at the website

<https://nabh.co/NABHStandards.aspx>

The Dental Healthcare service provider looking for accreditation shall understand the NABH assessment procedure and ensure that the standards are implemented in the organization.

How to apply

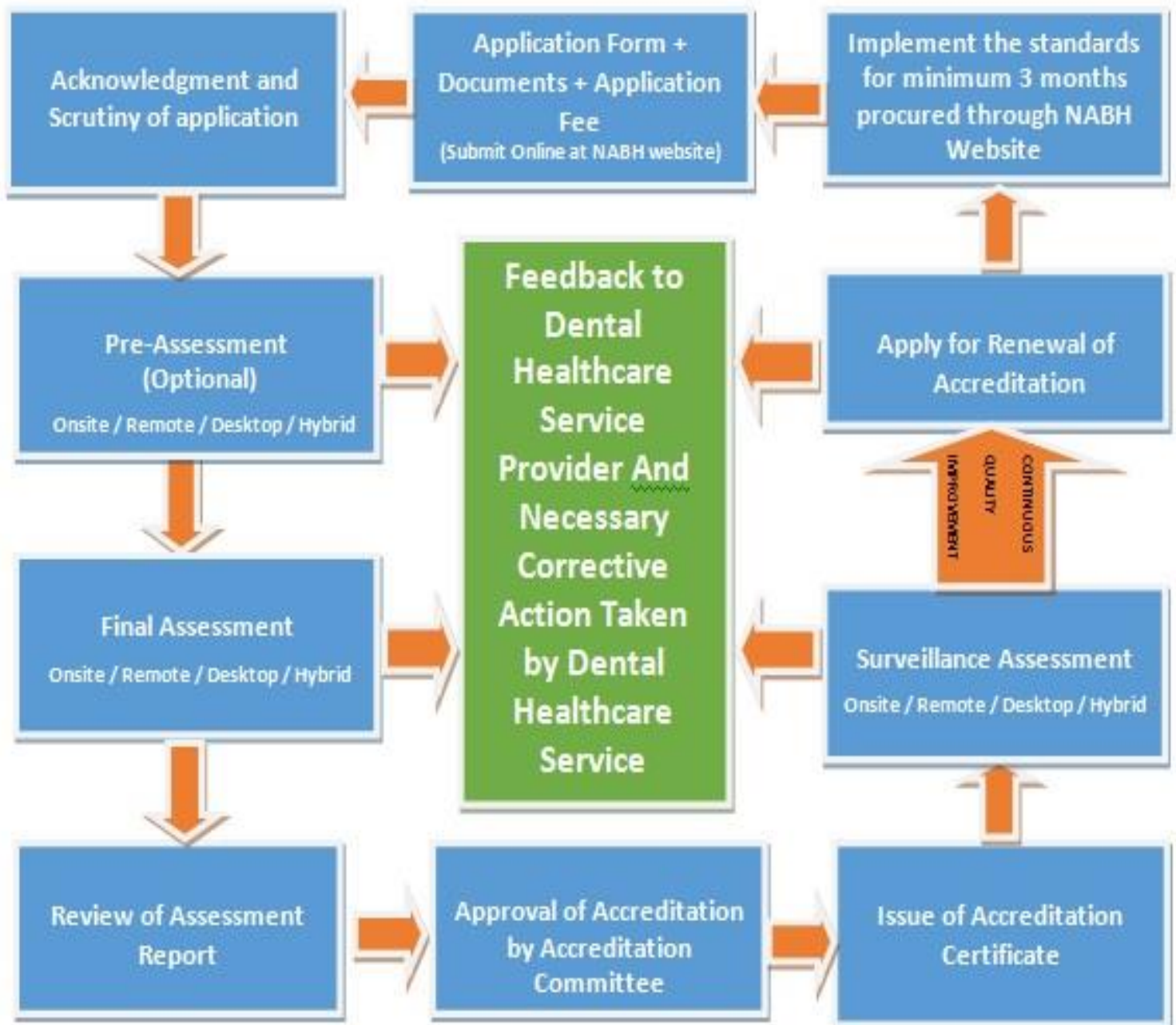
Once the standards are implemented in the Dental Healthcare Service Provider from, the organization can apply for accreditation online from the website www.nabh.co

- (a) Use a new email id for registration
- (b) Choose 'Dental Facilities / Dental Clinics' as Application Type
- (c) NABH shall activate the email id and provide you the login and password

Using the above login and password – you can fill the application form.

Accreditation Process

START OF ACCREDITATION JOURNEY



NABH Accreditation Procedure

How to procure a copy of the standards?

The standards can be purchased online under buy standard tab on NABH website and hard copy of the standard shall be dispatched to the address submitted while purchasing the same. Cost of the Dental third edition Accreditation Standard is Rs. 2000. Visit the link to select and purchase <https://www.nabh.co/NABHStandards.aspx>

Preparation of Policies and Manuals:

The Dental Healthcare Service Provider shall prepare the Quality Manual, Policies and Procedures and other Manuals required as per the NABH standard.

Application for accreditation:

The Dental Healthcare Service Provider shall apply to NABH as per the instructions given in the online application portal. Dental Healthcare Service Provider should fill the application and provide the information details very carefully as this is relevant to determine the scope of services and to take the process further

Scrutiny of application:

Reference ID for the application is generated once the Dental Healthcare Service Provider pays the application fees from 'Make Payment' option of the online application form. NABH officer shall scrutinize the application form for its completeness. Dental Healthcare Service Provider may correspond to NABH via writing in 'Remarks column' of online portal of the Dental Healthcare Service Provider.

Notification of Principal Assessor and Assessment Team:

NABH shall appoint Principal Assessor who shall have the overall responsibility of conducting the assessment for the Hospital/Centre and a team of other assessors. He/ She will evaluate the adequacy of the documents including quality manual, policies and procedures and other manuals as mandated by the standards.

Types of Assessment conducted by NABH

NABH in coordination with the HCO may choose to follow one of the following methods for conduct of the assessments based on environmental factors prevailing in the region in order to ensure business continuity in its operations without compromising on quality.

Onsite assessment: In onsite assessment, the assessors nominated by the NABH Secretariat makes a visit to the HCO for a predefined man day based on the number of dental chairs of the hospital/centre, the assessors verifies the documents, facilities and conducts interviews in person at the HCO.

Desktop assessment: In this type of assessment the NABH secretariat requests for documentation based on certain predefined parameters as per the standards, which is reviewed by the Assessment team to take the process forward.

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

Hybrid assessment: In this type of assessment, one assessor may be physically present in the HCO during the audit, and the other assessor(ors) will be doing the audit from a remote location through the use of virtual platform.

Communication Channel

All applicant and accredited healthcare organizations (HCO) are strongly advised to use the "Remarks column" at the online portal for all communication. Hospitals are strongly discouraged to communicate through telephone or emails to secretariat members as this communication cannot be saved as part of particular HCO record and may not be available for future references. The matrix for communication is available at NABH website.

<https://nabh.co/Announcement/NABH%20Communication%20Matrix%20-%20Jun%202022.pdf>

Pre-Assessment (Optional):

NABH has made pre-assessment optional. Those DHSP which does not want to undergo pre-assessment shall provide in writing in the remark column of online application form. However, NABH shall conduct the pre-assessment for those DHSP which are desirous for the same except for 1-3 Dental Chairs Clinic which is not applicable for pre-assessment. The Principal Assessor and other assessors (as applicable) are assigned the job of preassessment. Principal assessor shall submit the pre-assessment report online. The DHSP shall take corrective actions on the non-conformities raised by the Principal Assessor/ team. The DHSP shall in any case be required to pay the requisite Annual fee before the final assessment

NABH Accreditation Procedure

Final Assessment:

After the DHSP has taken necessary corrective action to the non-conformities raised during the pre-assessment (which is optional), NABH shall propose to constitute an assessment team for the final assessment. However as mentioned earlier DHSP's can directly go for final assessment without opting for pre assessment. The total number of assessors appointed shall depend on the size of the DHSP and scope of services provided. The date of final assessment shall be agreed upon by the DHSP management and assessors. Assessment shall be conducted on all the facilities covered under accreditation. The assessment team reviews the DHSP's documented management system and verifies its compliance to the NABH standards. The documented quality system, policies and procedures, other manuals etc. shall be assessed for their implementation and effectiveness. Based on the assessment by the assessors, the assessment report is prepared and uploaded by the Principal assessor in the online portal. The details non-conformity (ies) observed during the assessment is visible to the DHSP team in the online portal once the Principal Assessor submits the report.

Review of assessment report:

The DHSP shall take necessary corrective action on the non-conformity (s) and upload the requisite document as evidence for corrective action for each non-conformities. On successful submission of the corrective action by the DHSP, the same shall be reviewed by the Principal Assessor

DHSP are allowed to avail only two cycles of review of corrective action taken.

After satisfactory corrective action is taken by the DHSP, the accreditation committee examines the assessment report, additional information received from the DHSP and consequent verifications. The accreditation committee shall make appropriate recommendations regarding accreditation of the DHSP to NABH.

Issue of Accreditation Certificate:

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

The applicant DHSP must make all payment due if any to NABH, before the issue of certificate.

NABH Accreditation Procedure

Surveillance and Re assessment:

Accreditation to a Dental Healthcare service provider shall be valid for a period of four years. NABH conducts surveillance of the accredited Dental Healthcare service provider in one accreditation cycle of four years. The surveillance visit will be planned during the 2nd year i.e. after 24 months of accreditation.

The Dental Healthcare service provider 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 organization or media.

Focus Assessment:

Focus assessments are done in DHSP when there are any significant changes with regard to the DHSPs activities and operations, such as change in scope of accreditation, change of address/ location, change in environment, key technical personnel etc. DHSPs are requested to view policy and procedure related to Focus visit to an accredited hospital by visiting the following link.

<https://www.nabh.co/Policy for Focus Assessment.aspx>

Surprise Assessment:

NABH may conduct surprise assessments at accredited DHSPs periodically to evaluate the compliance to the accreditation standards, as DHSPs are expected to adhere to the NABH accreditation standards at any given point of time once DHSP is accredited. Surprise visit can also happen in response to adverse media report. DHSPs are requested to view policy and procedure related to Surprise visit to an accredited hospital by visiting the following link.

<https://www.nabh.co/SURPRISE-VISIT.aspx>

Guidelines for using the accreditation mark:

Accredited DHSPs should ensure the guidelines related to display NABH Logo / accreditation mark are adhered. Any misuse of the logo / accreditation mark can lead to adverse action being taken against the DHSP by NABH besides legal action. DHSPs are requested to view guidelines related to use NABH logo / accreditation mark by visiting the following link.

https://www.nabh.co/Images/pdf/Policy_and_Guidelines_for_use_of_NABHAccreditation_Certification_Mark.pdf

Disclaimer & Indemnity:

NABH reserves the right to take action or even cancel the accreditation awarded to a DHSP in following conditions –

1. If the required fee is not paid on time
2. Any adverse actions taken by any regulatory bodies against the DHSP,
3. Serious patient safety issues, etc.
4. Failure to comply with the standards at any given point of time etc.

DHSPs are also advised to check the NABH portal time to time for any important announcements, change in standards etc. which needs to be adhered by accredited DHSPs.

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 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>

Financial Term and Conditions

General information brochure : Free of cost
 Accreditation Standards for Dental Health Care Service Providers (DHSPs) Rs. 2000/- (Buy online by following the link)

Assessment criteria and Fee structure

Section A:

- **DHSPs associated with Hospitals without inpatient facility**
- **DHSPs associated with hospitals/educational institutes & standalone DHSPs with inpatient facility.**

Category	Assessment Criteria			Accreditation Fee (Excluding 18% GST)	
	Pre-assessment	Assessment	Surveillance	Application Fee	Annual Fee
Without Inpatient	Two man-days (2x1)	Four man-days (2x2)	Two man-days (2x1)	30,000	1,00,000
With Inpatient Facility	Two man-days (2x1)	Six man-days (3x2)	Two man-days (2x1)	40,000	1,50,000

Section B: Dental Clinics

Number of Dental Chairs	Assessment Criteria			Accreditation Fee (Excluding 18% GST)	
	Pre-assessment	Assessment	Surveillance	Application Fee	Annual Fee
1 to 3	Not Applicable	Two man-days (2x1)	One man-day	5,000	15,000
4 to 10	One man-day	Two man-days (2x1)	One man-day	15,000	40,000
11 to 15	Two man-days (2x1)	Four man-days (2x2)	Two man-days (2x1)	20,000	60,000

NOTE: The man days given above for assessment and surveillance are indicative and may change depending on the facilities and size of the Dental Healthcare service provider.

Contact Details:

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