

CODE OF CONDUCT

DO'S AND DON'TS FOR ASSESSORS

Do's

1. Disclose to secretariat any conflict of interest including (but not limited to) current or prior working or personal relationships that may affect the neutrality of the assessment. When in doubt err on the side of caution!
2. Perform work with honesty, discretion, diligence, and responsibility
3. Follow high standards of fairness, integrity and ethical conduct
4. Take all reasonable steps to protect the confidentiality of the data collected and the anonymity of interviewees
5. Assess as per the scope of assessment. Always keep the intent of the standard in focus
6. Strive to continually improve proficiency and the effectiveness and quality of assessment skills
7. Be objective, consistent and accurate in evaluations of data obtained through documentation, interviews and observation
8. Strive to be complete in assessments and avoid any omissions
9. Separate fact from opinion clearly and concisely in the assessments
10. Commit to honest, thorough and straightforward communication in the performance of assessment activities
11. Be professional, cordial, courteous and honest in all dealings with members of the team
12. Respect the hierarchy laid down for the assessment team
13. Promptly inform the Principal Assessor with regard to difficulties encountered during the assessment
14. Co-operate fully with any enquiry in the event of any complaint about their performance as an assessor or any alleged breach of this code
15. Fill up and submit the various assessment related forms and formats mandated by secretariat in a timely manner
16. Take receipts for local transport (where applicable) to be handed over to the hospital and claim reimbursement
17. Go through the earlier reports especially the areas that you will be assessing
18. Adhere to the schedule and do not wait for longer hours in the hospital. Try to be punctual and conduct the assessment during office working hours only.
19. Adhere to the timelines set as a team for report writing in the hotels, departure from the hotels to the hospital for assessment
20. Be present for the entire duration of the assessment

Additional DO's for a Principal Assessor

1. Principal Assessor officially must acknowledge the mail sent by the secretariat stating acceptance of the assessment.
2. Principal Assessor (PA) writes to the assessors -
 - a. Welcoming the assessment team.
 - b. Informing them of the scheduled opening and closing meeting times so that assessor(s) can plan their itinerary accordingly. Request the assessor(s) to share their travel plans to ensure that the assessor(s) is present for the entire duration of the assessment.
 - c. Instructing the team that PA should be the one point of contact for all types of communication. Mails to be marked with cc to the rest of the assessment team and secretariat.
 - d. Find out preferences of the areas to be assessed.
 - e. Read hospital policies and make observation/notes.
 - f. The team must reach the place of assessment, preferably the previous evening/night but mandatorily at least one hour prior to the scheduled opening meeting time.
3. Principal assessor writes to the accreditation coordinator of the hospital on behalf of NABH.
 - a. Thanking them for accepting accreditation as a part of the quality journey and also the team.
 - b. Coordinating travel, pickup, accommodation for the assessment team.
 - c. Requesting them to acknowledge and respond to mails by the PA.
4. Prepare the assessment schedule by taking inputs from the team and HCO and mail/upload the assessment schedule at least 48 hours in advance to the HCO.
5. The PA must start the assessment process by conducting the "Opening meeting" and must conclude the assessment process with the "Closing meeting"
6. The PA must prepare the team for a daily debriefing.

Some specific DO's

Grooming

1. Please ensure that you are dressed formally and modestly so that a tone is set for the assessment.
2. Please avoid jeans, T-shirts, chappals, heavy accessories, heavy make-up during the assessment.
3. Men to wear ties and formal shoes.

Assessors meeting

It is mandatory that the assessment team meets in the hotel/HCO prior to the assessment. This meeting shall mandatorily happen before the opening meeting. It helps the team to bond professionally and is a step in ensuring that the assessment happens in a smooth and professional manner.

The meeting should be convened by the Principal Assessor. The meeting could be held in a location within the hotel (if convenient) or in the room allocated to assessors in the hospital. During the meeting, at a minimum the following shall be done:

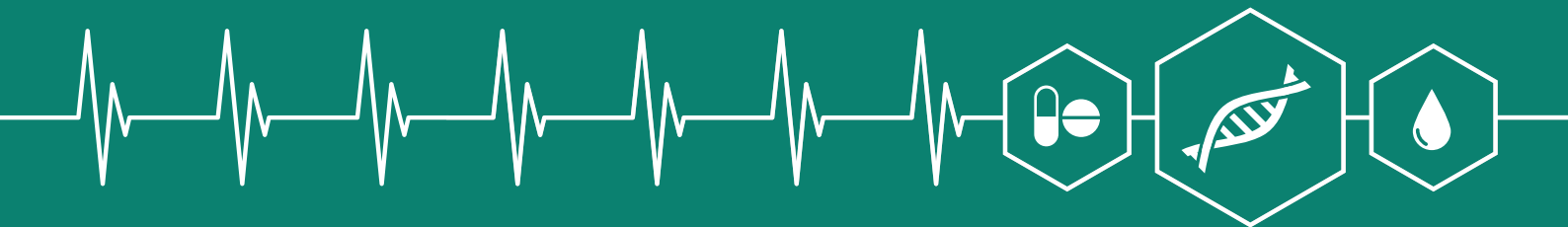
- a. Discuss / Review the assessment schedule
- b. Discuss concerns (if any)
- c. Share and compare notes

If due to unforeseen circumstances, an assessor is not able to attend this meeting, a specific comment to this effect shall be made to the principal assessor with a copy to the secretariat.

Don'ts

1. Do not enter into any activity which may be in conflict with the best interest of NABH or would prevent the performance of duties in an objective manner.
2. Do not use assessment information for any personal gain or in any manner that would be contrary to the law or detrimental to the legitimate and ethical objectives of NABH.
3. Do not disclose any confidential matter, or allow it to be disclosed to a third party or parties, unless explicitly authorized by NABH.
4. Do not knowingly be a party to any illegal activity, or engage in acts that are discreditable to the assessment process or to NABH.
5. Do not communicate false, erroneous or misleading information that may compromise the integrity of any assessment.
6. Do not market, promote or represent any business interests, whilst conducting assessment.
7. Do not provide/offer to provide consultancy at any time to the assessed organization either during the assessment process or later on.
8. Do not get into arguments or confrontations with the hospital. When things go wrong or are likely to go wrong, excuse yourself if necessary by the use of phrase "I will consult my colleagues and get back to you."
9. Do not compare or impose your hospital practices with the hospital being assessed.
10. Do not document patient name or employee name, instead use patient unique identifier or employee number.
11. Do not take away or copy/photograph forms and formats from the organization for any purpose.
12. Do not look at assessed hospital employees as your potential employee or employer.
13. Do not get into a preaching/teaching mode and throw on them your perceived highest level of knowledge.
14. Do not break the continuity of assessments by going out repeatedly for breaks (tea/ coffee/ smoking/mobile).
15. Do not close your observation on isolated cases. Please consider doing more sampling before putting down your sporadic observations as non-conformities. If it is a sporadic observation, the report shall clearly reflect the same including the sample size.
16. Do not have confrontations / unhealthy arguments amongst the assessment team. Under such circumstances, the PA should amicably sort out the differences.
17. Do not criticize a fellow assessor or colleagues to third parties.
18. Do not ridicule the assessment work done by the previous set of assessors.

19. Do not encourage anyone other than the hospital team to interfere or be a part of the assessment process.
20. Do not encourage personal favors such as free health checkup, free consultations, free medications, extra days of hotel stay, free family stay in the hotel paid for by the hospital etc.
21. Do not solicit/accept any inducement, commission, gift, favors or any other benefit from any interested party.
22. Do not encourage/accept parties and pleasantries after working hours.
23. Do not invite any hospital staff to the hotel.
24. Do not invite guests, family to the hotel for dinner that is billed to the hospital.
25. Do not put NABH in poor light by publicly airing grievances regarding NABH secretariat, standards or assessment process.



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