



NABH POLICY AND PROCEDURE FOR SURPRISE ASSESSMENT TO AN ACCREDITED/ CERTIFIED HCO



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1.0 OBJECTIVE

To formulate the policy and procedure(s) for conducting a Surprise Assessment to an Accredited or Certified HCO in addition to other assessment.

2.0 SCOPE

The surprise assessment is to ensure continued compliance with the NABH Standards by an accredited/ certified HCO on an ongoing basis to foster a culture of continuous quality improvement amongst them.

3.0 RESPONSIBILITY

CEO/ Director - NABH shall be responsible for implementation of the policy and monitoring of the implementation of the said policy and procedure(s). CEO/ Director – NABH shall be responsible for the formulation of recommendations to establish, implement and amend this document subject to the approval of the Board of NABH.

4.0 POLICY FOR SURPRISE ASSESSMENT

4.1 Criterion/ Frequency for the surprise assessment

1. NABH shall select organizations on random sampling from both accredited and certified HCO's. The frequency is usually monthly
2. Surprise assessment can also happen in response to adverse media report or based on complaints received at NABH.

4.2 Resource for the surprise assessment

NABH shall finalise the team for a surprise assessment. CEO-NABH/ Director-NABH will appoint an assessor for surprise assessment on behalf of Chairman NABH.

5.0 PROCEDURE FOR SURPRISE ASSESSMENT

5.1 Methodology for the surprise assessment

Surprise assessment will focus on general compliance of NABH Standards for HCO especially for regulatory/ statutory compliances and continuous quality improvements (CQI). Assessment shall not last more than one day in normal circumstances.

5.2 Reporting for the surprise assessment

On completion of the surprise assessment, the team shall submit the report of its findings to the NABH Secretariat. NABH Secretariat shall place the report before the Accreditation/ certification committee. The committee shall in turn recommend for appropriate action.

5.3 Funding for the surprise assessment

The expenses incurred towards the surprise assessment shall be borne by NABH.

6.0 RECORD

NABH shall maintain the records for the surprise assessment conducted on Accredited/ Certified Hospital in a separate file. The file shall have the following:

- serial number for the assessment
- NABH Reference Number of the hospital
- name & address of the hospital
- reason for the surprise assessment date and details of the team
- outcome of the surprise assessment
- remark

All the correspondence in respect to the surprise assessment and decisions shall be recorded.

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