

# Assessment Guidelines for Hospitals in the Entry-Level Certification Programme

## Onsite Assessment Guidelines

The National Accreditation Board for Hospitals & Healthcare Providers (NABH) has developed a set of guidelines for the assessments of entry level certification programme to ensure the smooth conduction of the process.

1. There are two modes of assessments available in the entry level certification programme- Virtual Assessment (VA) and Onsite Assessment (OA).
2. The 1-5 sanctioned beds will fall under VA category and 6 beds onwards will be in the OA category.
3. The onsite assessment planning starts once the HCO/SHCO reaches the Desktop Assessment (DA) completed stage in the HOPE portal.
4. If the hospital is in the DA rejected stage, the hospital needs to submit a fresh application in the HOPE portal by submitting the fees.
5. The fees once paid in the entry level certification programme is non-refundable and it cannot be adjusted with the other programme's across NABH.
6. After completion of DA, if there are any changes in the information provided by the hospital, the same may be intimated to NABH Secretariat at the email ID - [hope@qcin.org](mailto:hope@qcin.org)
7. The hospital is required to contact and coordinate with the assessors (Principal assessor/Co-assessor) for making necessary arrangements of their travelling, boarding, and local transport. The hospital needs to book refundable tickets. The hospital is not required to arrange the logistics of the observer

## Virtual Assessment Guidelines

1. The hospital is informed the allocation of the assessment through the portal, both the assessor and hospital need to accept it on the HOPE portal prior to the scheduled day of assessment.
2. If anyone fails to do it, the assessment cannot be started by the assessor on the mobile application of the assessor.
3. The hospital is required to share any Government issued ID (but not Hospital ID card) of Quality Manager/NABH coordinator who will be attending the virtual assessment/guiding the assessor through virtual tour
4. The hospital is required to submit the payment for virtual assessment in the online portal after accepting the assessment.
5. The assessment will be conducted through the Microsoft teams link provided by the NABH secretariat.
6. For assessment related queries the hospital may contact [hope@qcin.org](mailto:hope@qcin.org)

## General Instructions to the Hospital

1. NABH has a strict 'No Gift' policy.
  - a. Please do not give any bouquets, gifts, souvenirs or mementos to the team. This is applicable irrespective of the value.
  - b. Please do not host or invite the team for any banquets. This holds true even after the assessment is over.
  - c. Please do not offer any other form of inducement to the team.
  - d. Please do not arrange for any extra days of stay/ sightseeing/ shopping trips, etc.
2. The hospital should bring in to the notice of the NABH Secretariat ([hope@qc.in](mailto:hope@qc.in)) immediately if any team member asks for/ requests/ demands any personal favors for e.g., any bookings for the family members/ friends/ acquaintance of the assessor.
3. The hospitals shall not reimburse in cash/through any other payment mode, any bills towards expenditure incurred by the assessors on account of airport transfers and other miscellaneous expenditure (e.g., Food bills during travel).

## Travel Arrangement Guidelines

1. The hospital is required to arrange logistics only for the assessor. Family members /friends / acquaintances are not allowed to travel with the assessor and the hospital should not do any bookings/entertain the stay of family members/friends in the accommodation arranged by the hospital.
2. The hospital is required to arrange the travel either by air, train, bus or car. The itinerary shall be finalized as mutually agreed between the HCO and assessor.
3. It is the responsibility of the hospital to book the travel tickets and the accommodation. The hospital should not reimburse any amount to the assessor in terms of itinerary.
4. **For air travel**, assessors to be provided economy class tickets by the hospital
5. **For travel by train**, reservation to be done in second AC coach by the hospital
6. **For travel by road (bus/car)** as per climatic conditions, descent travel arrangement to be done by hospital
7. **For the local conveyances**, the hospital is required to arrange pick up, drop and travel to the hospital from the place of stay by AC vehicle. It is preferable that the team travels together in one vehicle and hence at times a vehicle with larger seating capacity can be arranged.
8. The hospital is required to communicate well in advance with team members residing locally, to coordinate their travel considering local traffic conditions and time of day.

## Accommodation Arrangement Guidelines

1. The hospital is required to arrange the accommodation for members of the assessment team only and it is **mandatory** that the hospital has confirmed reservations prior the arrival of the team
2. A single air-conditioned occupancy with attached bathroom needs to be arranged for the assessor's requiring accommodation
3. While choosing such accommodation, over-riding importance shall be placed on cleanliness, hygiene, sanitation and general upkeep. A good practice is to consider reviews of the hotel from independent websites

4. The hospital is required to pay for the accommodation and food expenses during stay in hotel. It is also suggested that clear billing instructions to the hotel by the hospital, regarding billing
5. The hospital is responsible only for providing accommodation check-in from **one day prior and check-out on the same day / next day of the assessment date.**



## Disclaimer

The documents are solely meant for guidance to hospitals and implementation of these do not guarantee NABH certification. The mentioned requirements may be supplemented with additional documents and evidences/compliances as per NABH requirements.