

A COMPARATIVE ANALYSIS OF THE NABH, JCI, AND HAAD GUIDELINES FOR HOSPITALS

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MBA HEALTH MANAGEMENT

Introduction

Accreditation

This is a recognition that is accepted by the community that the healthcare organisation follows all the standards set up by the managing body of the accreditation.

1. HAAD

The Health Authority Abu Dhabi (HAAD) is in charge of dealing with the activities relating to healthcare in the Emirate of Abu Dhabi. It works to enhance health services being furnished to the community by way of enforcing regulations and rules that growth the first-class of services and centers, thereby maintaining song of the overall public's protection.

Introduction

2. NABH: National Accreditation Board for Hospitals & Healthcare Providers

NABH (National Accreditation Board for Hospitals & Healthcare Providers) is a part of Quality Council of India (QCI). It was setup in 2005 for improving the quality of health provided by the hospitals and various other healthcare facilities and creating an environment that supports patient safety and how the services are delivered to the patients and other relevant stakeholders.

3. JCI: Joint Commission International

JCI (Joint Commission International) started in 1951, is a USA based, not for profit organisation that evaluates and accredits healthcare facilities, based on their compliance with high-quality standards of care in healthcare organisations. The JCI has established a set of guidelines that healthcare facilities around the world are required to follow in order to achieve accreditation.

Research Question:

1. What are the similarities and differences between the NABH, JCI, and HAAD guidelines for hospitals?
2. How do the various stakeholders view these guidelines and their effect on quality of health provided?

Objectives:

1. To check and see the similarities and differences between the NABH, JCI, and HAAD guidelines for hospitals and identify their respective strengths and weaknesses.
2. To understand the health care related accreditations of NABH, JCI and HAAD and the way they work

Methodology

Study Design: Descriptive study design

Duration of study: 3 months (February to May)

Data Type: Secondary Data

Data collection procedure: Data which is present in accreditation guidelines and case studies through researching on Internet via websites of the accreditation organisations, reputed national and international journals, annual reports, magazines.

Inclusion Criteria: Research Papers from Peer reviewed journals, websites and publications of the Accreditation organisations

Exclusion Criteria: The data used in the study is limited as no primary study could take place.

Results

S. No.	Objectives	NABH	JCI	HAAD
1	Stakeholder's Opinion	a) Quality: Here, Quality means that the healthcare organisation is able to maintain the standards that it follows constantly, thereby safeguarding the customers' (patients and population at large) necessities.	a) Quality: It is defined as how the overall usefulness of healthcare being given to patients apart from zero errors and barriers to healthcare service.	a) Quality: It focusses on how the increase in the grade of health services being provided by a healthcare organisation enhance the chance of a preferred health outcome to occur.

Results

		With relation to patients	With relation to patients	With relation to patients
2	Merits	Enhanced standards that cover Patient rights, quality of care that is provided to them, and the continuous process of improvement that is to be followed.	JCI goes more into detail by providing condition specific standards, ambulatory care, range of care.	Focussed on timely availability of care by reducing waiting time, increasing efficiency and providing up to date care.
		Patients are informed and educated about their rights with respect to health care they receive which in turn empowers them.	Safety of patients receiving any medication, treatment is given a lot of importance through management of medication and even Anaesthesia and Surgical care.	More emphasis is given on process, outcomes and infrastructure capability being possessed by a healthcare organisation

Results

2	Merits	With Relation to Healthcare providers	With Relation to Healthcare providers	With Relation to Healthcare providers
		1. Roles and responsibilities are properly defined allowing ownership of individual work. 1. Healthcare providers are encouraged to give ideas that contribute positively to the process, which thereby improves the environment the staff work in	1. Staff is inspired to do the correct work every time (continuously) thereby increasing their efficiency and confidence. 2. Staff gains in both professional and personal terms due to their association with a reputed organisation	1. Staff has got support in decision making as there are set provisions present that allow no conflicts of interest. 2. Job satisfaction increases due to the consistent doing quality work which in long term increases efficiency.

Results

		With Relation to Healthcare Organisation	With Relation to Healthcare Organisation	With Relation to Healthcare Organisation
2	Merits	1. Benefits include better marketing of the hospital brand as it increases patients trust in the services offered by the organisation. 2. Due to decrease in errors and improvement of systems that are in place at the organisation, there are lesser complaints. 3. NABH standards have been developed keeping in mind their applicability in Indian scenario, which make them best suited. 4. Brings evenness in the operational methods.	1. The organisation gains from this as this helps in attracting foreign patients to our country as JCI standards are reputed worldwide thereby increasing the chances of patients coming for treatment. 2. Majorly everything is covered under these guidelines as they are very comprehensive. 3. JCI standards are developed under the guidance of subject matter experts, which increase their effectiveness in the practical scenario. 4. It has more strict standards than NABH, following which makes the organisation perform much better.	1. Mitigates risk that may be present for an organisation by ensuring that best practices are followed, and all the tasks are done in a timely manner. 2. Following these guidelines automatically makes the organisation compliant with the relevant local laws that govern the health care system. 3. Reduces any extra work that may be there with respect to statutory regulations. 4. Increases the esteem of the organisation due to the high quality of services it provides.

Results

3	Demerits	With relation to patients 1. Lack of awareness is there in patients due to which they do not know what improvement they will get. 1. Cost of resources utilized for getting accredited are paid by patients in form of overhead costs.	With relation to patients 1. Patients are unaware about the accreditation in general, because of which they are not able to judge the changes brought in by it. 2. Cost of implementation increases the patients bills and may also cause patients to not take services from the hospital due to cost involved.	With relation to patients 1. Patients do not have knowledge about the quality they must get, so they are unable to assess the services being offered to them. 2. Cost required for getting accredited are indirectly paid by the people using the health services.
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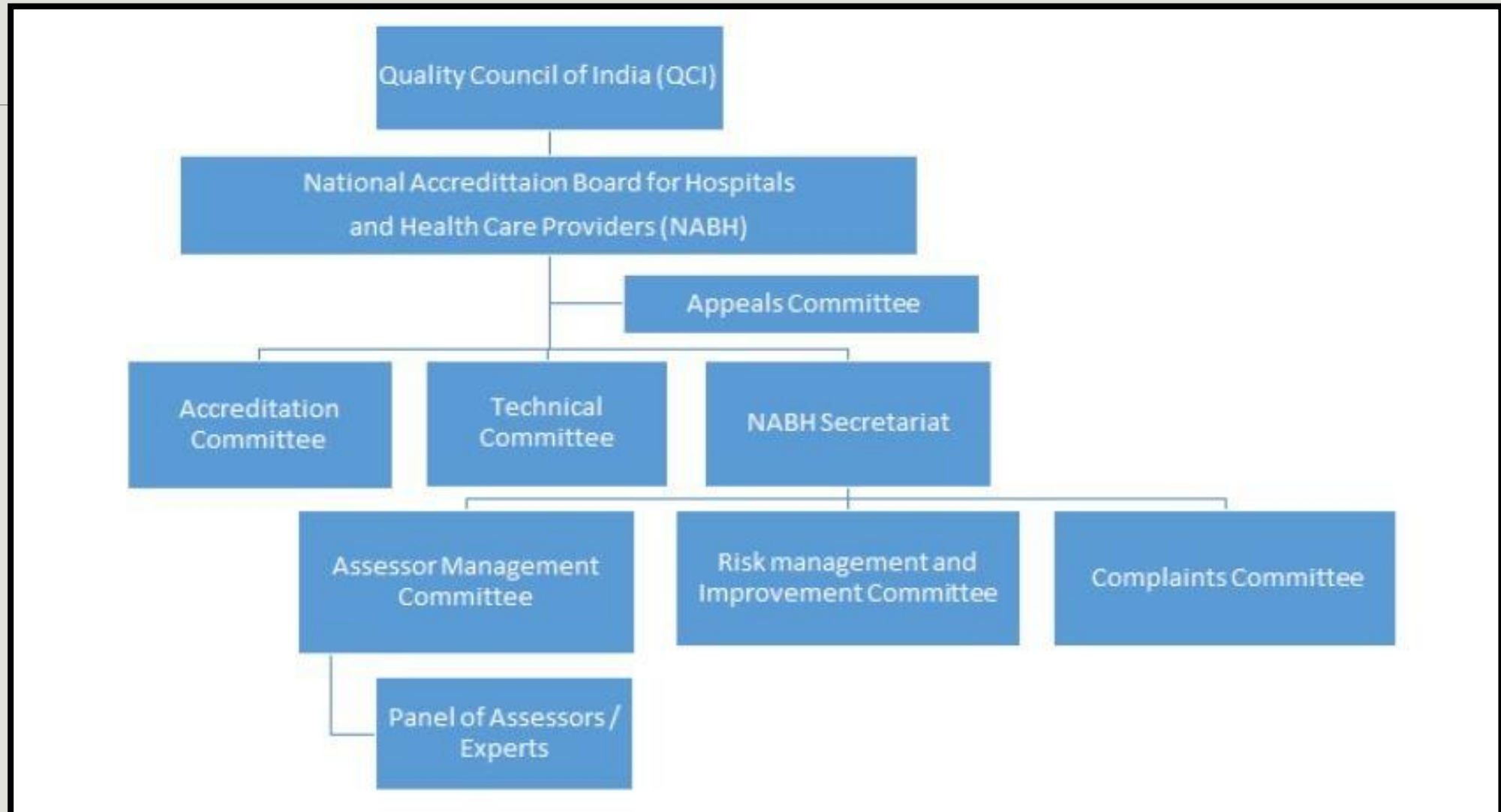
Results

		With Relation to Healthcare providers	With Relation to Healthcare providers	With Relation to Healthcare providers
3	Demerits	1. A lot of paperwork, completion of documents is required which acts as an additional burden for the staff. 2. Preparation for audit takes a lot of time. 3. Regular operations are affected as staff has to take out extra time to arrange for the evaluation.	1. As JCI is very comprehensive, it needs a lot of maintenance of records. 2. Training and getting ready for audit need a great deal of time. 3. Senior staff has to take training and give training to junior staff.	1. Lot of paperwork is generated for keeping an account of all the processes. 2. Special and extra training is to be done before the audit so that staff can apply the directives properly.

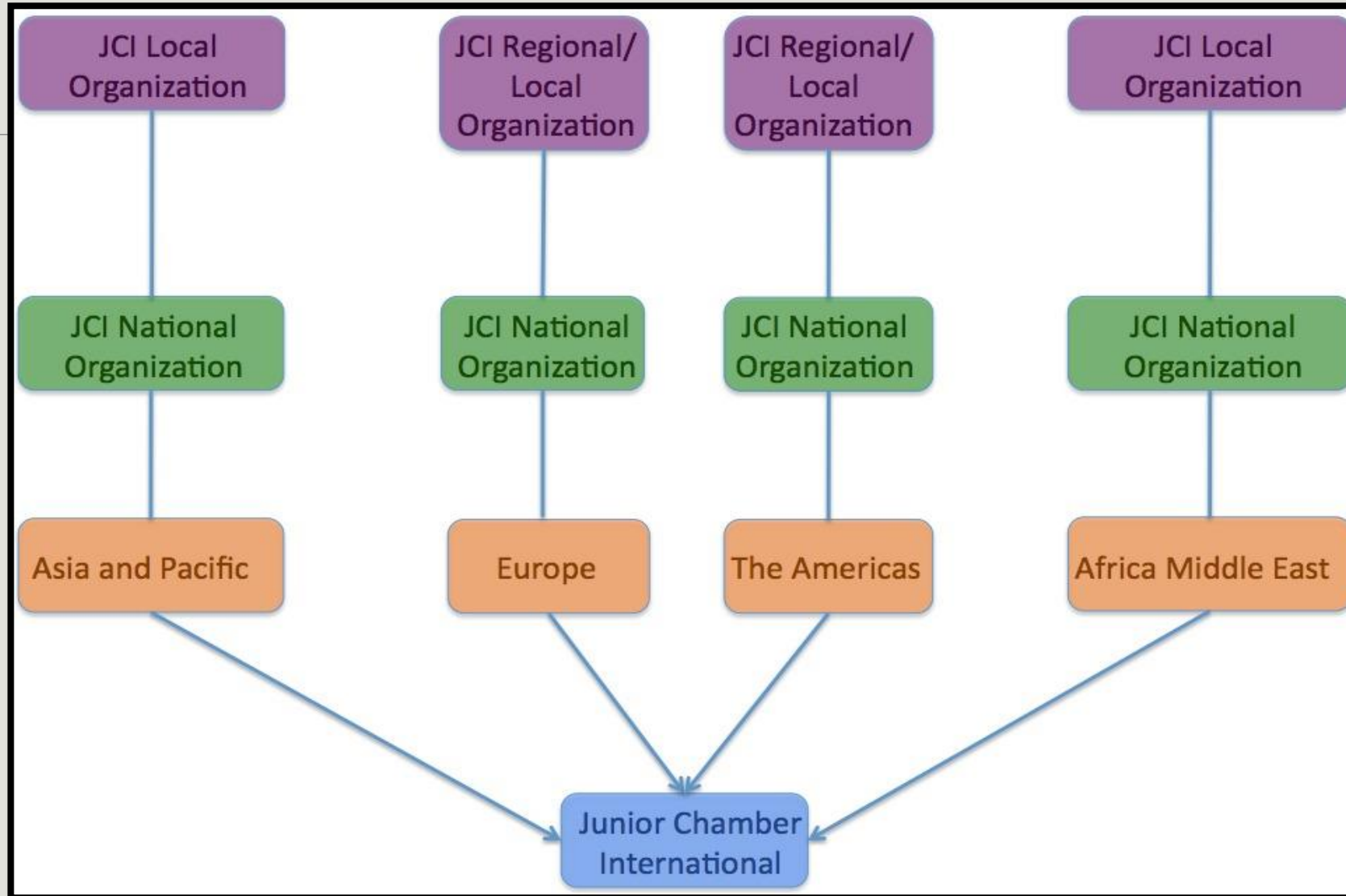
Results

		With Relation to Healthcare Organisation	With Relation to Healthcare Organisation	With Relation to Healthcare Organisation
3	Demerits	1. A lot of cost is incurred in arrangement for the audit. 2. It takes few months after evaluation to get certified. 1. The process is continuous which adds to financial and operational strain.	1. JCI requires a lot of capital expenditure as it has lot of resource utilisation and standards. 2. A long time for recognition as it is an international accreditation. 3. Special importance has to be given separately for its preparation in order to be ready.	1. Planning process takes a lot of funds earned by the hospital. 2. Certificate of Completion takes a significant amount of time.

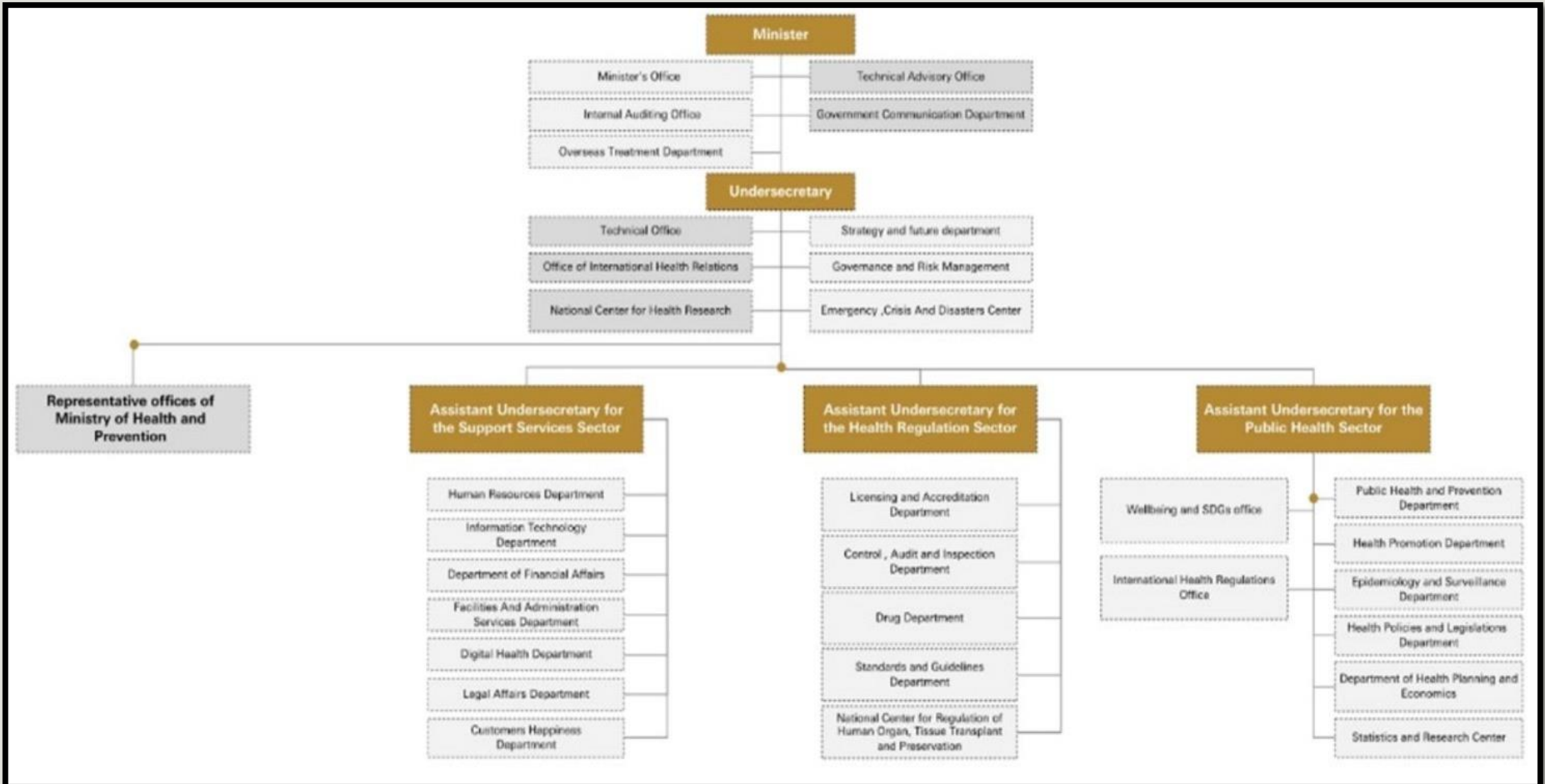
Structural Analysis - NABH



Structural Analysis - JCI



Structural Analysis - HAAD



Conclusion

There is an increase in awareness of quality in healthcare around the world, because of which more and more people raise a demand for better and improved quality in healthcare delivery and are also ready to spend accordingly. This has increased the need for high standards to be met by institutions that deliver health related services and products.

In India, Accreditation is at a very growing phase as there is a lack of records of previous practices or processes that were being followed by the hospitals. It is not mandatory to get certified or accredited, so a lot of hospitals in order save on financial costs do not get accredited, losing on the long term benefits that it offers. Organisations can decide on which certification or accreditation they would wish to apply for that suit their individual requirements.

THANK YOU!

