

SYNOPSIS

Submitted by – Dr.Garima Jain

Under Guidance – Arindam Das, PhD, Professor

Title: Study of the Importance of NABH Audit and Compliance in a 45-bedded Hospital, Punjabi Bagh, New Delhi

Introduction: Quality healthcare delivery is crucial for ensuring patient satisfaction and achieving better health outcomes. In India, adherence to quality standards is overseen by bodies like NQAS and NABH, which ensure that healthcare facilities, from small clinics to large hospitals, maintain high standards of care. NABH accreditation, specifically, is vital for private healthcare setups, aiming to improve service quality, streamline processes, and enhance patient safety and satisfaction.

Research Question: What is the impact of NABH audit and compliance on the quality of healthcare services in a 45-bedded hospital?

Objectives:

1. To evaluate the current compliance of the hospital with NABH standards.
2. To identify gaps in compliance and areas needing improvement.
3. To assess the knowledge of hospital staff regarding NABH standards.
4. To propose actionable recommendations for improving compliance and quality of care.

Methodology:

Study Design: This research employs a quasi-experimental pretest-posttest design to evaluate the impact of NABH audit and compliance on hospital quality standards.

Setting: The study is conducted at a 45-bedded hospital located in Punjabi Bagh, New Delhi, which caters to diverse patient needs in urban settings.

Study Population: Participants include hospital staff across various departments, focusing on healthcare professionals and administrative personnel involved in quality assurance and patient care.

Data Collection Procedure: Pretest Phase:

- Utilization of NABH 3rd edition Self-Assessment Toolkit to collect evidence on compliance across different NABH standards.
- Record reviews, staff interviews, direct observations, and primary documentation audits are conducted to gather qualitative and quantitative data.
- Analysis using Microsoft Excel to score compliance based on predefined criteria for patient file audits and other parameters.

Intervention Phase:

- Implementation of training sessions and focus group discussions to address identified gaps and enhance staff knowledge and compliance.
- Introduction of record registers and data collection for Key Performance Indicators (KPIs).
- Regular rounds and one-on-one sessions conducted to validate data and reinforce learning.

Posttest Phase:

- Conducting NABH audit by external auditors using the same assessment toolkit to measure post-intervention compliance.
- Staff interviews, direct observations, and file audits are repeated to assess improvements in compliance and quality of care.

Ethical Considerations: Ethical approval obtained from relevant authorities. Informed consent obtained from participants. Confidentiality and anonymity of data maintained throughout the study. Emphasis on ethical practices, patient safety, and medico-legal obligations upheld during the audit process.

References:

1. National Accreditation Board for Hospitals and Healthcare Providers.
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4. Verma M. Accreditation of healthcare organizations and its role in improving and maintaining quality patient care. Vol. 13, *Contemporary Clinical Dentistry*. Wolters Kluwer Medknow Publications; 2022. p. 295–6.