



**TOPIC-A CROSS SECTIONAL STUDY TO ASSESS
THE AWARENESS OF PATIENT CENTERED NABH
STANDARDS AMONG CUSTOMER CARE STAFF OF
COLUMBIA ASIA HOSPITAL PALAM VIHAR**

COLUMBIA ASIA
HOSPITALS



INTRODUCTION

NABH standards for hospitals have been prepared by Technical Committee of NABH and contain complete set of standards for evaluation of hospitals for grant of accreditation. The standards provide framework for quality assurance and quality improvement for hospitals. NABH Standards contains 10 chapters, 102 standards and 636 objective elements (3rd edition). The NABH standards are divided into two broad categories- PATIENT CENTERED and MANAGEMENT CENTERED. This project focuses on the patient centered NABH standards. Patients are the biggest beneficiaries from the NABH Accreditation, as it results in high quality of care and patient safety. The customer care staff provides services to the patients. All the departments are directly or indirectly linked to the customer care department . Therefore there is a high need for awareness of NABH standards among the customer care staff.

OBJECTIVES

- To assess the level of awareness of patient centered NABH standards in the customer care staff.
- To determine their level of awareness and compliance with organization policies and procedures.
- To assess the importance of NABH standards among the customer care staff.
- To categorize the standards according to the level of awareness.

RESEARCH METHODOLOGY

STUDY DESIGN- Descriptive cross sectional study

STUDY AREA- Columbia Asia Hospital, Palam Vihar

SAMPLE SIZE- 36, Whole population (customer care staff)

STUDY PERIOD- 11th April 2016 till 31st May 2016

DATA COMPILATION

Data was collected from 36 people (entire customer care staff). All the questions were close ended. All the correct answers were YES. Codes were allotted for each option.

The data is entered in excel sheet as-

YES	1
NO	2
DON'T KNOW	3

MODE OF DATA COLLECTION

The data was collected through survey questionnaire. The questionnaire was designed to see the general awareness of NABH patient centered standards. There are total 26 questions divided into 5 sections according to the 5 chapters of NABH

SECTION-1 Access ,Assessment and continuity of care (AAC)

SECTION-2 Care of Patients (COP).

SECTION-3 Management of Medication (MOM).

SECTION-4 Patients Rights and Education (PRE).

SECTION-5 Hospital Infection Control (HIC).

SCALE

A scale was devised to further analyze the findings based on the % of answers in YES.

75%-80% - LOW LEVEL OF AWARENESS

80%-85% - MEDIUM LEVEL OF AWARENESS

85%-90% - SATISFACTORY LEVEL OF AWARENESS

90-95% - HIGH LEVEL OF AWARENESS

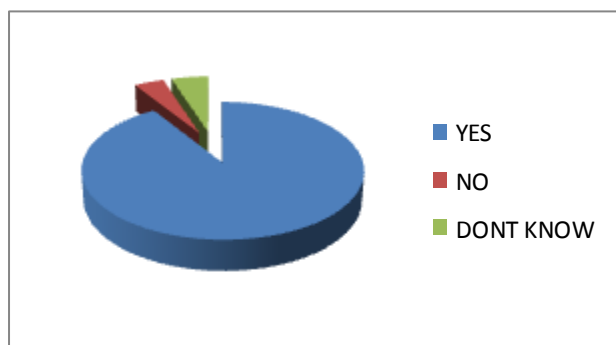
ABOVE 95%- VERY HIGH LEVEL OF AWARENESS

FINDINGS AND INTERPRETATION

SECTION 1

YES- 91%

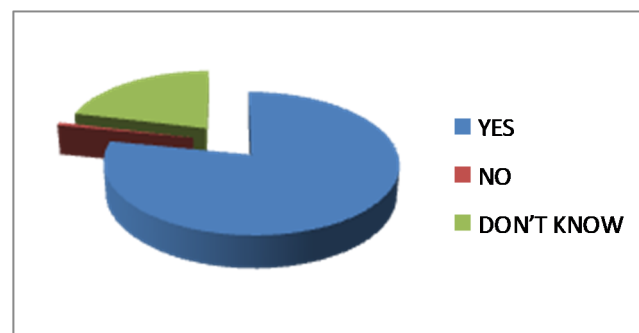
High Level Of Awareness



SECTION 2

YES-78.12%

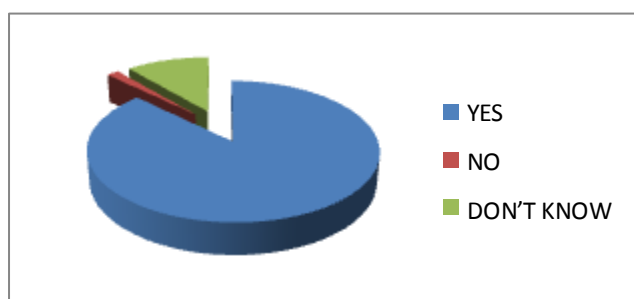
Low Level Of Awareness



SECTION-3

YES- 87.30%

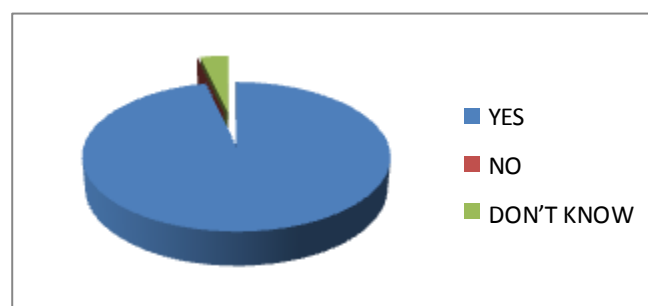
Satisfactory Level Of Awareness



SECTION-4

YES-96.42%

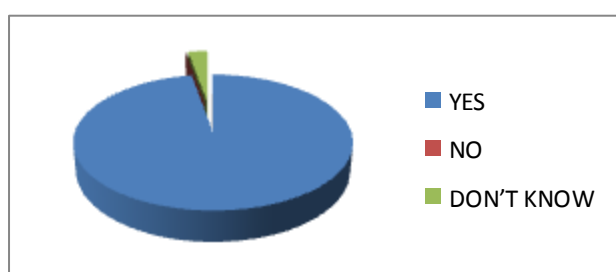
Very High Level Of Awareness



SECTION-5

YES-97.22%

Very High Level Of Awareness



SUGGESTIONS

- The customer care staff members should be given periodic training about NABH standards.
- Audit must be conducted to see their level of awareness and areas of improvement.
- The staff members should attend lectures and conferences on NABH standards.
- The knowledge of NABH Standards should be given to new employees at the time of induction.

CONCLUSION

The project has documented the level of awareness of NABH patient centered standards among the customer care staff. The awareness levels were highest in Section 5 (Hospital Infection Control) followed by Section 4 (Patients Rights and Education), it was also high in Section 1 (Access, Assessment and continuity of care) it was satisfactory in Section 3 (Management of Medication) and least level of awareness was in section 2(Care of Patients). Theses findings will help the hospital to fill the knowledge gaps.

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