

SVIMS JOURNEY TO NABH

NABH (National Accreditation Board for Hospitals and Healthcare Providers) is a part of Quality Council of India and an institutional member of International Society for Quality in Healthcare (ISQua) which provides accreditation to hospitals which adhere to quality standards.

SVIMS has been providing quality services on par with National and International standards since its inception. With the increasing demand for accreditation and with a motive to further improve the services provided by the institute, SVIMS started its formal quality journey towards accreditation in March 2015. The requirements for accreditation are broadly divided into the managerial and clinical components. Managerial components look into infrastructure in terms of the buildings, manpower, equipment, budget etc for patient safety while the clinical components include measures in place to ensure quality in patient care and ensuring patient safety.

NABH accreditation can be taken up in two phases i.e. entry level and the full accreditation. Both these have requirements divided under 10 Chapters. The entry level has 45 standards and 167 objective elements while the full accreditation has 100 standards and 651 objective elements. Aiming at full accreditation, ground work was initiated for the full accreditation with teams identified to work for preparation of manuals, policies, procedures in line with the 100 standards spread across 10 chapters. Leaders and team members are identified for the 10 chapters. A thorough gap analysis was done to identify what is available and what needs to be done in all the areas under each chapter wise. Monthly goals were identified to close the gaps step by step. Audits were conducted in each area to identify the areas which needed improvement. Staff had to be trained and motivated to take up this extra load of maintaining documentation in spite of their already existing patient and other academic workload. Regular trainings and motivation helped in maintaining their zeal. Another important component are the mandatory regulatory licenses.

Once we reached 75-80% of the requirements, we applied in 2016 for the entry level certification to assess our preparedness for full accreditation. After inspection, we received the entry level certification in **Dec 2018**. With the confidence gained, we next applied for the full accreditation in March 2019. Full accreditation takes place in two phases: pre-assessment and final assessment. The pre-assessment was successfully completed in Oct 2020. However, due to the COVID pandemic the final assessment was delayed and was conducted in March 2021. The major noncompliance was with regard to the fire NOC.

After submission of fire NOC, SVIMS got full accreditation in January, 2022 for a period of 3 years i.e. upto January, 2025. We successfully completed the NABH Surveillance on October 05th, 06th, 07th, 2023 and are now moving forward with the re-accreditation process.