



AB PMJAY Quality Certification – Overview



AB PMJAY Quality Certification

What?

AB-PMJAY Quality Certification programme is a joint initiative by National Health Authority (NHA) and Quality Council of India (QCI) with a vision to strengthen the healthcare ecosystem and benchmark the ~20000 empanelled hospitals on the quality parameters.

The certification programme is a three-tier system as below:

1. Gold Quality Certification
2. Silver Quality Certification
3. Bronze Quality Certification

Why?

- 'Quality healthcare' is one of the mottos of the scheme. Continuous efforts are being made by the authorities to set clearer guidelines that require stringent enforcement to create a robust regulatory framework for the scheme. It, therefore, becomes critical to define a quality framework based on the basic principles of patient safety that enables to monitor and measure adverse events and take corrective and preventive measures as and when required.
- Strengthening the healthcare ecosystem in India by motivating hospitals in increasing their quality of service over time

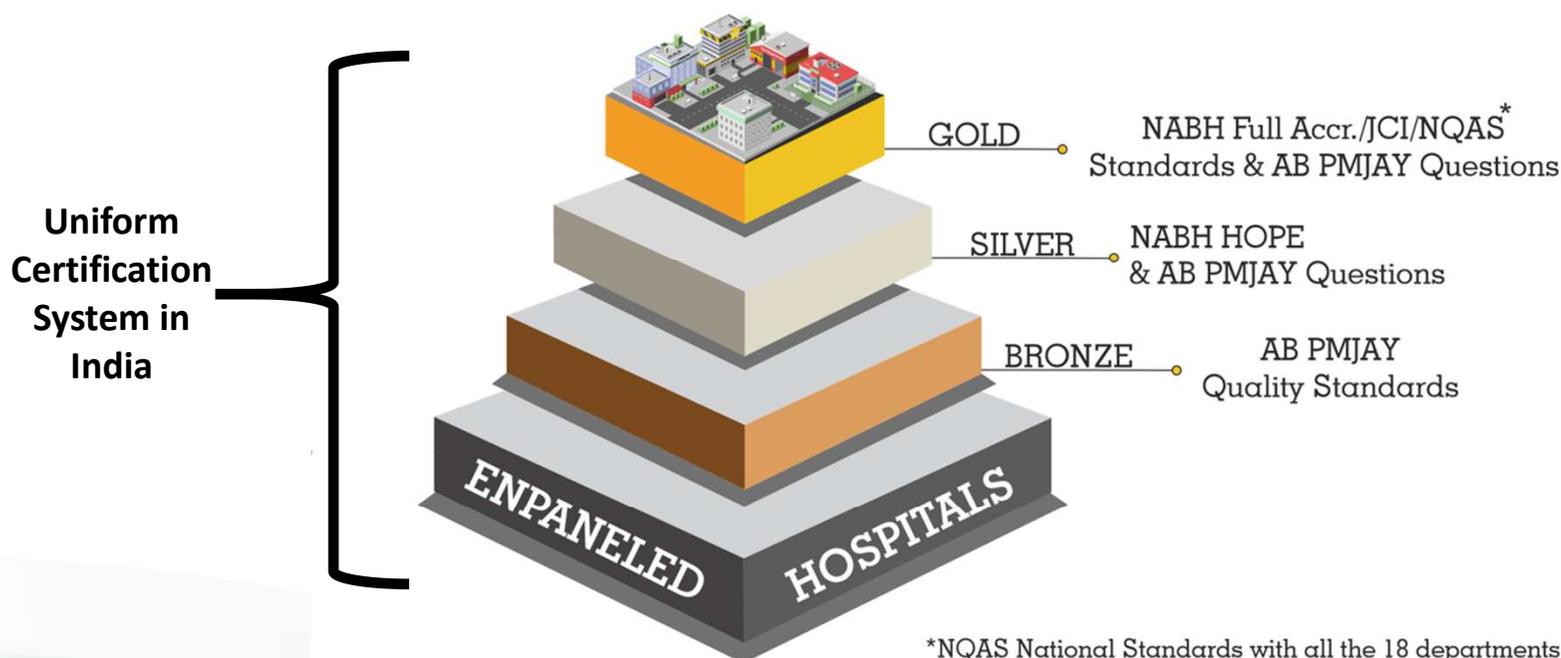
How?

- Digital Process which includes two type of assessment
 1. Desktop Assessment
 2. Onsite Assessment
- For silver and Gold only desktop assessment

Journey of Excellence – Quality Certifications

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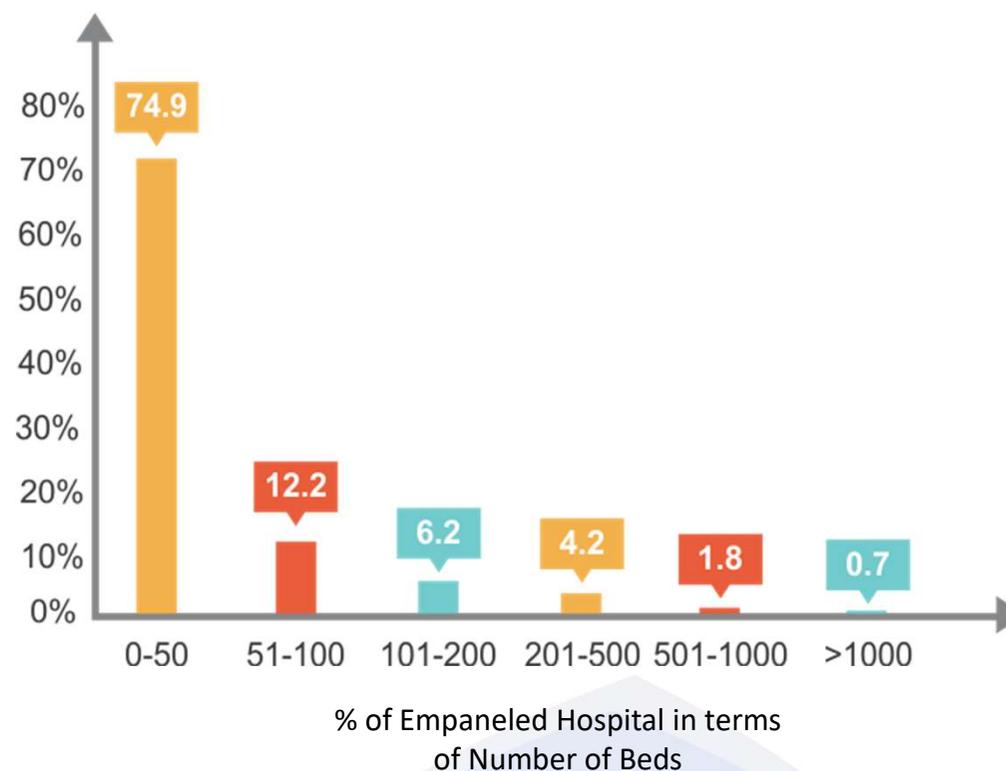
The certification programme is a three-tier system as depicted below:



*NQAS National Standards with all the 18 departments certified.

Quality Healthcare with AB PMJAY

- Empaneled hospital data shows that Most of the hospitals empaneled across India under AB PMJAY have less than 50 beds
- Bronze quality certification has been designed in such a way that it act as a single guideline for such small size hospitals and aspire them to achieve quality healthcare protocols while keeping prime focus on 'patient safety' so that trust amongst the beneficiaries can be maintained regarding scheme and hospital's services



Bronze Quality Standards

(at a Glance)

Key Inputs

This criteria broadly covers structural part of the hospital.

Clinical Services

This determines outcome of services and quality of care.

Support Services

This criteria covers fundamental aspects from areas like legal and statutory compliance, bio medical waste etc.

Patient Care

This includes standards such as patient confidentiality, consent and patient rights.

Health Outcome

It includes measuring and reporting the patient experience, mortality rate, infection rate, bed occupancy rate etc.

FIRST CHAPTER

- KEY INPUTS
No. of Stds. : 10
No. of Mvs. : 40

SECOND CHAPTER

- Clinical Services
No. of Stds. : 11
No. of Mvs. : 41

THIRD CHAPTER

- Support Services
No. of Stds. : 10
No. of Mvs. : 40

FOURTH CHAPTER

- Patient Care
No. of Stds. : 11
No. of Mvs. : 41

FIFTH CHAPTER

- Health Outcome
No. of Stds. : 11
No. of Mvs. : 20

Stds. = Standards
MVs = Means of Verification



Benefits of Bronze Quality Certification

Digital Process

The use of technology efforts will ensure that the assessment process is transparent and efficient as compared to the traditional ways of manual certification.



Patient Welfare

Patients are the biggest beneficiaries among all the stakeholders as certification results in high quality of care and patient safety and ensure the whole system is patient-centric.

National Recognition

PMJAY Quality standards are nationally accepted quality framework and it provides an opportunity for the healthcare unit to benchmark with the best.

Additional **5%***

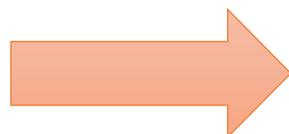
Financial incentive on Health Benefit Packages (HBP) for AB PMJAY Empaneled Hospital only

**Subject to state implementation policy*

Healthcare Staff's Professional Development

It creates a good working environment where the staff can continuously learn and take ownership of their roles and responsibilities

Timeline Bronze Quality Certification



Steps/Stage	Average time taken by hospital*
Application Stage	30 Days
Desktop Assessment	7 Days
Desktop Assessment NCs	15-20 Days
Onsite Assessment	7 days
Onsite Assessment NCs	15-20 Days
Final Result/certification	3 Days

* It is just the average time, some hospitals where able to get the certification in less than 30 days

Eligibility for AB PMJAY Quality certification

Non-Certified Hospitals

Empanelled Hospitals

A Hospital Empanelled under AB PMJAY scheme with NHA does not require to qualify any other parameters in to apply for Bronze Quality Certification

Non-Certified Hospitals

Non-Empanelled Hospitals

A Non-Empanelled Hospitals will be eligible for the Bronze Quality Certification if:

- ♦ They have at least 25 operational beds
(except for Dental and Eye Care centres)
- ♦ They have no prior certification from any national or international hospital accreditation organization
- ♦ They provide services as per the health benefit packages offered under AB PMJAY

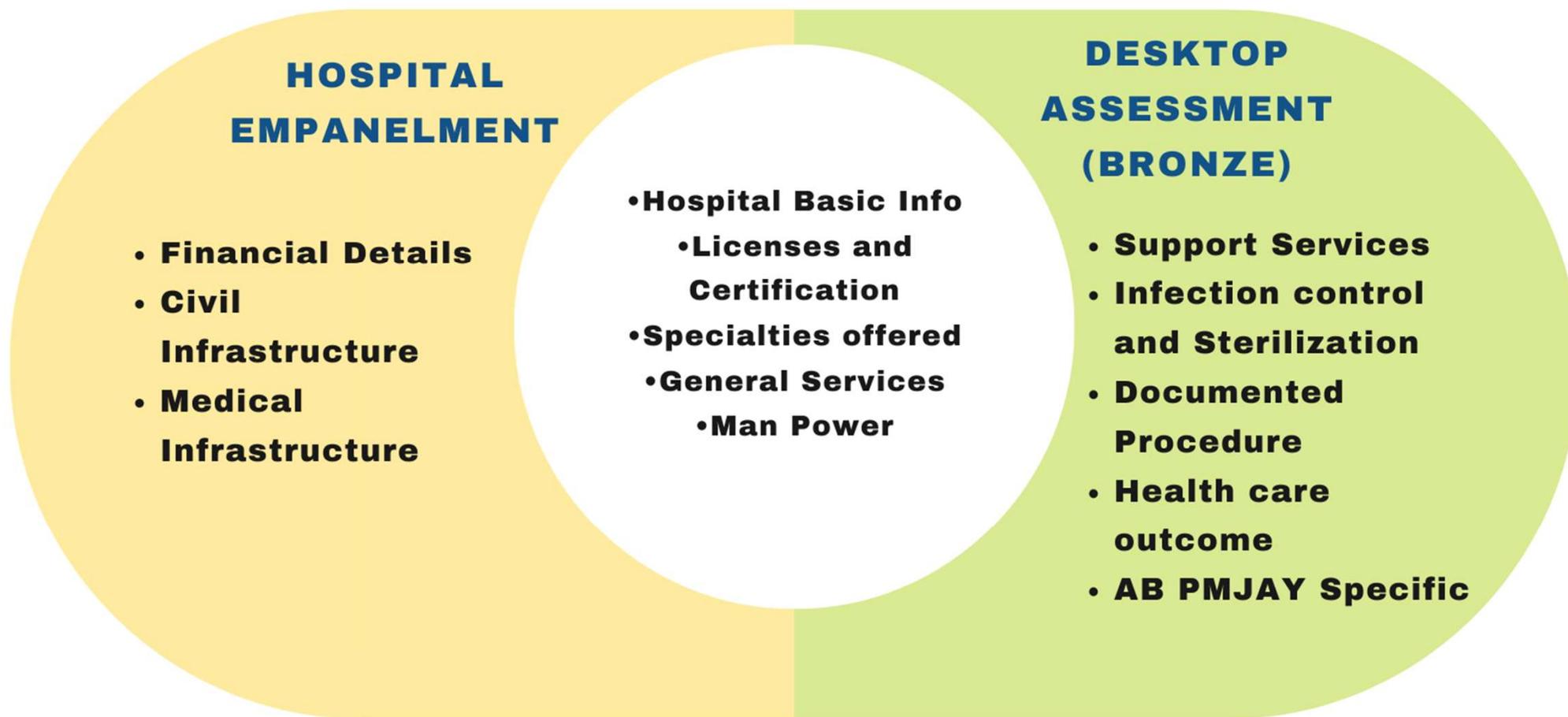
Already Certified Hospitals

Empanelled Hospitals

Already certified Hospitals will be eligible for Silver/Gold Quality certification as per their eligibility (listed below)

- ♦ SILVER
NABH's Entry-Level
- ♦ GOLD
NABH's Full Accreditation/
JCI/ACHS accreditation/NQAS
National Level Certification
(with all the 18 departments certified)

HEM vs Desktop Assessment (Bronze)



There is a similarity of 60% data points in HEM and desktop assessment of bronze

Additional Requirement of Bronze Quality certification at **Desktop Assessment** vs HEM



AB PMJAY Compliance

- Pradhan Mantri Arogya Mitra (PMAM)
- Patients Medical Record SOPs
- Billing Records
- Scope of services



SOPs Compliance

- Code Blue protocol
- Usage of antibiotics
- Replacing empty cylinders
- Prevention of adverse events
- Pre-operative anaesthetic checkup
- Retention of medical records
- Confidentiality of medical records
- Storage and dispense of medications
- Admission criteria through emergency
- Admitting medico-legal cases
- Patient management in case of non-availability of beds
- Isolation procedure for septic cases
- Sterilization of instruments
- Pre and intra operative assessment



Medical Records

- Pre and intra operative assessment
- Post operative Anaesthesia Plan
- Post anaesthesia Status
- Monitoring of patient vitals Post anaesthesia
- Discharge summary
- Reassessment of patient under observation
- Prescription
- Admission order
- CPR Event



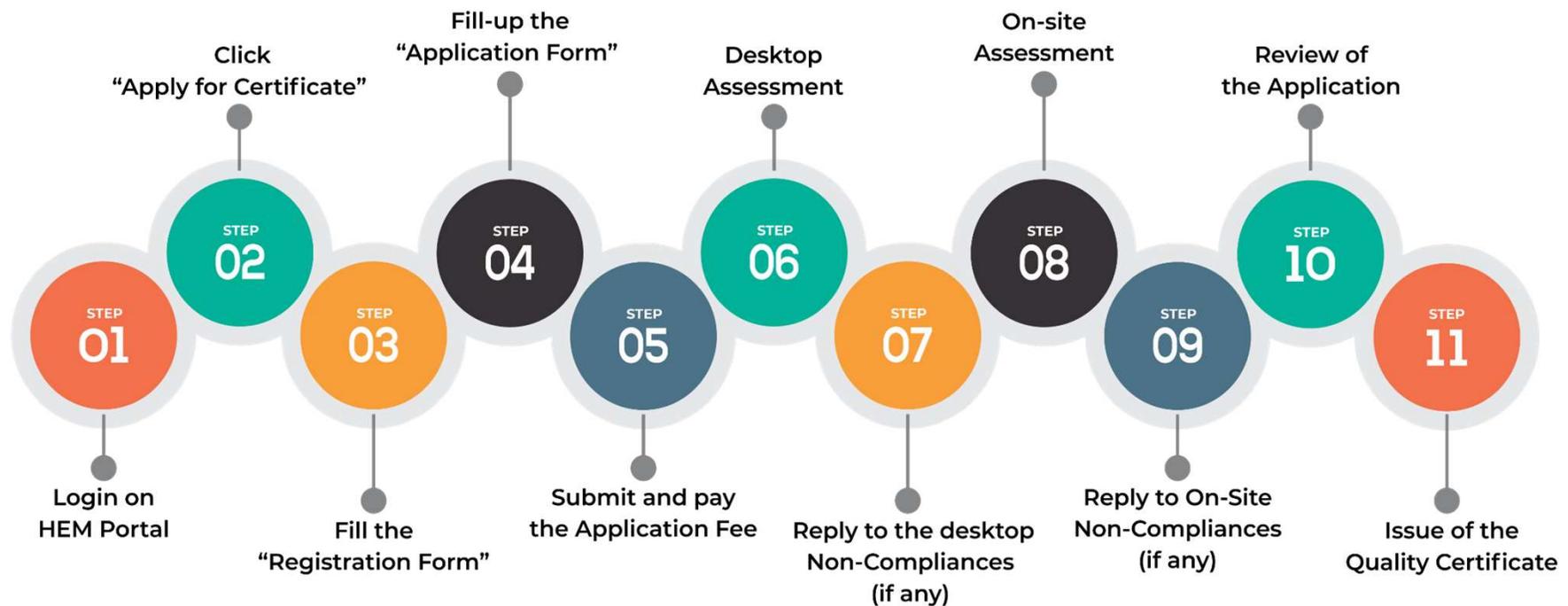
Infection control, BMW and Other records

- Regular Cleaning record
- Rigorous scrubbing record
- BMW Payment records
- BMW Annual reports
- Outsourced diagnostic and lab service
- Supervision of diagnostic service
- Maintenance of radiation safety
- Consent forms
- Fire Exit plans
- Hospital staff details

Bronze Quality Certification Process

(for Empanelled hospital)

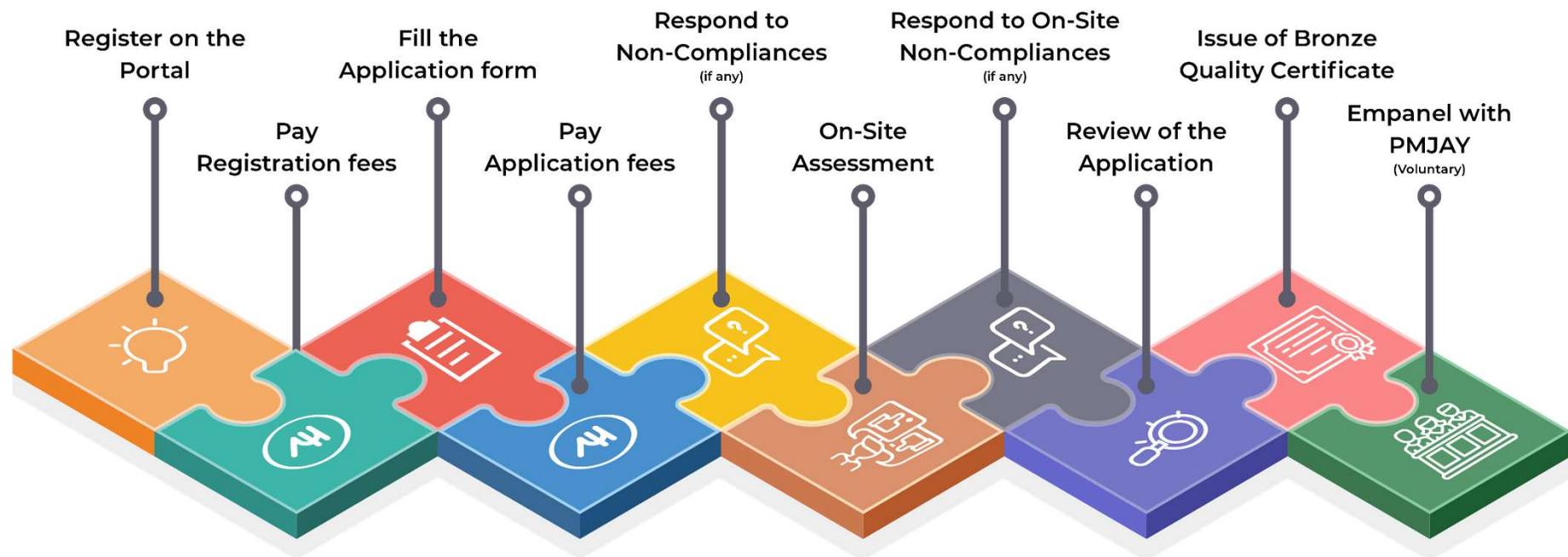
- The Empanelled hospitals which are not certified by any accreditation body will have to apply for bronze certificate in order to get the quality certification
- 100% compliance on the bronze quality standards will be required to get the certification



Bronze Quality Certification Process

(for Non-Empaneled hospital)

- Process is similar to that of empaneled hospital only difference is that non-empaneled hospital has to visit certification site first and get themselves registered there.



Certification for already certified hospitals

(Silver and Gold)

- NABH's Entry-Level can apply directly for AB PMJAY Silver quality certification
- NABH's Full Accreditation/ JCI/ACHS accreditation/NQAS National Level Certification with all the 18 departments certified hospital can apply for AB PMJAY Gold quality certification directly

