

QAI CAHSC 701

Quality and Accreditation Institute
Centre for Accreditation of Health & Social Care



Change Adapt Improve

**INFORMATION BROCHURE
FOR
AMBULATORY CARE FACILITY**

Issue No. 04

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1. **About Quality and Accreditation Institute (QAI)**

Quality and Accreditation Institute is a private limited company incorporated by Registrar of Companies under the Companies Act 1956. QAI was set up to create an ecosystem of education, training, quality improvement and accreditation/ certification. It is believed that this organisation would provide a platform to stakeholders including professionals and HCFs, associated with quality in any way, to share their wisdom and knowledge in order to make its Vision realised. This will further provide tremendous opportunities to all concerned to learn and contribute in improving HCFs engaged with QAI. Different activities would be initiated under different verticals in a manner that they remain independent of each other. QAI aims to operate globally. One of the vertical set up within QAI is the Centre for Accreditation of Health and Social Care (CAHSC). It is responsible to run various accreditation/ certification activities in health and social care.

QAI endeavours to operate various accreditation programmes in the space of health and social care. We are aiming to provide value addition to such HCFs through a unique process of self-assessment and peer review. We would assist HCFs in moving forward on a self-regulated improvement journey.

Vision

Nurturing the largest global pool of organisations and people through quality and accreditation framework.

Mission

To conceive and deliver education, training, accreditation and related programs in partnership with stakeholders using an approach of co-design and co-creation.

Values

Listener: Seek continuous feedback from stakeholders to address their concerns

Competitive: Look for viable options to benefit users of our services

Transparency: Clearly defined policies made available in public domain

Innovation: Continuously evolve using co-design and co-creation

Membership

QAI became the institutional member of the International Society for Quality in Health Care (ISQua) (www.isqua.org).



QAI became the institutional member of the International Society for Telemedicine and eHealth (ISfTeH) (www.isfteh.org).



International Society for
Telemedicine & eHealth

2. **Benefits of Accreditation**

- Accreditation process stimulates continual improvement in the facility.
- Ensuring continuous assistance to patients.
- Provides an objective system of evaluation and empanelment by third parties.
- Provides opportunity for benchmarking
- Displaying a mark of excellence which makes it easy for patient to identify the ACF that offer quality processes hence ensuring privacy, confidentiality and uniform care as per best evidence practices
- Demonstrate transparency in its operations.
- Exhibit that it functions in ethical manner.

3. **QAI Centre for Accreditation of Health and Social Care (CAHSC)**

It is set up to operate accreditation/ certification programmes in health and social care sector. Primarily, it is targeted to launch those programmes which do not exist in India and there is a need felt by stakeholders to start such programmes. Currently, following accreditation/ certification/ recognition programmes have been developed: -

- Assisted Reproductive Technology (ART) including IVF Centres Accreditation Programme
- Home Health Care Accreditation Programme
- Dialysis Centres Accreditation Programme
- Green Health Care Facility Accreditation Programme
- Healthcare Facility Certification Programme
- WHO Patient Safety Friendly Hospital Standards Certification Programme
- Primary Care Clinic Accreditation Programme
- Ambulatory Care Facility Accreditation Programme
- Recognition Programme for Telemedicine Practitioners
- Accreditation Programme for Telehealth
- Accreditation Programme for Hotels and Home Stays
- Accreditation Programme for Emergency Department

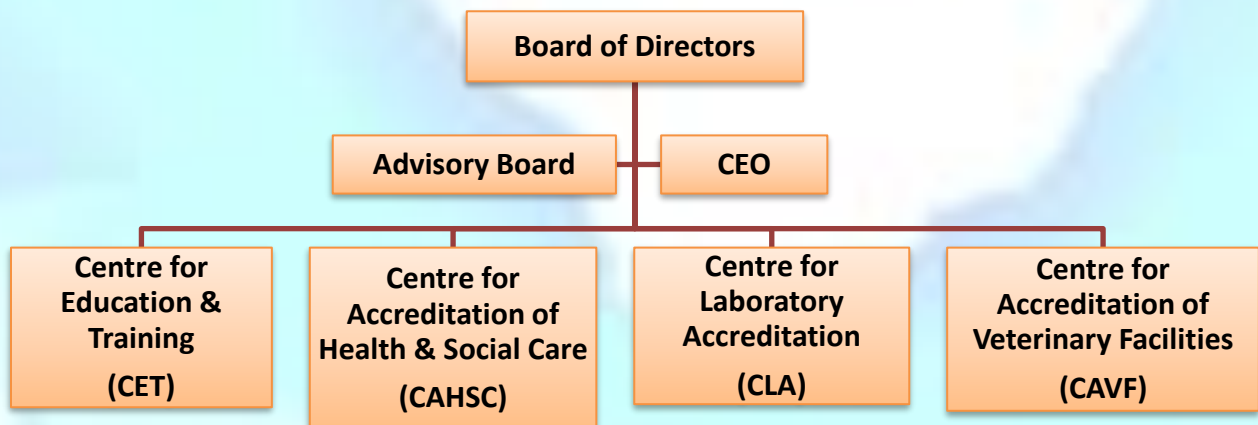
Following standards have achieved ISQua accreditation, making QAI the first and only accreditation body in India to get such recognition.

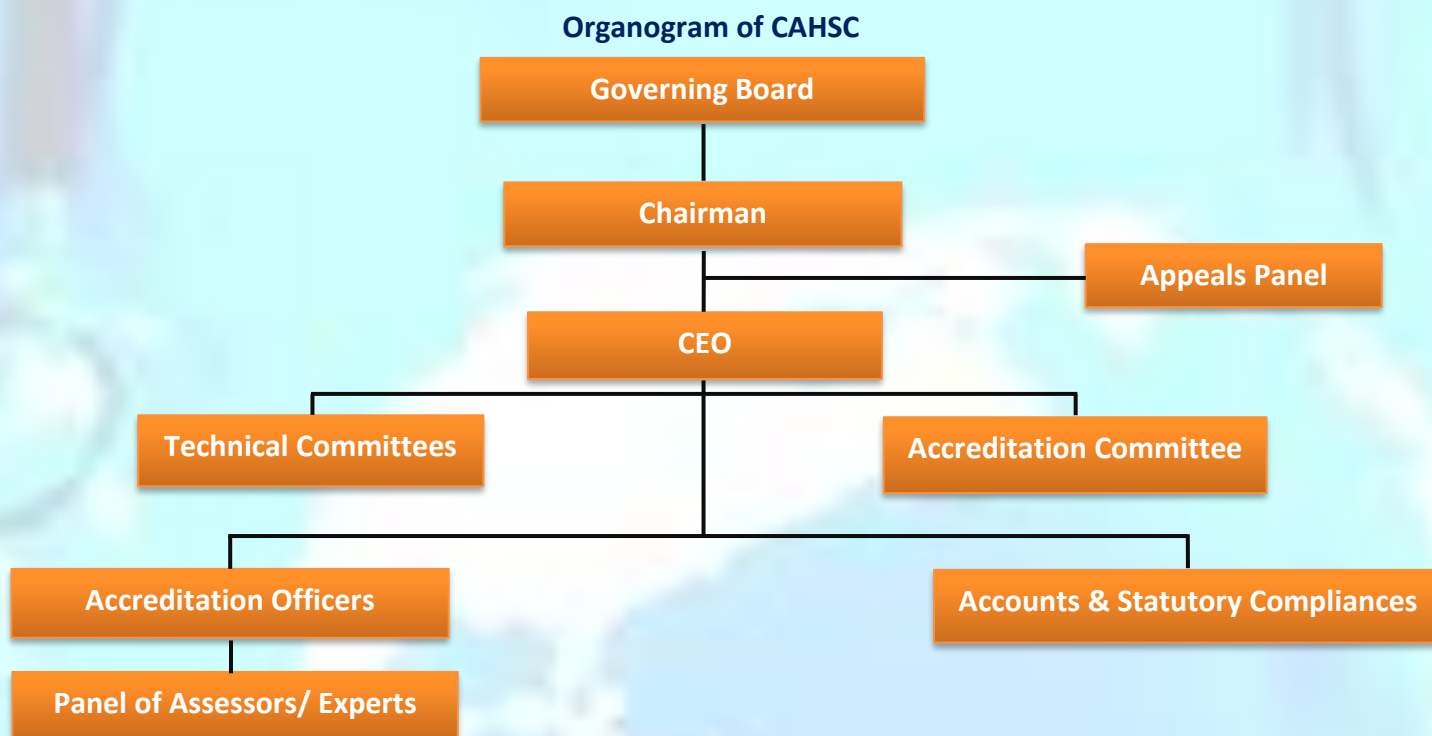


4. Organisation Structure

The organisation structure of QAI's Centre for Accreditation of Health and Social Care has been designed to meet the requirements of an effective and efficient accreditation system. The Centre is governed by a Board. The Board frames and approve policies and provide direction. CEO is the Member Secretary of the Board.

CAHSC operates its accreditation process through a structured framework of competent staff, pool of empanelled Lead Assessors and Assessors covering specified expertise, technical committees and accreditation committee. Membership of various committees is drawn from reputed organisations, experts in the field, experienced assessors, academic institutions, important professional bodies, regulatory agencies/ bodies etc.





5. Special Features of Accreditation

- Comprehensive Assessment Management System to allow quick turnaround time for the accreditation/ certification process as each step is linked to a defined period.
- Endorsement of a documented quality and improvement program as per the intent of the standard.
- No pre-assessment to reduce turn-around time, making it more cost effective and efficient.
- Based on comprehensive self-assessment and document review process providing opportunity to HCFs for a thorough review of their documentation and implementation of requirements of standards.
- Rigorous Assessor Management System including a transparent monitoring and evaluation mechanism.
- Hear the voice of all keeping 'Client First'
- Harmonising local, national, regional and global framework
- Health care facility in SAARC nations enjoy same fee structure as for health care facilities in India
- Blend of global strategy, experience and leadership
- Economic yet global model

6. Scope of Accreditation

- **For Dental Care Facility**

Advanced Radiological Services	Oncology
Anaesthesia Services	Oral Medicine and Radiology
Community Dentistry	Orthodontics
Conservative Dentistry	Oral Surgery
Emergency Services (24 hours)	Oral Pathology
Endodontics	Pedodontics
General Medicine	Periodontology
General Surgery	Plastic Surgery
ICU	Prosthodontics
Implant Dentistry	Trauma Care
Laboratory Services	Others, please specify

- **For Imaging Facility**

Audiometry	Magnetic Resonance Imaging (MRI)
Bone Mineral Densitometry	Mammography
Computed Tomography (CT) Scan	Nerve Conduction Velocity (NCV)
Dental X-ray	Nuclear Medicine
Echocardiogram (ECHO)	OPG
Electrocardiogram (ECG)	Radiography
Electroencephalography (EEG)	Spirometry

Electromyography (EMG)/ Evoke Potential (EP)	Tread Mill Testing (TMT)
Fluoroscopy based Radiographic Procedures	Ultrasound
Holter Monitoring	Uroflowmetry (UF)
Interventional Procedures	Others, please specify

- **For Eye Care Facility**

Cataract/Glaucoma	Low vision Aids
Applanation Tonometry	Strabismus Surgery
Automated/Goldmann Fields (Perimetry)	Occuloplasty & Adnexa & other specialised treatment
Autorefractometers	Dacryocystorhinostomy
Colour Vision – Ishihara Charts	Eye lid Surgery. ptosis and Lid Reconstruction Surgery
Contrast sensitivity – Pelli Robson Charts	Enucleation/Evisceration
Electrodiagnostic equipments (VER, ERG, EOG)	Orbital surgery
Less/Hess chart	Socket Reconstruction
Orthoptic room with distance fixation targets (Preferably child friendly) may have TV/VCR)	Pediatric Ophthalmology
Pediatric Vision testing – HOTV cards	Retinal – Medical Retina/Surgical Retina
Prism Bars	Angiography of Retina
Red – Green Goggles	PDT Facility, OCT
Stereo Fundus photography / OCT/ Nerve fibre Analyser	Retinal Laser
Stereo test (Randot/TNO)	Vitrectomy

Synaptophone (basic type with anti-suppression)	Refractive Surgery (LASIK Surgery)
YAG Laster for Iridectomy	Small Inclusion Lenticule Extraction
Cornea	Squint & Orthoptics
Contact lens	Uvea & Ocular Inflammation
General Ophthalmology	Others, please specify
Neuro-Ophthalmology	

- **For Physiotherapy Facility**

Electrotherapy	Overhead Pulley system/ Multiple Pulley Exercise Unit
Electrical Energy- TENS (Trans Cutaneous Nerve Stimulator)	Parallel Bars and Wall Bars
Electrical Muscle Stimulator.	Quadriceps Table, Mobilisation/Stabilising Belts, Patient Evaluation Kit (including Goniometer, Percussion Hammer, Measuring tape etc.), Walking Aids (sticks, crutches, frames and wheel chairs etc.)
Hydrocollator (Hot Packs)	Shoulder Exercise Unit
Low and Medium Frequency Currents: IFT (Interferential Therapy)	Weight Cuffs (Optional)
Paraffin Wax Bath Infrared/Ultra violet Radiation Lamps. (Cold) – Cryotherapy	Wrist and Hand Exercise Units
Shortwave Diathermy	Hydrotherapy
Ultra sound Therapy	Manual Therapy
Exercise Therapy	To deliver primary service in health education and health promotion
Abduction Ladder	To deliver health care services of physiotherapy and rehabilitative nature
Dumbbell Exercise Set, Mat exercise (floor) mat	Mechano Therapy
Examination Couches (number according to the patient load)	Cervical and Lumber Traction systems (Intermittent and Constant) with traction table

- **For Clinic Facility**

TYPE OF AMBULATORY CARE FACILITY
Chemotherapy Centre
Day Care Surgery Centre
Specialised Clinics like Diabetology, Dermatology, ENT, Mental Health, Cosmetic/ Aesthetic Clinics etc.
AYUSH Wellness centres, AYUSH Day Care centres
Any other (Please specify)

7. Eligibility and Preparation for Accreditation

7.1 Eligibility for Accreditation

The applicant HCF must check whether they are eligible to apply. This can be done by looking at their scope of services and the accreditation standards available. The applicant is advised to implement standards for at least two months before applying for Accreditation.

7.2 Preparing for Accreditation

Management of the HCF shall first decide about getting Accreditation from QAI. It is important for the HCF to make a definite plan of action for obtaining accreditation and nominate a person to co-ordinate all activities related to seeking accreditation. The nominated official should be familiar with existing policies, procedures and documents of the HCF.

HCF must procure a copy of the relevant QAI Accreditation standards. A self-assessment tool kit shall also be provided to HCFs requesting a copy of Accreditation standards. The HCF seeking Accreditation shall understand the QAI assessment process. The HCF shall ensure that all the requirements of the standard are implemented. The HCF may get its personnel trained in understanding and implementation of Accreditation standards. Such training programs are conducted by QAI from time to time

8. Accreditation Process

Conceptualised an accreditation process which is simple and efficient as shown below:



8.1 Self-Assessment

HCF first carry out self-assessment using self-assessment tool which is based on the requirements of the accreditation standards. It gives an opportunity to the HCF to examine all its documentation and their implementation. It will also give a comprehensive view of its documentation to the Assessment Team. A self-assessment tool can be requested from the Secretariat.

8.2 Application

Applicant HCF is requested to submit the following:

- Soft copy of completed application form (available on website)
- Soft copy of Self-assessment tool along with referenced documents
- Prescribed application fees
- Soft copy of signed QAI CAHSC 003 'Terms and Conditions for Obtaining and Maintaining Accreditation/Certification'

8.3 Review, Registration and Acknowledgement of Application

CAHSC Secretariat on receipt of application form, self-assessment tool, referenced documents and the fees reviews the application for its completeness, and a unique ID number is allocated which is used for correspondence with the HCF. Secretariat may ask for additional information/clarification(s) at this stage, if found necessary.

8.4 Document Review

Secretariat appoints an assessment team and share application form, self-assessment tool and any other relevant document provided by the Facility. CAHSC seeks facility's acceptance for the proposed assessment team. The facility can refuse any member of the proposed assessment team by giving specific reason(s) for their non-acceptance. Once the team and dates are finalised, lead assessor takes over to initiate the further process. The assessment team carry out document review by going through the application form, self-assessment tool and referenced documents, and provide feedback to the Secretariat. This feedback is shared with the facility for taking action.

8.5 Assessment

Appointed assessment team conducts the assessment (remote/ hybrid/ on-site). CAHSC may also nominate an observer which is either an assessor-in-training or a Secretariat staff. The assessment team keeps the secretariat in loop for any communication with the facility. During assessment, the assessment team validate the scoring of self-assessment by reviewing documents, records, observation, interaction with staff and patients. The assessment report containing the findings of the assessment is prepared by the team. The non-compliances (a criterion receiving a score of 0 & 5), if identified are reported in the assessment report. The report is endorsed by the authorised signatory of the facility. The report prepared by the assessment team is sent to CAHSC Secretariat. A copy of summary of assessment report and non-compliances, if any, are provided to the facility at the end of the assessment.

8.6 Review of Assessment Report and Decision Making

The assessment report is reviewed by the Secretariat for its completeness, scoring and non-compliances, if any. If the HCF meets the scoring for accreditation, however there are non-compliances, the HCF is asked to submit corrective actions against those non-compliances. The HCF shall get a time period of 90 days to submit all the corrective actions to QAI Secretariat. The corrective actions shall be reviewed by the respective Lead assessor/ assessor for the acceptance. Once corrective actions are received, the report along with all documents is placed before the accreditation committee for its review and recommendation. All decisions taken by CAHSC regarding grant of accreditation are open to appeal by the HCF as per laid down appeal process.

8.7 Issue of Accreditation Certificate

If the recommendation of the accreditation committee results in the grant of accreditation, QAI-Secretariat processes for approval and issue of the accreditation certificate. Certificate has a unique number, name of accreditation standard, and period of accreditation i.e. dates of validity. The accreditation certificate is valid for three years. The certificate is issued under the signatures of the CEO and the Chair, CAHSC.

Accreditation Mark

Accredited ACF is authorised to use following accreditation mark subject to requirements specified in QAI CAHSC 019-Policy and guidelines for use of QAI accreditation/ certification mark.



**AMBULATORY CARE FACILITY
EXAMPLE: DENTAL CARE FACILITY**

8.8 Maintaining Accreditation

Conformance to applicable standards and other requirements

The accredited HCF at all times shall conform to the requirements of the standards as well as any other laid down requirements.

Terms and Conditions

The accredited HCF is required to comply at all times with the terms and conditions given in CAHSC 003 'Terms & Conditions for Obtaining and Maintaining Accreditation/ Certification'. The HCF is required to submit a signed soft copy of the same before issue of the accreditation certificate.

Adverse decision against the healthcare HCF

If the HCF at any point of time does not conform to the applicable standards and/ or does not maintain the terms and conditions; or is not able to align itself to the modified criteria, CAHSC may take adverse decision against the HCF like abeyance, denial of accreditation, suspension or forced withdrawal as per laid down policy.

8.9 Surveillance

The accreditation certificate is valid for a period of three years. CAHSC shall conduct surveillance (Remote/ Hybrid/ On-site/ Desktop) within 15-18 months of accreditation. It is aimed at evaluating continued compliance with the applicable standards and other requirements stipulated from time to time.

8.10 Reassessment

The accredited HCF is subjected to re-assessment every 3 years for renewal of accreditation. The HCF has to apply six months before the expiry of accreditation in order to complete all formalities for renewal of accreditation before the expiry of the current accreditation so that continuity of the accreditation is maintained. The renewal application is submitted in the prescribed form along with required documents as mentioned in the application form. Rest of the process is same as for initial assessment.

9. Assessment Criteria and Fee Structure

A uniform fee structure is maintained for all HCFs and the charges are maintained at a reasonable level so that HCFs are not denied participation in the Accreditation Process because of unreasonable financial conditions. The fee structure is kept simple and economical to facilitate maximum number of participations, less invoices and bank transactions. The information about the fee structure is given below:

Assessment criteria and fee structure for Ambulatory Care Facilities

Fee structure for Imaging Facility (according to practice category) operating within India

Practice Category (based on no. of modalities present)	Assessment Criteria		Accreditation Fee	
	Final Assessment/ Renewal Assessment	Surveillance	Application Fee (Rs.)	Annual Accreditation Fee (Rs.)
Small Practice, 1 modality	Two-man day (2x1)	One-man day (1x1)	10000	30000
Medium Practice, 2 modalities	Two-man day (2x1)	One-man day (1x1)	15000	40000
Large Practice, 3 or more than 3 modalities	Four-man days (2x2)	Two-man days (2x1)	20000	60000

Fee structure for Eye Care Facility (total number of surgery) operating within India

Total Number of Surgeries (Including Laser Refractive per year)	Assessment Criteria		Accreditation Fee	
	Final Assessment/ Renewal Assessment	Surveillance	Application Fee (Rs.)	Annual Accreditation Fee (Rs.)
Less than 500	Two-man days (2x1)	One-man day (1x1)	10000	25000
501 - 1500	Four-man days (2x2)	Two-man days (2x1)	20000	40000
1501 - 10000	Four-man days (2x2)	Two-man days (2x1)	25000	75000
More than 10000	Six-man days (3x2)	Four-man days (2x2)	40000	150000

Fee structure for Dental Care Facility (according to type of dental facility) operating within India

Type of Dental facility (Number of dental chairs in clinic/ facility without inpatients)	Assessment Criteria		Accreditation Fee	
	Final Assessment/ Renewal Assessment	Surveillance	Application Fee (Rs.)	Annual Accreditation Fee (Rs.)
1-3	One-man day (1x1)	One-man day (1x1)	5000	15000
4-8	One-man day (1x1)/ Two-man days (2x1)/	One-man day (1x1)	15000	40000
9-15	Two-man days (2x1)/ Four-man days (2x2)	One-man day (1x1)/ Two-man days (2x1)	20000	60000
Without inpatient	Four-man days (2x2)	Two-man days (2x1)	33000	110000

Fee structure for Physiotherapy Facility (according to Total number of patients visit) operating within India

Standalone Facility				
Total number of patients visit (monthly)	Assessment Criteria		Accreditation Fee	
	Final Assessment/ Renewal Assessment	Surveillance	Application Fee (Rs.)	Annual Accreditation Fee (Rs.)
Upto 250	One-man day (1x1)	One-man day (1x1)	10000	30000
251- 500	One-man day (1x1)/ Two-man days (2x1)/	One-man day (1x1)	15000	40000
More than 501	Two-man days (2x1)/ Four-man days (2x2)	Two-man days (2x1)	20000	60000
Hospital Based Facility				
Number of patients in one sitting	Assessment Criteria		Accreditation Fee	
	Final Assessment/ Renewal Assessment	Surveillance	Application Fee (Rs.)	Annual Accreditation Fee (Rs.)
Upto 5	One-man day (1x1)	One-man day (1x1)	15000	40000
5 - 10	One-man day (1x1)/ Two-man days (2x1)/	One-man day (1x1)	20000	60000
>10	Two-man days (2x1)/ Four-man days (2x2)	Two-man days (2x1)	25000	80000

Fee structure for Ambulatory Care Facility operating within India

Ambulatory Care Facility	Assessment Criteria		Accreditation Fee	
	Final Assessment/ Renewal Assessment	Surveillance	Application Fee (Rs.)	Annual Accreditation Fee (Rs.)
Chemotherapy Centre	One-man day (1x1)	One-man day (1x1)	20000	60000
Day Care Surgery Centre	One-man day (1x1)	One-man day (1x1)	20000	60000
Specialised Clinics like, Diabetology, Dermatology, ENT, Mental Health, Cosmetic/ Aesthetic Clinics etc.	One-man day (1x1)	One-man day (1x1)	20000	60000
AYUSH Wellness / Day Care Centres	One-man day (1x1)	One-man day (1x1)	20000	60000

NOTE: The man days given above for assessment and surveillance are indicative and may change depending on the size and types of services of the ambulatory care facility. A nominal fee may be charged for remote or hybrid assessment.

In addition to the above-mentioned fee, GST@18.0 % or as applicable from time to time to be paid.

Assessment Charges: In addition to the above fee, facility shall bear the cost of following (in case of on-site/ hybrid assessment):

- a. Travel of the assessment team
- b. Accommodation and meals

Guidelines for Travel and Lodging:

- a. Travel to be made by Air in economy class (Apex fare) or by train in 2nd AC class or by AC Bus/ Taxi.
- b. The HCF will provide the tickets for travel as per above guidelines. If the journey is made by own car, the re-imbursment will be as per company's rules or restricted to 2nd AC class fare by train.
- c. The HCF shall also make arrangements for travel & lodging for the Assessment team. A single occupancy AC accommodation may be provided for each Assessor/ Observer in a reasonably good hotel/ guesthouse and arrangement for local transportation from temporary residence to the HCF site and airport/ railway station/ bus stand.

Fee Payment:

All payments through Demand Draft/ Check/ Bank Transfer shall be made in favour of 'Quality and Accreditation Institute Pvt. Ltd.' payable at Noida/New Delhi.

Bank Transfer details are:

Beneficiary name: Quality and Accreditation Institute Pvt. Ltd.

Beneficiary address: A-34, Sector 48, Noida-201304, India

Bank Account number: 003105031612

Bank Details: ICICI Bank Limited, K-1, Senior Mall, Sector 18, Noida-201301, India

Bank IFSC Code: ICIC0000031

Bank Swift Code: ICICINBBNRI

PAN No.: AADCI3230L

GSTIN: 09AADCI3230L1ZK

Note: Any bank charges for transfer of fee are to be paid by the sender.

10. QAI-CAHSC Publications

All relevant publications are available on our website www.qai.org.in



Quality and Accreditation Institute
Centre for Accreditation of Health & Social Care

Email: info@qai.org.in Website: www.qai.org.in
Twitter@QAI2017