



Quality & Accreditation Institute



Centre for Accreditation of Health and Social Care

Introduction of QAI

-
- Function as an **Accreditation Body** in August 2017
 - **Vision:** Nurturing the largest global pool of organisations and people through quality improvement and accreditation framework.
 - **Mission:** To conceive and deliver education, training, accreditation and related programmes in partnership with stakeholders using an approach of co-design and co-creation.

Introduction of QAI

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

Accreditation/ Certification Programmes

1. Assisted Reproductive Technology (ART)/IVF Centre
2. Home Health Care
3. Dialysis Centre
4. Green Health Care Facility
5. Healthcare Facility/ Hospital Certification
6. WHO Patient Safety Friendly Hospital Standards Certification Programme
7. Primary Care Clinic
8. Ambulatory Care Facility (Dental/Eye/Imaging etc.)
9. Telemedicine/ Digital Health (Work in Progress)

International Approval: ISQua Accreditation

QAI is the first and only accreditation body in India having 2 standards accredited by ISQua.





QAI is an institutional member of the International Society for Quality in Health Care (ISQua)



Dr. B.K. Rana, CEO is a member of the Board of Directors (2014 - 2016, 2017-2020)



QAI Journal for Healthcare Quality & Patient Safety (www.qaij.org)



Global Operations

- Nepal
- Bhutan
- Bangladesh
- Philippines
- Maldives
- Oman
- Ghana
- Nigeria
- Mexico

Accreditation Mark



Ambulatory Care?

Ambulatory care or outpatient care is medical care provided on an outpatient basis, including diagnosis, observation, consultation, treatment, intervention and rehabilitation services. This care can include advanced medical technology and procedures even when provided outside of hospitals.

Ambulatory Care Facility?

These ambulatory care standards are meant for accrediting dental centres, eye centres, diagnostic imaging centres, medical centres (specialised centres), day care surgical centres, chemotherapy centres, physiotherapy centres, rehabilitation centres, outpatient chronic care management facilities, sleep labs and other similar types of ambulatory care facilities.

Sl. No.	Name of Chapter	No. of Standards	No. of Criteria
1	Governance and Leadership (GAL)	5	14
2	Human Resource Management (HRM)	5	17
3	Facility and Risk Management (FRM)	9	30
4	Information Management System (IMS)	8	29
5	Continual Quality Improvement (CQI)	3	11
6	Patient Assessment and Care (PAC)	13	49
7	Patient Rights and Education (PRE)	4	18
8	Medication Management and Safety (MMS)	11	40
9	Surgical Care and Safety (SCS)	7	30
10	Hygiene and Infection Control (HIC)	6	30
	Total	71	268

CHAPTER 1:

Governance and Leadership

(GAL)

STANDARDS

GAL.1: The management of the ambulatory care facility is committed to, and actively engaged in, quality and safety.

GAL.2: The management is accountable for the quality and safety of care delivered.

GAL.3: The management receives reports on the quality and safety of care delivered.

GAL.4: The ambulatory care facility delivers services and makes decisions in accordance with its values and ethical principles.

STANDARDS

GAL.5:The ambulatory care facility is committed to health promotion, wellness and disease prevention in collaboration with community and government agencies.

CHAPTER 2:

Human Resource Management (HRM)

STANDARDS

HRM.1: The ambulatory care facility has adequate and appropriate human resources.

HRM.2: The ambulatory care facility has a continuous professional development programme for its staff.

HRM.3: A documented disciplinary and grievance handling system exists in the ambulatory care facility.

HRM.4: A documented policy exists to address health and safety needs of staff.

STANDARDS

HRM.5: The ambulatory care facility has a documented system of maintaining personnel files for all staff.

CHAPTER 3:

Facility and Risk Management (FRM)

STANDARDS

FRM.1: Facility Management is guided by applicable laws and regulations.

FRM.2: There is a documented safety and security plan.

FRM.3: There is a documented plan and system for management of hazardous material.

FRM.4: The ambulatory care facility has provision of potable water and electricity during operational hours.

STANDARDS

FRM.5: There is a documented disaster/emergency response plan.

FRM.6: There is a documented equipment management programme.

FRM.7: The ambulatory care facility has a programme for maintaining medical gases, vacuum and compressed air.

FRM.8: The ambulatory care facility has a programme for the management of utility system.

STANDARDS

FRM.9: A documented risk management plan is implemented.

CHAPTER 4:

Information Management System (IMS)

STANDARDS

IMS.1: Documented policy and procedure exist to meet the information needs of the ambulatory care facility.

IMS.2: The ambulatory care facility implements a robust document control system.

IMS.3: The ambulatory care facility implements a robust system of controlling and managing data.

IMS.4: The ambulatory care facility defines what constitutes a medical/ dental record and maintains it.

STANDARDS

IMS.5: The ambulatory care facility maintains complete and accurate medical/ dental record of every patient.

IMS.6: The ambulatory care facility has documented policy and procedure for maintaining confidentiality, integrity and security of records, data and information.

IMS.7: There is a documented policy and procedure regarding the retention time, retrieval and destruction of records, data and information.

STANDARDS

IMS.8: The ambulatory care facility regularly conducts medical/ dental record audit.

CHAPTER 5: Continual Quality Improvement (CQI)

STANDARDS

CQI.1: There is a structured quality improvement programme.

CQI.2: There is a structured patient-safety programme in the ambulatory care facility.

CQI.3: The ambulatory care facility defines and monitors performance indicators.

CHAPTER 6:

Patient Assessment & Care

(PAC)

STANDARDS

PAC.1: The ambulatory care facility defines and displays its services.

PAC.2: The ambulatory care facility has a documented registration and admission (not overnight) process, as applicable.

PAC.3: The ambulatory care facility has adequate mechanism for transfer or referral of patients.

PAC.4: Initial assessment is conducted of all patients being cared for in the ambulatory care facility.

STANDARDS

PAC.5: Patients admitted (not overnight) by the ambulatory care facility undergo a regular reassessment, as applicable.

PAC.6: The ambulatory care facility ensures uniformity and continuity of patient care.

PAC.7: Diagnostic laboratory services are available as per the scope of services of the ambulatory care facility.

PAC.8: Diagnostic imaging services are available as per the scope of services of the ambulatory care facility.

STANDARDS

PAC.9: Policies and procedures guide the quality of dental laboratory services. (for Dental facility)

PAC.10: Emergency services are provided as per documented procedures.

PAC.11: A documented discharge process exists. (if applicable)

PAC.12: The ambulatory care facility defines the contents of discharge summary/ note, as applicable.

STANDARDS

PAC.13: Documented policy and procedure exist for any research activity.

CHAPTER 7:

Patient Rights and

Education

(PRE)

STANDARDS

PRE.1: The ambulatory care facility protects rights of patients.

PRE.2: The ambulatory care facility identifies and documents the rights of patient supporting individual beliefs and values.

PRE.3: The ambulatory care facility educates the patient and family to make informed decisions and their involvement in care planning.

PRE.4: The ambulatory care facility has a documented feedback (compliment and complaint) system.

CHAPTER 8:

Medication Management and Safety (MMS)

STANDARDS

MMS.1: Documented policy and procedure exist for the management of medication.

MMS.2: There is a documented process for procurement of medications.

MMS.3: There is documented policy and procedure for storage and disposal of medications.

MMS.4: There is a documented policy and procedure for prescription of medication.

STANDARDS

MMS.5: A documented policy and procedure exists for safe dispensing of medications.

MMS.6: A documented policy and procedure exists for safe administration of medications.

MMS.7: The ambulatory care facility has a system of monitoring of adverse drug events.

MMS.8: There is a documented policy and procedure for the use of narcotic drugs and psychotropic substances.

STANDARDS

MMS.10: WHO global patient safety challenge
'Medication Without Harm' is documented and implemented.

MMS.11: Documented policies and procedures guide the use of medical devices including prosthesis or prosthetic implant.

CHAPTER 9:

Surgical Care and Safety (SCS)

STANDARDS

SCS.1: Documented procedure exists for the performance of various procedures.

SCS.2: The ambulatory care facility follows a documented procedure for surgical safety.

SCS.3: Documented policy and procedure is used for administration of anaesthesia and sedation.

SCS.4: Policies and procedures guide the care of patients undergoing local anaesthesia.

STANDARDS

SCS.5: Documented policy and procedure exist for care of vulnerable patients.

SCS.6: There is a documented policy and procedure for use of blood and its components.

SCS.7: Documented policy and procedure exist for the care of patients in observation units as per the scope of services.

CHAPTER 10:

Hygiene and Infection Control (HIC)

STANDARDS

HIC.1: The ambulatory care facility has a comprehensive hygiene and infection control programme.

HIC.2: There is documented process to ensure infection control in sterilisation unit.

HIC.3: The ambulatory care facility has a documented policy on biomedical waste segregation and disposal in accordance with laws.

HIC.4: The ambulatory care facility has a system of use of the Personal Protective Equipment (PPE).

STANDARDS

HIC.5: The ambulatory care facility has a policy to prevent/ reduce healthcare associated infections.

HIC.6: The ambulatory care facility has a documented procedure for general cleaning and disinfection.

Thank you

shivi@qai.org.in

www.qai.org.in