



*Change Adapt Improve*

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

**INFORMATION BROCHURE**



**EMERGENCY DEPARTMENT  
ACCREDITATION PROGRAMME**

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# OVERVIEW

The emergency department (ED) plays an important role in providing patients with prompt and effective clinical care. It is the healthcare entry point responsible for receiving, sorting, assessing, stabilizing, and managing patients arriving at its door with different degrees of urgency and complexity. Conditions of patients requiring an emergency care vary from major trauma and stroke to intoxication

and mental disorders. Therefore, Emergency Department is considered to be an extremely complex system. Yet, its design has witnessed little, even if no progress in recent years, to cope with these complexities efficiently and cost effectively.

An emergency department (ED), also known as an accident & emergency department (A&E), emergency room (ER), emergency ward (EW) or casualty department, is a medical treatment facility specializing in emergency medicine, the acute care of patients who present without prior appointment; either by their own means or by that of an ambulance. The emergency department is usually found in a hospital or other primary care center.

# BENEFITS OF ACCREDITATION

- Commitment to deliver quality and safe patient care.
- Assures community about the quality of services and better health outcomes.
- Rights of patients are respected and protected.
- Facility functions in transparent and ethical manner.
- Compliance to the prescribed telemedicine practice guidelines of applicable council.
- Privacy and security of patient information and use of safe technology.
- Mechanism of risk management to safeguard provider from potential legal liability.
- Support facility to becoming a part of the National Digital Health Ecosystem
- Continual improvement.
- Self-regulation.

**Wider publicity through listing on QAI Website and allowing use of QAI Accreditation Mark.**



# STANDARDS FRAMEWORK

Standards Framework Covers Whole Care Continuum in 10 Chapters :

- Governance and Leadership (GAL)
- Design and Facility Management (DFM)
- Staffing and Training Standards (STS)
- Information, Education and Communication (IEC)
- Documentation & Information Management System (DIMS)
- Continual Quality Improvement (CQI)
- Triage, Assessment, Management and Disposition (TAMD)
- Emergency Medical Services (EMS)
- Medication Management and Safety (MMS)
- Hygiene and Infection Control (HIC)

**Chapters**

**10**

**Criteria**

**245**

**Standards**

**62**

# SALIENT FEATURES OF THE PROGRAMME

- Quick turnaround time
- Documented quality improvement programme
- No pre-assessment
- Comprehensive self-assessment and document review process
- Rigorous Assessor Management System
- Local, national, regional and global framework
- Health care facilities in SAARC nations enjoy same fee structure as applicable in India
- Blend of global strategy, experience and leadership
- Economic yet global model



# ELIGIBILITY AND PREPARATION

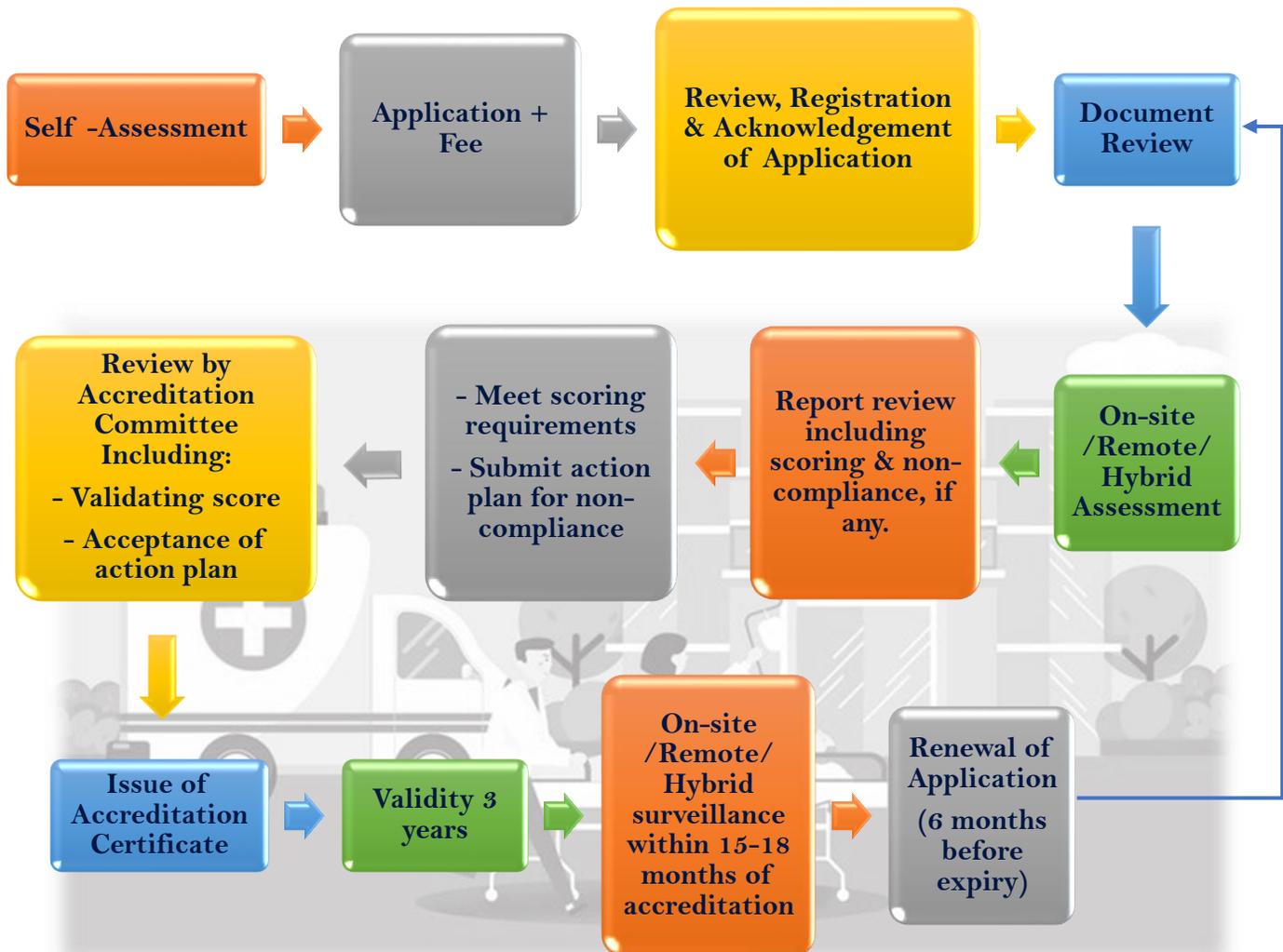
- The facility shall look into its services and the standards available.
- The facility shall have all the applicable statutory compliances in place to operate safe patient services.
- Advised to implement standards for at least two months before applying for Accreditation.

- Define 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 and procedures of the facility.

**Organisation must procure an e-copy of the QAI accreditation standards. A self-assessment tool can also be requested from the**

**Secretariat.** The facility seeking Accreditation shall understand the QAI assessment process. The facility shall ensure that all the requirements of the standard are implemented. The facility may get its personnel trained in understanding and implementation of Accreditation standards. Such training programmes are conducted by QAI from time to time.

# ACCREDITATION PROCESS



# ABOUT QAI

QAI was set up to create an ecosystem of education, training, quality improvement and accreditation/ certification. We aim to provide a platform to stakeholders including professionals and organisations, associated with quality in any way, to share their wisdom and knowledge. This further provides tremendous opportunities to all concerned to learn and contribute in improving quality and safety of healthcare organisations.

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



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

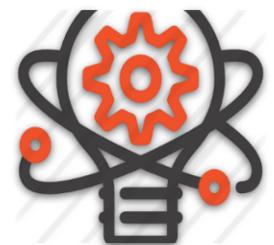


**Listener:** Seek continuous feedback from stakeholders to address their concerns

**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



# CONTACT US

## Quality and Accreditation Institute

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