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Quality and Accreditation Institute

Centre for Accreditation of Health and Social Care



GUIDELINES FOR MONITORING QUALITY OF OUTSOURCED SERVICES

FIRST EDITION

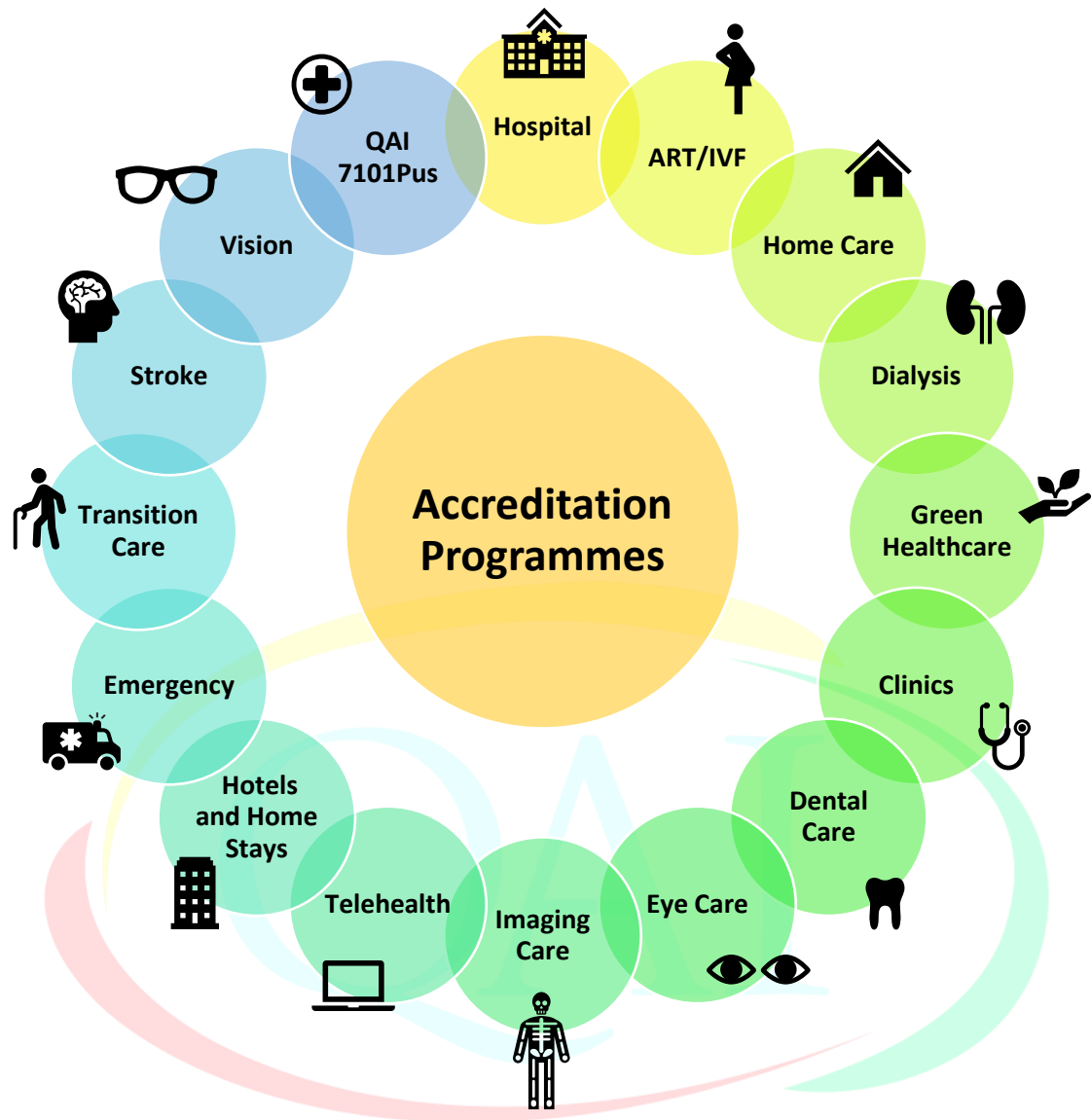
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These guidelines are developed to support applicant/ accredited Health Care Facilities (HCFs). These guidelines constitute addendum to the requirements under various QAI accreditation standards and are applicable to applicant/ accredited HCFs. All applicant/ accredited HCFs may like to adopt and comply with these guidelines.

QAI assessors of various accreditation programmes under the Centre for Accreditation of Health & Social Care (CAHSC) should check the adherence to these guidelines during assessments.



1. Healthcare facilities (HCFs) often engage external providers for various clinical and support services such as biomedical waste (BMW) management, laundry, dietary, Central Sterile Supply Department (CSSD), pharmacy etc. The requirements of accreditation standards are also applicable to these externally provided services and the responsibility of ensuring compliance to the requirements of accreditation standards lies with the HCF. As such, the quality and safety requirements of these externally provided services are also to be monitored by the HCFs.
2. To ensure quality and safety requirements are complied with, the HCF must enter into an agreement/ memorandum of understanding with the provider of the external service which at a minimum must cover the following:
 - (a) Compliance with statutory/ legal requirements (as applicable to specific external service provider).
 - (b) Adherence to agreed Turn-Around-Times (TAT), as applicable.
 - (c) Uninterrupted services with appropriate back up plans for contingencies
 - (d) Adherence to accreditation requirements as applicable to the service such as staff fitness for tasks, credentials and privileging, background verification, ongoing training, compliance with ethical requirements, raising critical alerts etc. as relevant and applicable.
 - (e) Quality assurance mechanism wherever applicable such as medical laboratory, imaging etc.
 - (f) Provider evaluation parameters for each provider and service.
3. During assessments, the HCFs should demonstrate that the above requirements have been met.
4. During assessment, assessor should check and verify the above requirements.



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