Quality and Accreditation Institute

Centre for Accreditation of Health & Social Care

Change Adapt Improve

INFORMATION BROCHURE
FOR
ACCREDITATION OF AYUSH HEALTHCARE FACILITIES

QAI CAHSC 2701

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1. About Quality and Accreditation Institute (QAI)

Quality and Accreditation Institute Pvt. Ltd. is incorporated by Registrar of Companies under the Companies Act 1956. QAI was set up to create an ecosystem of accreditation/ certification, education, training and quality improvement. We aim to provide a platform to stakeholders including professionals and organisations, associated with quality in any way, to share their wisdom and knowledge in order to make healthcare services delivering better outcomes. This will further provide tremendous opportunities to all concerned to learn and contribute in improving organisations. 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 verticals 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 organisations through a unique process of self-assessment and peer review. We would assist organisations 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 programmes 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

Scope (Objectives)
- Accreditation/ certification of health and social care facilities
- Promoting a culture of quality and patient safety through information and communication
- Delivering education and training programmes in accreditation, quality & patient safety
- Capacity building of health and social care facilities in our core and related areas
- Developing a pool of skilled human resources in healthcare quality

2. Benefits of Accreditation

For Patients
- In an accredited organization, patient receives higher quality of care
- Safety of patient is given a priority
- Patients receive services by credentialed medical and nursing staff
- Rights of patients are respected and protected
- Patient satisfaction is regularly evaluated which provides an opportunity to patients to express about their experience
- Patients get an opportunity to be part of their own care

For Ayush Healthcare Facilities

- Accreditation enables the organization in demonstrating commitment to deliver quality and safe patient care.
- Accreditation assures community about the quality of services and better health outcomes.
- Accreditation helps demonstrating that healthcare organisation functions in transparent and ethical manner.
- It also acts as a potential mechanism of risk management to safeguard provider from potential legal liability.
- It is a process to stimulate continual improvement.
- Act as a mechanism of self-regulation.
- It may provide opportunity for benchmarking by comparing their outcomes with other accredited organisations.

For Staff of Ayush Healthcare Facility

- Accreditation process provides opportunity to staff at all levels for their professional development
- It may help in building higher staff satisfaction because of good working environment, leadership opportunities and ownership of processes
- Being robust documentation and procedures in place, it also supports staff in building their confidence to deliver proper care

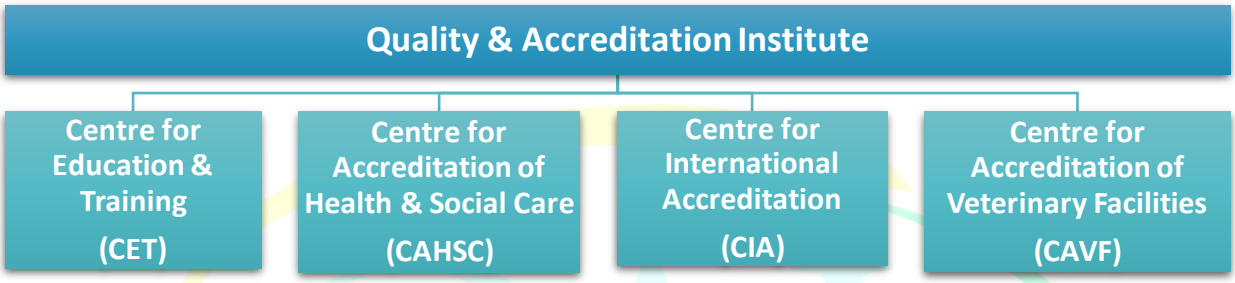
For Third Parties

- Accreditation provides an objective system of evaluation and empanelment by third parties like insurance companies, other payers, government etc.
- Accreditation helps in access to reliable and documented information on facilities, infrastructure, services and level of care.

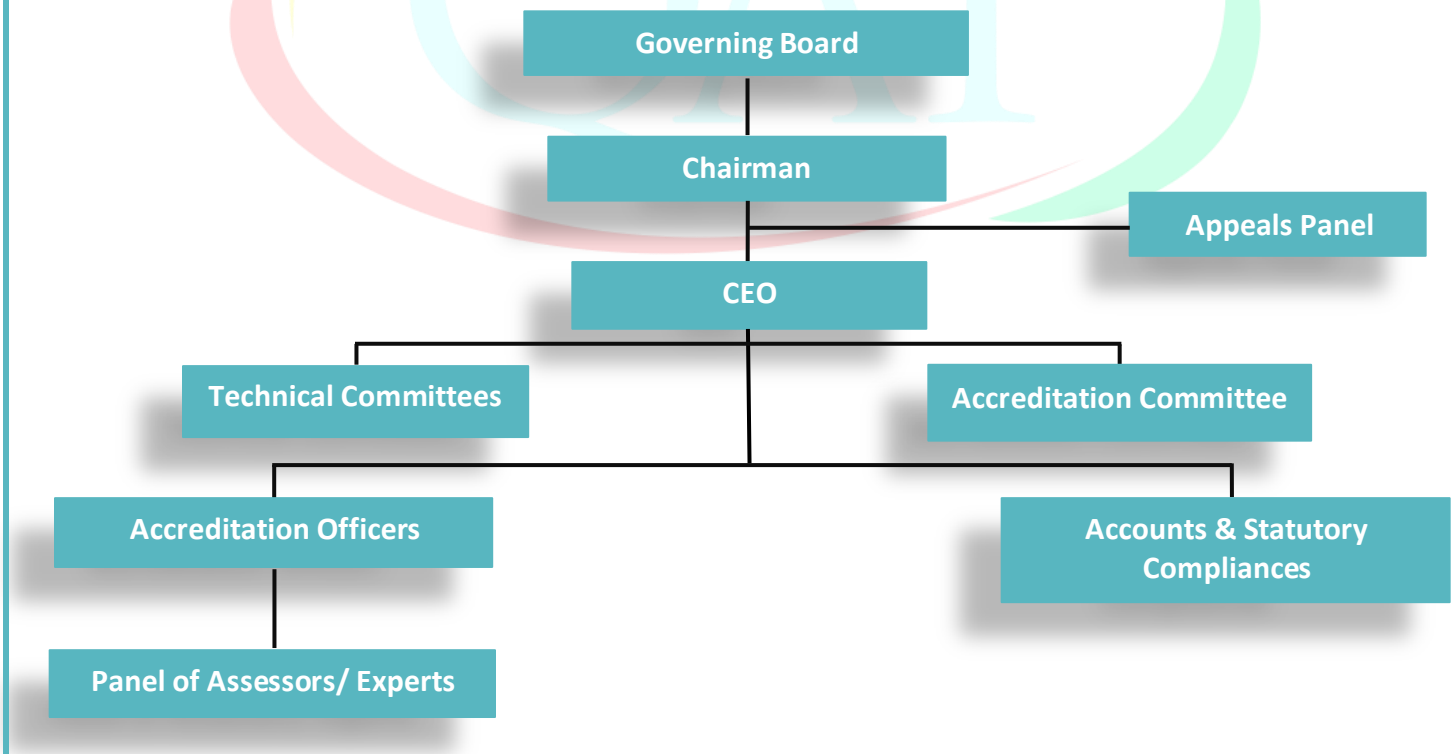
3. Organisation Structure

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/certification 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.



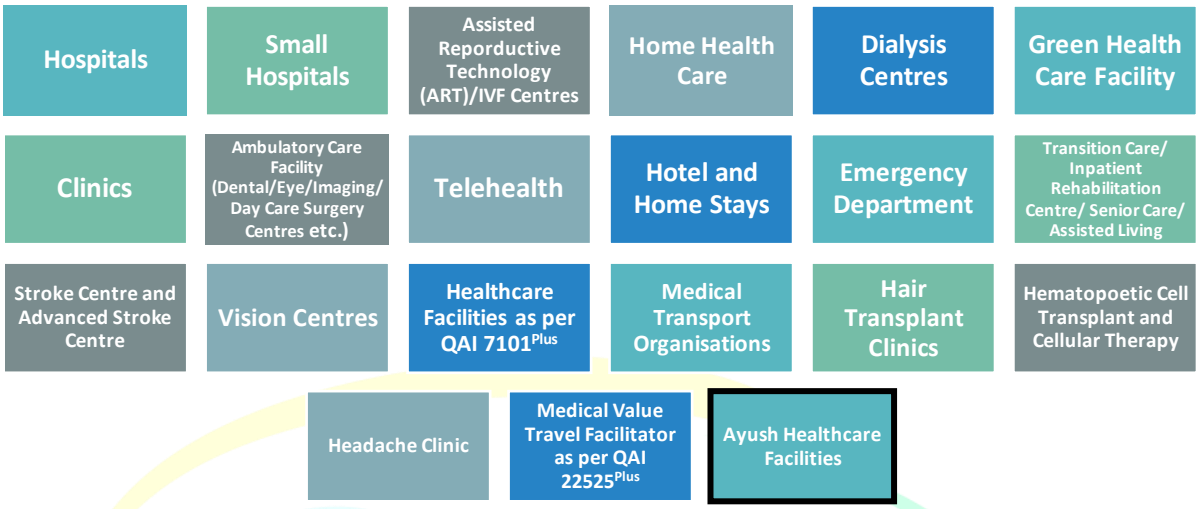
Organogram of CAHSC



4. QAI's Centre for Accreditation of Health and Social Care (CAHSC)

Currently, following accreditation/ certification/Recognition programmes are operational:

Accreditation Programmes



Certification Programmes:



Recognition Programme:



5. International Affiliations

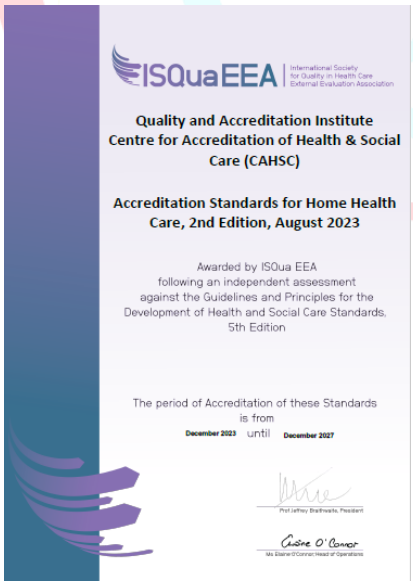
QAI is an institutional member of the International Society for Quality in Health Care (ISQua) (www.isqua.org).

ISQua
International Society for Quality in Health Care
Institutional Member
2026-2027

QAI is an institutional Member of the International Society for Telemedicine and eHealth (ISfTeH) (www.isfteh.org).

ISfTeH
International Society for Telemedicine & eHealth

QAI becomes the first accreditation body in India to achieve ISQuaEEA Accreditation in less than five years of operations. QAI is the ONLY accreditation body in India having ISQua Accreditation as an Organisation and Two Sets of Standards.


ISQuaEEA
Quality and Accreditation Institute
Centre for Accreditation of Health & Social Care (CAHSC)
Accreditation Standards for Home Health Care, 2nd Edition, August 2023
Awarded by ISQua EEA following an independent assessment against the Guidelines and Principles for the Development of Health and Social Care Standards, 5th Edition
The period of Accreditation of these Standards is from December 2023 until December 2027


ISQuaEEA
Quality & Accreditation Institute
Accreditation Standards for Hospitals, 1st Edition August 2022
Awarded by ISQua EEA following an independent assessment against the Guidelines and Principles for the Development of Health and Social Care Standards, 5th Edition
The period of Accreditation of these Standards is from February 2023 until February 2027

ISQuaEEA Accredited Standards 2023-2027

ISQuaEEA Accredited Standards 2023-2027





QAI Accreditation is recognised by the Government of India, Ministry of Health's Central Government Health Scheme (CGHS) for empanelment of Private Hospitals, Eye Centres, Dental Centres & Imaging Centres.

6. Special Features of Accreditation Programme

- 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 programme as per the intent of the standard.
- Based on comprehensive self-assessment and document review process providing opportunity to facility for a thorough review of their own documentation and implementation of requirements of standards.
- Rigorous Assessor Management System including a transparent monitoring and evaluation process.
- 'Client First' approach
- Harmonising local, national, regional and global framework
- Blend of global strategy, experience and leadership
- Economic yet global benchmarking

7. Scope of Accreditation

Clinical Specialities in the Ayush Healthcare Facility:

AYURVEDA

Asthi Evam Marma Vigyan	Prasuti Evam Stri Roga
Chaya Evam Vikiran Vigyan	Ras Shastra Evam Bhaishajya Kalpana
Damshtra Chikitsa /Visha Chikitsa	Roga Nidana Evam Vikriti Vigyan
Jara Chikitsa / Rasayana Chikitsa	Sangyaharan Vigyan
Kaumarabhritya	Shalakya Tantra
Kayachikitsa	Shalya Tantra
Kshar Karma	Swasthavritta
Manasaroga Evam Manasik Swasthya Vigyan	Vrisha Chikitsa/Vajikarana
Panchakarma	Any other

HOMEOPATHY

General Medicine	Psychiatry
Obstetrics & Gynaecology	Surgical Therapeutics (including ENT, Dental and Ophthalmology)
Paediatrics & Child Health	Any other

SIDDHA

Attai Marutthuvam	Siddhar Yoga Marutthuvam Kayakalpa Maruthuvam
Kaaranool Marutthuvam	Siddhar Yoga Marutthuvam Piniyanuga Vidhi
Kuzhanthai Marutthuvam	Sirappu Marutthuvam Pura Marutthuvam
Magalir Marutthuvam	Sirappu Marutthuvam Varma maruthuvam including Thokkanam

Nanju marutthvam	Sirappu Marutthuvam Aruvai and Thol Marutthuvam
Noi naadal including Envagai Thervu	Sirappu Marutthuvam Siddhar Yoga Marutthuvam
Pothu marutthuvam	Sool Marutthuvam
Pura Marutthuvam Akkini Marutthuvam	Varma Marutthuvam Odivu Murivu marutthuvam
Pura Marutthuvam Aruvai and Thol Marutthuvam	Varma marutthuvam including Thokkanam
Pura Marutthuvam (Puramarutthuva muraigal)	Maruthuvam (General Medicine)
Siddha Gunapaadam (Marunthiyal and Marunthakaviyal)	Sirappu Maruthuvam (Special Medicine)
Siddhar Yoga Marutthuvam	Any other

UNANI

Amraz-e-Atfal	Jarahat
Ilaj Bid Tadbir	Jild wa Tazeeniyat
Ilaj bil Dawa	Moalajat
Ilaj bil Ghiza	Qabalat wa Amraze Niswan
Ilaj bil Yad	Tahaffuzii wa samaji Tibb
Ilaj bit Tadabeer	Any other

YOGA & NATUROPATHY

Naturopathy Treatments	Yoga Treatments

SOWA-RIGPA

Num-chos (Snehana)	Jam-rTsi (basti)
Kyug (Vamana)	Na-sMan (Nasyakarma)
Tarka (Raktamokshana)	Any other

Clinical Support departments/ services in the Hospital:

Ambulance
Blood Bank / Transfusion Services
Dietetics
Psychology
Rehabilitation
➢ Occupational Therapy
➢ Physiotherapy
➢ Speech and Language Therapy
Any Other

Diagnostic Services in the Ayush Healthcare Facility

Diagnostic Imaging	
➢ Ultrasound	➢ X-Ray
Laboratory Services	
➢ Clinical Bio-chemistry	➢ Haematology
➢ Clinical Microbiology and Serology	➢ Clinical Pathology
Other Diagnostic Services	
➢ ECG	➢ Spirometry
➢ Holter Monitoring	➢ Tread Mill Testing
➢ Audiometry	➢ Any Other Diagnostic Service (s)

8. Eligibility and Preparation for Accreditation

8.1 Eligibility for Accreditation

The applicant Ayush Healthcare Facility must check whether they are eligible to apply for accreditation. The facility must have been operating as an Ayush healthcare provider for a minimum of six months. Ayurveda, Unani, Siddha, Homoeopathy and Sowa-Rigpa hospitals must have a minimum bed strength to support the services being provided (Please refer to the Clinical Establishment Act and/ or Indian Public Health Standards for Ayush). Yoga and Naturopathy hospitals with no sanctioned beds or those providing day-care services are also eligible to apply. These standards are applicable to the entire AYUSH Healthcare Facility as well as to any specific service or department of the larger facility and must have implemented standards for at least two months before applying for Accreditation to have sufficient data and records to verify during the assessment.

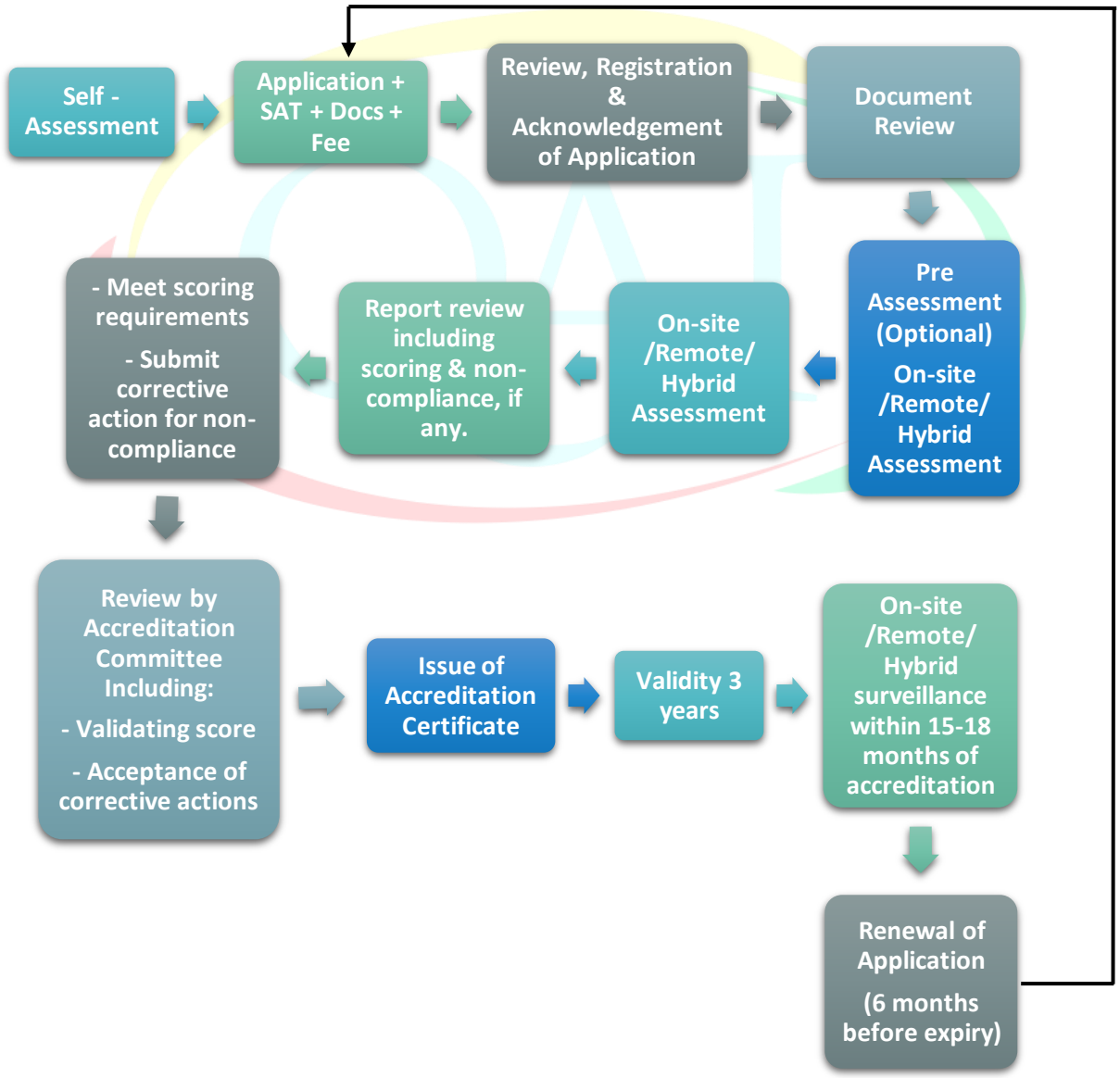
8.2 Preparing for Accreditation

Management of the Ayush Healthcare Facility shall first decide about getting Accreditation from QAI. It is important for the Ayush Healthcare Facility 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 Ayush Healthcare Facility.

Ayush Healthcare Facility must procure a copy of the QAI Accreditation standards and guide book. A self-assessment tool can also be requested from the Secretariat. The Ayush Healthcare Facility seeking Accreditation shall understand the QAI assessment process. The Ayush Healthcare Facility shall ensure that all the requirements of the standard are implemented. The Ayush Healthcare Facility may get its personnel trained in understanding and implementation of Accreditation standards. Such training programmes are conducted by QAI from time to time.

9. Accreditation Process

Accreditation process is shown below:



9.1 Self-Assessment

Ayush Healthcare Facility first carries out self-assessment using self-assessment tool which is based on the requirements of the Accreditation standards. It gives an opportunity to the Ayush Healthcare Facility 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.

9.2 Application

Applicant 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' (available on website)

9.3 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 Ayush Healthcare Facility. Secretariat may ask for additional information/ clarification(s) at this stage, if found necessary.

9.4 Document Review

Secretariat appoints an assessment team and share application form, self-assessment tool and any other relevant document provided by the Ayush Healthcare Facility. CAHSC seeks Ayush Healthcare Facility's acceptance for the proposed assessment team. The Ayush Healthcare 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 Ayush Healthcare Facility for taking necessary corrective actions.

9.5 Pre-Assessment (Optional):

QAI has introduced pre-assessment as optional. Those Ayush Healthcare Facilities shall inform QAI while applying in case they wish to undergo pre-assessment. All Ayush Healthcare Facilities are not required to undergo the same and can directly move to the final assessment. Appointed assessor or assessment team shall conduct the pre-assessment (remote/ hybrid/ on-site). Lead assessor shall submit the pre-assessment report to QAI. The Ayush Healthcare Facility shall take corrective actions on the non-conformities raised by the lead assessor/ assessment team. The Ayush Healthcare Facility shall be required to pay the pre-assessment fee as defined in the fee structure (programme wise).

9.6 Final 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 Ayush Healthcare 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 Ayush Healthcare 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 Ayush Healthcare Facility at the end of the assessment.

9.7 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 Ayush Healthcare Facility meets the scoring for accreditation, however there are non-compliances, the Ayush Healthcare Facility is asked to submit corrective actions against those non-compliances. The Ayush Healthcare Facility 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 Ayush Healthcare Facility as per laid down appeal process.

9.8 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 Ayush Healthcare Facility 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.



AYUSH HEALTHCARE FACILITY

9.9 Maintaining Accreditation

Compliance to applicable standards and other requirements
The accredited Ayush Healthcare Facility at all times shall comply with the requirements of the standards as well as any other laid down requirements.
Terms and Conditions
The accredited Ayush Healthcare Facility 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 Ayush Healthcare Facility is required to submit a signed soft copy of the same before issue of the certificate.

Adverse Decision against the Ayush Healthcare Facility
If the Ayush Healthcare Facility at any point of time does not comply with 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 Ayush Healthcare Facility like abeyance, denial of accreditation, suspension or forced withdrawal as per laid down policy.

9.10 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. In addition to the regular surveillance, a surprise assessment may also be conducted to check compliance to the accreditation requirements.

9.11 Reassessment

The accredited Ayush Healthcare Facility is subjected to re-assessment every three years for renewal of accreditation. The Ayush Healthcare Facility 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.

Applicant Ayush Healthcare Facility is requested to submit the application to info@qai.org.in

10. Assessment Criteria and Fee Structure

Fees shall be calculated on the sanctioned beds in the Ayush Healthcare Facility.

A uniform fee structure is maintained for all Ayush Healthcare Facilities and the charges are maintained at a reasonable level so that Ayush Healthcare Facilities 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.

11. QAI-CAHSC Publications

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

Quality and Accreditation Institute
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709, Wave Silver Tower, Sector 18, Noida-201301, India
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