

National Quality Assurance standards (NQAS) : ①

- NQAS have been developed with aim of recognizing the good performing facilities as well improving credibility of public hospitals in community.

NQAS are currently available for district hospitals, CHCs, - Community health Centre
PHCs - Primary health centres,
Urban PHCs -

Standard care primarily meant for providers to assess their own quality for improvement through pre-defined standards and to bring up their facilities for certification.

The NQAS are broadly arranged under 8 Areas or concerns;

- (i) Service provision
- (ii) Patient Rights
- (iii) Inputs
- (iv) Support service
- (v) Clinical care
- (vi) Infection care
- (vii) Quality Management
- (viii) Outcome

These standards are ISO 9001 (International Society for Quality in Health care) accredited and meets global benchmark in terms of comprehensiveness, objectivity, evidence and rigour of development.

It formulates policies and procedures to ensure the safety program and quality improvement program in place and ensures the involvement of all areas of the hospital.

NABH ACCREDITATION AND ROLE OF PHARMACIST

Introduction . National ~~accreditation~~ ^{accreditation} Board for Hospital and Healthcare was started in the year 2005. (2)

- developed by the quality council of India (QCI)
- the accreditation program was started with the intent to improve the standards of healthcare organizations.

Quality Indicators:

These are the set of functional parameters which have been selected across different departments hospitals.

- NABH provides guidelines to setup patient and hospital management centered standard.
- provides guidelines for the benefits of patients, employees and hospitals.
- provides guidelines in training of hand hygiene, fire safety, biomedical waste management and Basic life support BLS

Benefits of Accreditation:

1. Patients are the largest beneficiary as the implementation of accreditation standard assures patient safety.
2. Accreditation standard assure commitment to quality care associated with good clinical outcomes.
3. Enhances patient satisfaction and increases community confidence as services are provided by medical staff.
4. Accreditation status delivers a promising marketing advantage in competitive healthcare.

Quality Indicators for pharmacy and Role of pharmacists
in NABH Accreditation. (3)

1. Incidence of dispensing errors
 2. %age of wastage of drugs
 3. %age of medicine expiring in a period
 4. %age of out of stock medicines along with emergency medicines.
 5. %age of drugs rejected before preparation of good receipt note.
 6. % of medicines procured through local purchase
- # All the above data of quality indicators is collected by the pharmacist from the pharmacy every month and analyze it.
- Keeps watch and control on the major deviation in any of the above data.