



DECODING NABH

Online Management Development program on **Implementation of NABH Standards for Healthcare Organizations**

**Date: 16th to 20th
December 2020
(5 days)**

**Timings: 5 PM to
7.30 PM**

PROGRAM FEE

**FOR DELEGATES: RS 2000/
FOR STUDENTS: RS 1000/-**

(Inclusive of GST)

**Please scan the QR code to register
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<https://bit.ly/IIHMRBNABH>



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Training report

16th to 20th December 2020

Training report

Decoding NABH- Implementation of NABH standards in Healthcare organisations

IIHMR Bangalore has successfully conducted 5 days online Management Development Program on Decoding NABH – Implementation of NABH standards in Healthcare organisations from 16th to 20th December 2020. The objective of this training was to help healthcare professionals to understand the NABH standards and implementation of these standards in the Healthcare organisations.

Participant learnings aimed at:

- Ensuring patient and provider safety and rights
- Stimulating continuous improvement in governance, operations and functions (clinical and administrative)
- Demonstrating high quality of services delivery
- Instilling sense of ownership and clinical excellence among staff

Trainers: The expert trainers of the program were **Dr. Usha Manjunath**, *Professor and Director at IIHMR Bangalore*, **Dr. Chethana H S**, *Quality and Operations Consultant, Motherhood chain of Hospitals*, **Ms. Ruplai Chopra**, *Quality Consultant, Steward Healthcare Private Ltd.*

Programme In Charge: Dr. Deepashree M R – Asst Professor

IT Team: Mr Pradeep Kumar- Asst. Professor, Mr. Arunkumar – IT assistant, Mr Sudhakar – SEO and digital Marketing

Total Number of participants: 94 participants attended this 5 day MDP program, the participants were from diverse areas such as health and management students, PhD Scholars, Hospital Administrators, Quality Managers, Doctors, NABH auditors etc.

Brief report:

Day 1: Dr Usha Manjunath, discussed topic like why quality is important in any organization and how to implement quality with various challenges and improvements required in organization. She also highlighted the staff attitude and positive response can impact in maintaining quality in the hospital. The quiz was conducted during transition from 1st session to 2nd session. The second session was taken by **Ms. Rupali**, who briefly explained about the terminology used in NABH standards like standards, objective elements, correction, corrective action etc. She also explained different level of accreditations and explained HOPE portal. The day ended with quiz on the discussed topics.

Day 2: The 2nd day session was conducted by **Dr. Chethana H S** about the importance of different committees in the hospitals and their structure. she explained about MOM (Medication of Management- NABH 3rd Chapter) how different departments like pharmacy, nursing and doctors have a predominant role in MOM. The second session was continued by Dr Chethana who discussed about PRE (Patient Rights and Education), what are the key policies, key departments involved in the PRE. How an Informed Consent helps a provider and also patient in any organization and the importance of the consent forms for all the procedures.

Ended with Implementation Issues in the Patient rights and Education. 2 case studies were discussed during end of the session and questions were taken from participants.

Day 3: 1st session was started by **Ms. Rupali**, who reviewed the previous days topics and answered the participant questions. After review NABH 2nd chapter i.e. Care of Patient in that she explained about patient care policies in detail and required and committees related to patient care in the hospital like blood transfusion committee, code blue committee, ethics committee, etc. & explained in detail about the surgical safety checklist and shown some of the videos about rights and wrongs of sign in, sign out and time out. The day's session was continued by Ms. Rupali, who discussed about topics hospital infection control i.e. hospital infection control measures, waste management & colour coding, hospital infection control committee and hand washing techniques. She also briefly explained about Continues Quality Improvement which includes actions to be taken to improve the quality in hospital, clinical audits, medical audit and process of clinical and medical audit, clinical indicators, sentinel events, near miss, and how to reporting adverse event.

Day 4: **Ms. Rupali** started the session by explaining about quality indicators and its significance. The next topic covered was Facility Management & Safety includes environmental safety for the patients, families and staffs, policies which are required for the hospital safety and hazard identification and risk management. The second session was on Human Recourse Management (HRM) in which she explained about the recruitment process, HR policies, appraisal and incentives, employee health records, training, etc. The final session on chapter Responsibility of management (ROM) was taken and she briefed about managerial responsibilities. Questions from participants were at end of the session.

Day 5: On the final day of the program Information management system was discussed. Revised fee structure for the NABH accreditation and steps of audits was also discussed in brief.

The Training Program came to a closure with a vote of thanks was proposed by Dr. Deepashree and feedback link was circulated among participants. Training materials were mailed to participants and additional related reading materials was also circulated. Few testimonials were also taken. Many participants appreciated IIHMR Bangalore efforts in organizing this MDP.

