

4. Excellence in Hospital Operations (Non-Clinical)

Assessment criteria for Excellence in Hospital Operations (Non-Clinical)

1. Governance

- a) The organization identifies those responsible for governance and their roles are defined

2. Legal compliances

- a) All applicable legal compliances are in place and any pending compliances to be highlighted with evidence (date of application for renewal)

3. Scope of services

- a) Scope of services are defined, displayed (bilingually) and staff made aware of the same

4. Registration and admission

- a) Well defined registration and admission process is in place for OPD, IPD and Emergency patients

5. Transfer/Referral

- a) Well defined transfer and referral policy (internal and external) is in place and implemented

6. Safety, Risk Assessment & Management

- a) Established & documented Patient Safety program in place which is comprehensive and covers all major elements related to patient safety affecting non-clinical services (environment safety, fire safety etc.) and non-clinical risks (strategic, financial, operational and hazardous risk).
- b) Hospital conducts electrical safety audit once in a year

7. Facility Management

- a) The organisation has policy and procedure in place to provide a safe and secure environment.
- b) The organisation has a programme for engineering support services and utility system and same is implemented
- c) The organisation has a maintenance programme for medical equipment and same is implemented
- d) The organisation has a maintenance programme for medical gases, vacuum and compressed air and same is implemented
- e) The organisation has a maintenance programme for Information Technology and compressed air and same is implemented
- f) The organization has plans for fire and non-fire emergencies within the facilities and same is implemented

8. Environment-Friendly

- a) Hospital has criteria for evaluation & acceptance of environment friendly material usage in the facility.
- b) Hospital maintains clean environment and has natural open space, enough natural light for the patients, staff and families of patients

9. Optimum usage and conservation of water resources

- a) Hospital has a provision of safe drinking water all the time and there is a plan for water usage for the whole facility which includes measurement, reduction and verification.
- b) Rain water Harvesting
- c) Presence of a waste water treatment plant

10. Optimum usage and conservation of energy resources

- a) Hospital has a strategy for optimization of energy saving and usage.
- b) Hospital has developed a plan for usage of renewable energy self-supply to reduce impact on environment.
- c) Hospital has a policy of using energy efficient equipment.
- d) Use of LED bulb or solar or other renewable energy source

11. Dietary Services

- a) Clean and hygienic environment is maintained in the kitchen
- b) Hospital has an in-house dietician
- c) Nutritional therapy is provided to the patients in consultation with physicians as per requirements of patients in a safe manner

12. Housekeeping Practices

Hospital has defined criteria, process and protocols for selection of cleaning products, mops and wipers including;

- a) Use of Non-hazardous cleaning agents
- b) Reduce environmental pollutants
- c) Reduce VOC emissions inside and outside buildings.
- d) Protect the cleaning worker.

13. Management of Waste

- a) Hospital has a protocol for receiving, handling, storing and safe disposal of all kinds of waste including recyclables, hazardous, bio medical and e-waste.
- b) Hospital complies with all bio-medical waste management rules and ensures biological waste is disposed as recommended by national regulations.

14. Information Management & Communication

- a) Processes in place for management of patient data and information including confidentiality, integrity and security of data
- b) Whether information needs of patients are identified, documented and met
- c) Complete and accurate medical record of patients in place which reflects continuity of care
- d) Periodic review of medical records is in place and appropriate corrective and preventive measures taken for deficiencies pointed out
- e) Established system of effective communication with patient and family is in place which includes enhanced communication in special situation like breaking bad news, handling adverse event, handling aggressive patients/family, counseling for a complicated intervention etc.