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Chapter – 1. Contents of NABH – Accreditation Standards for Hospitals, (6th Edition) Documentation Kit (More than 300 document files)

A. This Editable Documents Kit Has 10 Main Directories As Below:

Sr. No.	Name of Directory	Details of Documents					
1.	Hospital Manual	08 files in MS Word					
2.	Department Manual	31 files in MS Word					
	Pharmacy Service Manual	01 file in MS Word					
	Emergency Preparedness Manual	06 files in MS Word					
	Infection control	09 files in MS Word 03 files in MS Word 01 file in MS Word					
	Medical Record						
	HR Manual						
	Anaesthesia Manual	01 file in MS Word					
	Emergency Department Manual	01 file in MS Word					
	Front Office Manual	01 file in MS Word					
	Housekeeping Manual	01 file in MS Word 01 file in MS Word					
	ICU Manual						
	NICU Manual	01 file in MS Word					
	Nursing Manual	01 file in MS Word					
	OT Manual	01 file in MS Word 01 file in MS Word					
	Quality Assurance Manual						
	Radiation Safety Manual	01 file in MS Word					
	Safety Manual	01 file in MS Word					
3.	System Procedures	07 system procedures in MS Word					
4.	Health and Safety Procedures	09 health and safety procedures in MS Word					
5.	Process Approach	16 process approaches in MS word					
	Standard Operating Procedures (SOPs) Name of departments:	133 standard operating procedures in MS Word					
	Access assessment and continuity of care (AAC)	15 standard operating procedures in MS Word					
6.	Care of Patient (COP)	22 standard operating procedures in MS Word					
	Infection Prevention and Control (IPC)	30 standard operating procedures in MS Word					
	Facility Management and Safety (FMS)	06 standard operating procedures in MS Word					
	General	25 standard operating procedures in MS Word					

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	Human Resource Management (HRM)	03 standard operating procedures in MS Word				
	Information Management System (IMS)	05 standard operating procedures in MS Word				
	Management of Medicine (MOM)	17 standard operating procedures in MS Word				
	Patient rights and Education (PRE)	05 standard operating procedures in MS Word				
	Patient Safety and Quality Improvement (PSQ)	05 standard operating procedures in MS Word				
7.	System Formats	97 formats in MS Word				
8.	Hospital Committees	01 files in MS Word				
9.	Audit checklist	02 files of more than 750 questions				
10.	NABH -Accreditation standard for Hospital document compliance matrix	01 File in MS Excel				

Total 305 files quick download in editable form by e-delivery

B. Documentations:-

Our documents kit contains sample editable documents required for NABH hospital accreditation as per latest NABH Accreditation Standards for Hospitals (6th Edition, January 2025). The documents are prepared by a highly experienced team of NABH consultants having rich experience of hospital system establishment, process improvement and hospital accreditation. You need to study the documents of this kit and do necessary changes as per your hospital's need and within 4 days your entire editable documents with all necessary details will be ready. Also, your team will get many ideas for NABH system establishment, improvement and reduction in the cost and time for NABH accreditation. We have given all types of templates and organizations (hospitals) should use the editable documents as per their need. They can easily modify the sample documents to suit their processes and accreditation needs. So far, many healthcare organizations have got NABH accreditation in 1st attempt with the help of our sample documents. All the documents are related to NABH Accreditation Standards for Hospitals (6th Edition) and users can edit the sample documents in line with their own departments and processes.

Under the main directories of this kit, further files are provided in MS Word document as per the details given below.

1. Hospital Manual:

It includes sample copy of hospital manual with details of how NABH Accreditation standards for Hospital is implemented. It covers Introduction, scope of service, hospital policy, vision and mission, applicable laws and regulations, Quality policy and organization structure and covers 1st tier of NABH documents

Details of Hospital Manual

- 1. Cover page
- 2. Introduction

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- 3. Scope of services
- 4. Hospital policies (Applicability of NABH Standards)
- 5. Vision and Mission
- 6. Applicable laws and regulations
- 7. Quality Policy
- 8. Organization structure

2. Department Manual:

It includes sample copy of department manual for implementation of NABH Accreditation Standards for Hospitals (6th Edition). It covers 16 department manuals given belows:

Details of department manual

- 1. Pharmacy Service Manual
- 2. Emergency Preparedness Manual
- Infection control Manual
- 4. Medical Record Manual
- 5. Human Resource Manual (HR Manual)
- 6. Anaesthesia Manual
- 7. Emergency Department Manual
- 8. Front Office Manual
- 9. Housekeeping Manual
- 10. ICU Manual
- 11. NICU Manual
- 12. Nursing Manual
- 13. OT Manual
- 14. Quality Assurance Manual
- 15. Radiation Safety Manual
- 16. Safety Manual

3. System Procedures (08 Procedures):

It includes sample copy of system procedures covering all the specific practice areas of 08 processes. Our procedures help the organization to make the best system and quick process improvements. All 08 system procedures are listed below:

List of system procedures

- 1. Procedure for control of non-conforming services
- 2. Procedure for management review
- 3. Procedure for document and data control

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- 4. Procedure for corrective and preventive action
- 5. Procedure for control of quality records
- 6. Procedure for internal audit
- 7. Procedure for control of monitoring and measuring equipment
- 8. Procedure for Training

4. Health and Safety Procedures (09 Procedures):

It includes sample copy of health and safety procedures covering all the specific practice areas of 09 processes. Our procedures help the organization to make the best system and quick process improvements. All 09 procedures are listed below:

List of health and safety procedure

- 1. Procedure for hazards identification and risk assessment
- 2. Procedure for identification of legal and other requirements
- 3. Procedure for objectives and targets
- 4. Procedure for OHSMP
- 5. Procedure for consultation and communication
- 6. Procedure for operational control
- 7. Procedure for emergency preparedness and response
- 8. Procedure for performance monitoring and measurement
- 9. Procedure for incident investigation, non-conformity, corrective action and preventive action

5. Process Approach (16 System Process Approaches):

It includes sample copy of process approaches covering all the specific practice areas of a hospital. Our process approach will help the hospitals to make the best system and to get quick process improvements. All 16 process approaches are listed below:

List of process Approach

1. Billing Section

2. CATH Laboratory

3. Client Service

4. ECG Laboratory

5. Engineering

6. Human Resource Department

7. Linen Activity

8. Marketing

9. Medical shop

10. Microbiology Laboratory

11. Nursing Station

12. Pathology Laboratory

13. Purchase

14. Stores

15. Utility

16. X-Ray and Sonography Laboratory

6. Standard operating procedures (133 SOPs):

It covers sample copy of SOPs covering Access, assessment and continuity care (AAC), Care of patient (COP), Facility Management and Safety (FMS), Human resource management (HRM), Management of Medicine (MOM), Patient rights and education (PRE) and Patient safety and Quality improvement departments (PSQ). Detailed list of SOPs is given below:

List of SOPs

Access, Assessment and Continuity of Care (AAC)

50. Endoscopy

1. Scope of services

51. Enquiry

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- Registration 2.
- 3. Policy for Admission
- 4. Filling the admission form
- 5. Procedure during non-availability of beds
- 6. Laboratory safe practices
- 7. Radiology services
- 8. Admission of patient in ICU
- 9. Assessment Policy
- 10. Handling and disposal of radioactive wastes
- Discharge Procedure 11.
- 12. Patient Education on expected cost
- 13. Transfer Policy
- 14. Early Warning Sign
- 15. Laboratory Safe Practices

Care of Patient (COP)

- 16. Uniform care of patient
- 17. Administration of Anaesthesia
- 18. Admission Criteria for ICU
- Ambulance services
- Bed Management in ICU
- 21. Care of patient under Surgical Procedure
- Care of Vulnerable Patient
- Cardiac Pulmonary Resuscitation
- Criteria for Discharge of Patient
- 25. Emergency care
- 26. Handling of Medical Legal Cases
- 27. End of Life Care
- 28 **Nutritional Assessment of Patient**
- 29. Pain Management
- Prevention on Adverse Event in Surgical 30.
- Patient
- Quality Assurance Programme- Surgical 31.
- Services
- Rationale use of Blood & Blood Products
- Rehabilitative Services
- Sedation
- 35. Care of obstetrics Patient
- Organ Transplant Policy
- Nursing Empowerment

Facility Management and Safety (FMS)

- 38. Maintenance Activity
- 39. Code Blue
- 40. Code Pink
- 41. Code Red
- **Bio-Medical Manual**
- 43. Preventive and operational plan for breakdown

General

- 44. Casualty
- 45. CCU
- 46. CTOT
- 47. Dialysis
- Dressing and plaster

- 52. **ENT**
- 53. Eve OT
- 54. General Health Check Up
- 55. GOT
- 56. Gynac
- 57. Kitchen
- 58. **Nursing Station**
- 59. Ortho and Neuro OT
- 60. Paediatric
- 61. Physiotherapy
- 62. Plastic OT
- 63. Urology and Lithotripsy
- 64 Security
- 65 SICU
- 66. Laundry
- 67. Library
- 68. Dental

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49. EEG

Hospital Infection Control(HIC) and CSSD

- 69. Personal Hygiene
- 70. Personal Attire
- 71. Hand Washing
- 72. Receipt of used material for Processing
- 73. Proper Method of cleaning
- 74. Manual Cleaning
- 75. Cleaning by machines
- 76. Precautions to be followed during cleaning
- 77. Preliminary checking of supplies
- 78. Inspection and Assembling
- 79. Packaging of Instruments set
- 80. Labelling
- 81. Method of wrapping sets
- 82. Procedure for sterilizing linen
- 83. Principles of sterilization
- 84. Steam Sterilization
- 85. Preparation and loading of autoclave
- 86. Bowi and dick test for pre vacuum sterilizer
- 87. Principles of Ethylene Oxide sterilization
- 88. Maintenance and Operation of ETO sterilizer
- 89. Checks for proper functioning of sterilizer
- 90. Environment Cleanliness
- 91. Fumigation of sterile area
- 92. Procedure for outdated items
- 93. Sharp disposal and needle stick policy
- 94. Indexing of records
- 95. Physical separation of sterile and non-sterile area
- 96. Maintenance of sterile storage
- 97. Recall Procedure for Breakdown of Sterilization
- 98. Reprocessing of Single-use Instruments

Human Resource Management

- 99. Performance Review and Appraisal Policy
- 100. Employee Grievance policy

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101. HR Policy & General Terms

Information Management System (IMS)

102. Dissemination of records

103. External data base

104. IT and networking

105. Medical record audit

106. External database

Management of Medication (MOM)

107. Pharmacy Services

108. Hospital Formulary

109. Acquisition of medicines

110. Storage of medication

111. Use of medical gases

112. Disposal of Chemotherapeutic drugs

113. Prescription of medicines

114. Verbal order of medication

115. List of high-risk medication

116. Dispensing of medication

117. Use of Implantable Prosthesis

118. Medication administration

119. Use of Radioactive and Investigational Drugs

120. Use of Narcotics and Psychotropic Substances

121. Usage of Chemotherapeutic Agents

122. Reconciliation Of Medications

123. Implantable Prosthesis

Patient Rights and Education (PRE)

124. Patient Rights

125. Informed Consent

126. Protection of patient rights

127. List of condition required informed consent

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128. Communication

Patient Safety and Quality Improvement

- 129. Safety Programme
- 130. Indicator Monitoring System
- 131. Sentinel events and incident reporting
- 132. Clinical Audit
- 133. International Patient Safety Goals

7. Blank Formats (97 Formats):

This directory includes sample copy of forms required to maintain records in the hospital as well as to establish control and make a good system in the organization. The samples are given as a guide and not compulsory to follow and hospitals are free to change the same to suit their own requirements. The list of formats is given below:

List of Formats

1.	Sanitation audit report	33.	Request for microbiological testing	65.	Medication Reconciliation Form
2.	Pest control report	34.	Room Check list	66.	Nursing Audit Check list
3.	Fumigation report	35.	Anti-termite treatment	67.	Patients' Rights & Responsibilities
4.	Operation theatre readiness form	36.	Rodent Treatment	68.	KPI Verification Form
5.	Toilet Cleaning record	37.	Cockroach Treatment	69.	Multidrug-Resistant Organism Reporting (MDRO) Form
6.	Daily Equipment Cleaning record	38.	R.O. Plant Log Sheet	70.	Purchase Order
7.	House keeping records	39.	Operation theatre readiness report	71.	Indent cum incoming inspection report
8.	Suggestion Card	40.	Emergency register	72.	Supplier Registration form
9.	Patient Complaint Report	41.	Patient Transfer Register	73.	Approved Vendor list
10.	Inquiry Monitoring record	42.	Patient Registration form	74.	Daily stock statement
11.	List of chain pulley blocks, lifts ,pressure vessels etc	43.	Blood Transfusion and Adverse Effects Form	75.	Gate pass
12.	Evaluation of OHS Hazards and Risks	44.	Blood Transfusion Patient Information and Consent	76.	Preservation assessment Report
13.	OHS Review of prioritization of significant OHS Hazards its risks feasibility analysis	45.	High risk consent	77.	Master list cum distribution list of documents
14.	OHSMP Progress Monitoring Report	46.	Anaesthesia Records	78.	Change Note
15.	Near Miss Reporting Form	47.	Post Operative Monitoring	79.	Calibration status of instruments
16.	Investigation Report	48.	Pre-Operative Checklist	80.	Master list of records
17.	Safety Inspection Check List	49.	Surgical safety checklist	81.	Indoor file papers arrangement

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18.	Work Permit Report	50.	Nursing Notes	82.	Audit schedule/plan
19.	First aid box check list	51.	Estimate Form	83.	Internal audit non conformity report
20.	Firefighting checklist	52.	Surgery consent form	84.	Corrective Action report
21.	PPE Preventive Maintenance check points	53.	Anaesthesia Consent Form	85.	Preventive Action report
22.	Location List of fire extinguisher	54.	Discharge Summary	86.	Training calendar
23.	Fire hydrant checklist	55.	Crash Cart / Emergency Medicine Check List	87.	Training need cum record sheet
24.	Ambulance review checklist	56.	Autoclave Register	88.	Induction training report
25.	Earthing pit test report	57.	Adverse drug reaction form	89.	Job description and specification
26.	Disposal of non-confirming work	58.	Patient assessment & Plan of Care	90.	Multi skill Index
27.	Sterilization report	59.	MLC form	91.	Admission Checklist
28.	DG Set monitoring report	60.	MRD Register	92.	Discharge Checklist
29.	Steam Boiler Monitoring report	61.	Narcotics Drug Register	93	Checklist for personal file
30.	Incineration plant report	62.	Medication Administration Report	94	Employee Training sheet
31.	Preventive maintenance schedule	63.	Operative notes	95	Credentialing and privileging of Medical professional
32	Breakdown History card	64	International Patient Safety Goals Monitoring Form	96	Credentialing and privileging of Nursing and allied staff
				97	Vaccination records

8. Hospital committees:

This directory contains one file containing guidelines for the formation and functioning of 8 hospital committees as listed below:

List of committees

- 1. Quality Improvement Committee
- 2. Infection Control Committee
- 3. Pharmaco- Therapeutic Committee
- 4. Medical Audit Committee
- 5. Safety Committee
- 6. Grievance Redressal Committee
- 7. Disaster Preparedness Committee
- 8. Ethics Committee

9. Audit checklist (more than 750 questions)

This directory covers clause wise audit questions as per NABH Accreditation Standard for Hospitals, 6th Edition, to be used for objective evaluation of hospital system and adherence of system by functional heads. It includes NABH Accreditation Standard chapter wise and clause wise audit questions as a quick reference for auditing related work areas of the hospital. Total more than 750 audit questions give better understanding to the process owners as well as to the auditors to establish good system and process discipline in each department and hospital as a

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whole. This checklist is a very good tool for the auditors to make their own audit questionnaire while auditing and to effectively conduct audit in the hospital for NABH Accreditation.

10. Compliance matrix

This compliance matrix contains NABH – Accreditation Standards For Hospitals, 6th edition, clause wise list of documented information for easy reference and to understand how this documentation system is made.

Chapter-2.0 ABOUT COMPANY

Global Manager Group is a progressive company promoted by a group of qualified engineers and management graduates having rich experience of more than 30 years in ISO, NABH, management area consultancy and online training. The company serves the global customers through on-site and off-site modes of service delivery systems. We offer a full range of consulting services geared towards helping all types of organizations, including healthcare organizations, to achieve competitiveness, certifications and compliance to international standards and regulations. So far, we have more than 4500 clients in more than 101 countries. Our ready-made training and editable documents kit helps the client in making their documents with ease and helps them comply with the related ISO or NABH standard faster.

- 1. Our promoters and consultants have experience in providing management training, NABH and ISO series consultancy for more than 4500 companies globally. We have clients in more than 101 countries.
- 2. We are a highly qualified team of 80 members (M.B.A., Degree Engineers). Our director has a rich professional experience in this field (since 1991).
- 3. We have 100% success rate in NABH and ISO series certifications for our clients from reputed certification bodies. We possess a branded image and are a leading name in the global market.
- 4. We also suggest continual improvement and cost reduction measures as well as provide highly informative training presentations and other products that give you payback within 2 months against our cost.
- 5. We have spent more than 60000 man-days (170 man-years) in the preparation of documents and training slides.

Global Manager Group is committed for:

- 1. Personal involvement and commitment from the day one
- 2. Optimum charges
- 3. Professional approach
- 4. Hard work and updating the knowledge of team members

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- 5. Strengthening clients by system establishment and providing best training materials in any areas of management to make their house in proper manner
- 6. Establishing strong internal control with the help of system and use of the latest management techniques.

Chapter-3.0 USER FUNCTION

3.1 Hardware and Software Requirements

A. Hardware

- Our documentation kit can better perform with the help of P4 and higher computers with a minimum of 10 GB hard disk space.
- For better visual impact, you may keep the setting at high colour.

B. Software

- Documents are written in MS-Office 2007 and Windows XP programs. You are, therefore, required to have MS-Office 2007 or higher versions with Windows XP.
- The kit contains all necessary documents as listed, and complies with the requirements of system standards.
- The documents are written in easy-to-understand English language.
- This kit will save much time in typing and preparing your documents at your own.
- The kit is user-friendly to adopt and easy to learn.
- The contents of this kit are developed under the guidance of experienced experts.
- The kit provides a model of the management system that is simple and free from excessive paperwork.

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Chapter-4.0 BENEFITS OF USING OUR DOCUMENT KIT

- 1. By using these documents, you can save a lot of your precious time while preparing your hospital for the NABH accreditation.
- 2. The kit takes care of all the sections and sub-sections of NABH Standards and helps you to establish better system.
- 3. This documentation kit enables you to change the contents and print as many copies as you need. The users can modify the documents as per their industry requirements and create their own NABH documents for their organization.
- 4. It will save much cost in document preparation.
- 5. You will get a better control in your system due to our proven documents andss formats which are developed under the guidance of experts and globally proven consultants. The team has a rich experience of more than 25 years in the ISO and NABH consultancy.
- 6. Our products are highly sold across the globe and are used by many multinational companies and healthcare organizations, including hospitals in India. They have got total satisfaction and experienced value for money.
- 7. In the preparation of documentation kit, our team has verified and evaluated the entire content at various levels. More than 1000 hours have been spent in the preparation of this documentation kit.
- 8. The entire kit is prepared by a proven team of leading NABH consultants.

Chapter-5.0 METHOD OF ONLINE DELIVERY

On secured completion of the purchase, we provide a user name and password to download the product from our FTP server. Hence, we provide an instant online delivery of our products to the user by sending an email of user name and password.

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