



An Overview of the Current Scenario of Quality Accreditation in Healthcare and Its Challenges in India

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ABSTRACT

Healthcare is the most efficient and fastest-growing industry on the planet. It entails providing ailing people with curative, preventive, rehabilitative, and palliative care in order to meet the population's healthcare needs. It includes a wide range of clinical, ancillary, and administrative services that are provided by hospitals, nursing homes, primary health centers, community centers, dispensaries, clinics, and diagnostic centers in order to improve the country's healthcare infrastructure. Accreditation is essentially a system that assists healthcare organisations establish objective systems intended to deliver high-quality healthcare services and patient care through a comprehensive approach to Total Quality Management. It has had a significant impact on the healthcare environment. Accreditation is now widely recognized as a useful tool for improving the quality of hospital services and infrastructure. As a result, high-quality care and patient safety are achieved. It improves the healthcare system in order to foster continual improvement in quality. Patients receive services from credentialed medical personnel through it. The Quality Council of India (QCI) currently runs the national accreditation system in India and has received international recognition for its accreditation programs. The Ministry of Health established the National Accreditation Board for Hospitals and Healthcare Providers (NABH) is a constituent board of the Quality Council of India to establish accreditation programs for healthcare institutions in India. It is founded on the highest possible standards and professional accountability, reducing morbidity and death by preventing and managing infection. It's a fantastic tool for ensuring patient safety and high-quality care. A significant focus on patient rights and benefits, patient safety, infection control and prevention, medication errors, better and regulated clinical outcomes, and so on may be found in Quality recognized hospitals. This study seeks to provide a summary of the current state of quality accreditation in the healthcare industry, as well as the factors that have contributed to the expansion of hospital accreditation in India and the obstacles that healthcare facilities have encountered along the way.

Keywords: Healthcare, Quality, Accreditation, NABH, QCI, Challenges

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INTRODUCTION

Healthcare quality (HQ) is a broad term that describes multiple dimensions such as safety, patient-centeredness, promptness, equity, availability, efficiency, and effectiveness [1]. According to the Institute of Medicine (IOM) it is "the extent to which health systems for groups and individuals increase the odds of desired clinical outcomes and are compatible with current technical competence." However, because there are no official procedures in place to monitor and assure consistency in healthcare delivery, effectively rating healthcare quality is challenging. As a result, hospital accreditation is widely used around the world to review and enhance the quality of healthcare services [2].

Independent bodies, mainly non-governmental and quasi organizations, perform hospital accreditation initiatives, which are defined as the "systematic assessment of hospitals against recognized criteria" outside of the hospital framework [3]. Staff training, the formation of a team project, the identification of standards to be maintained, and the execution of defined requirements are all part of the process. It also includes survey visits by a diverse health professional, which result in a full report on opportunities for improvement and the start of the following cycle of follow-up visits. Standardization of procedures and internal regulations, as well as the construction of management systems, are two major benefits of the accrediting process [4]. Furthermore, the use of pre-established and explicit standards to guide care operations may help to improve patient safety, especially when well-established metrics like medication mistakes are taken into account. In study conducted by Brubakk *et al* [7] systematic review found no evidence to support a link between hospital accreditation and quantifiable variations in healthcare

quality indicators. Alkhenizan and Shawn [4] provided evidence to suggest a relationship between hospital accreditation and quantifiable changes in healthcare quality indicators by presenting a number of studies demonstrating that accreditation programmes improved clinical outcomes (HQI).

The most common external quality assessment of healthcare institutions' strategic goals is accreditation [6]. We described hospital accreditation programs as the systematic evaluation of hospitals against acknowledged standards, and certification as the verification of an object's, person's, or organization's qualities against published standards (Pronovost, P). There is a scarcity of knowledge about efficient accreditation and certification strategies. Accreditation has been suggested by prominent national organizations and is being widely implemented [8]. Nevertheless, there is no indication that they have an effect on health outcomes or other key indicators such as core metrics, organizational culture, or reliability. Accreditation is a critical component of healthcare systems in more than 70 countries, and it is frequently delivered by external, independent review, assessment, or audit [9]. The comprehensive review of healthcare services is a means of getting legal peer review on the development and dependability of the organization. Because of the limitations of the studies, literature evaluations on the effects of certification on the quality of care do not give convincing evidence. Greenfield, 2014 and Braithwaite, 2014 discovered the benefits of accreditation on promoting change and professional growth, implying that the results were most likely related to accreditation and certification, although without conclusive evidence. Nicklin et al., [31] identified some beneficial effects of certification in a systematic review, but the study lacked rigor to back up their findings. Shaw et al. discovered evidence of beneficial relationships between accreditation and certification and clinical governance, procedures for patient safety, and quality check, but they stopped short of championing accreditation. They recommended additional research to look into the connections between accreditation and certification and patient outcomes in their conclusion. In addition, Ho et al., [18] have shown how professional truthfulness violations during accreditation and certification preparation and implementation may have a negative impact on the educational environment for medical students and trainees, along with fewer opportunities for clinical learning, an increase in non-clinical tasks.

History of Hospital Accreditation and Certification System

The American College of Surgeons began hospital accreditation a century ago, and the number of healthcare certification programs has grown dramatically since then. In 2020, the World Health Organization estimates that there will be more than 50 national healthcare accreditation programs. In 1910, accreditation became popular in the United States as a means of determining the efficacy of patient therapy. The American College of Surgeons created the hospital standards programme in 1919. Established in 1953 as the Joint Commission on Accreditation of Health Care Organizations (JCAHO), it was renamed the Joint Commission International (JCI) in 2007. The phrase accreditation refers to the process of systematically evaluating hospitals against established standards. Accreditation began with hospitals, but it has now expanded to include primary care, laboratory services, and other healthcare sectors. Since 1990, the number of programs has increased every five years around the globe. In Europe, growth has been particularly noticeable. Bulgaria, France, Germany, Ireland, Italy (provincial), Netherlands, Poland, Portugal, Spain, Switzerland (two), and the United Kingdom (one) are among the countries with active programs (three). WHO conducted a global study in late 2000 to identify national accreditation programs, and the results revealed that there are more than 50 nationally recognized programs. Joint Commission Worldwide Accreditation (JCI) was founded in the United States in 1998 in response to a growing demand for standards-based evaluation healthcare in the international community. The standards for JCI accreditation are established on guidelines and standards created by healthcare figureheads around the world. The Agenda for Leadership in Programs in Healthcare Accreditation (ALPHA) was developed in 1999 by the International Society for Quality in Health Care (ISQua) to promote international growth and conformity. For national healthcare standards and certification bodies, ALPHA offers research and accreditation in accordance with international standards as well as standard evaluation against international principles. Medical facilities, diagnostic centers, residential care and specialized care, ambulatory care providers, transportation care providers, and other sorts of healthcare organizations can all be accredited. These guidelines apply to both public and private healthcare organizations. Many advantages of certification, such as the formation of consistent rules, practices, and records, evaluation of performance indicators, management system, and medical framework, and so on, entice clinical decision-makers to participate [10, 11].

Accreditation programs for healthcare and accrediting bodies have emerged and evolved globally since 1970. The International Society for Quality in Health Care (ISQua), a global organisation with numerous national certification bodies, has attracted members from over 70 nations. Even though it is fair to state that accreditation involvement is variable, accreditation is now acknowledged as a critical component of

quality improvement initiatives in many parts of the world [12]. Accreditation is a time-consuming external review procedure that comprises self-examination against a set of standards, on-site inspection, evaluation with or without suggestions, and accreditation grade grant or refusal [13]. The National Accreditation Board for Hospital and Healthcare Providers (NABH), a subsidiary board of the Quality Council of India (QCI), was established to carry out the accreditation programme for healthcare organisations in India. In India, the Quality Council of India developed the NABH accreditation system in 2006. The first version of NABH accreditation standards was published in 2006, and the standards have been changed every three years since then. The 5th edition of NABH accreditation standards was published in December 2019 and is still in practice today. In 2007, the 'Malabar Institute of Medical Sciences (MIMS), Kerala' became the first NABH-accredited hospital. In 2009, the General Hospital in Gandhinagar, Gujarat, became the first public hospital to receive NABH certification.

The NABH, which is part of the Indian Quality Council's board, is the country's most prestigious accreditation authority. The NABH was established with the goal of improving the healthcare system and encouraging ongoing quality enhancement and clinical governance. According to the NABH database, India has 197 certified hospitals and 600 hospitals that have applied for accreditation. These data demonstrate the significance of accreditation in the healthcare industry. The certification process allows you to evaluate your current setup, methods, and operations and turn them into process maps, standard operating procedures (SOPs), standards, and norms that are established by various accreditation authorities. Accreditation serves as a foundation for determining the standard of healthcare provided in a hospital. Accreditation establishes a standard that the organization must adhere to. The accreditation body will not tolerate performance that falls short of those criteria. It lays out a set of objectives and goals that enable the organization to attain high-quality care and, if not met, can result in accreditation being revoked.

Worldwide Accreditation System

Hospitals and healthcare facilities will unquestionably receive societal resources because they are essential parts of any well-run and compassionate society. It is critical that hospitals serve as safe environments not only for patients, but also for employees, patient attendants, and the broader population. Many other bodies, such as legislatures, NGOs focused on health care and community welfare, professional organizations representing physicians, patient institutions, shareholders of healthcare firms, and so on, are interested in the quality of hospitals and healthcare services. One recognized method of achieving this is through hospital surveying and certification.

There are about 50 nationally recognized certification programs for various hospitals and healthcare units around the planet, including health centers, nursing homes, maternity homes, diagnostic centers, laboratories, pathology centers, dentistry sets, immunization houses, and many others. The following national healthcare accreditation services are available worldwide:

- a) Accreditation Association for Ambulatory Health Care (AAAHC)
- b) American Accreditation Commission International (AACI)
- c) CHKS Ltd is a specialist provider of healthcare accreditation programmes to UK and international healthcare providers
- d) The Council for Health Service Accreditation of Southern Africa
- e) Malaysian Society for Quality in Health, or MSQH
- f) QHA Trent Accreditation
- g) The National Safety and Quality Health Service Standards (NSQHS Standards) developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC)
- h) Australian Council for Healthcare Standards International, or ACHSI
- i) Accreditation Canada, formerly known as Canadian Council on Health Services Accreditation, or CCHSA
- j) Healthcare Facilities Accreditation Program (HFAP)
- k) The Joint Commission (TJC)
- l) Community Health Accreditation Program (CHAP)
- m) Accreditation Commission for Health Care Inc. (ACHC)
- n) Healthcare Quality Association on Accreditation (HQAA)
- o) DNV GL - based in Norway and the United States
- p) Thailand Hospital Accreditation Program, Bangkok, Thailand
- q) Taiwan Joint Commission on Hospital Accreditation, Taipei, Taiwan
- r) La Haute Autorité de Santé, French National Authority for Health, France
- s) A.N.M.C.S., National Authority of Quality Management in Health, Bucharest, Romania
- t) National Accreditation Board for Hospitals & Healthcare Providers (NABH), India

The level, scope, purpose, and promotional skill of the various accrediting schemes vary. They also differ significantly in terms of the costs borne by healthcare institutions. They are committed to reviewing medical ethical and clinical norms to varying degrees.

REVIEW OF LITERATURE

An organization's performance is evaluated independently against a set of criteria that are, to the maximum extent possible, measurable. The World Health Organization (WHO) has released research that describes the framework and steps taken at the national and international levels to improve the quality of healthcare, as well as the quality assurance techniques applied in various nations and efforts in healthcare accreditation. The descriptions described the current state of accreditation in various nations. The information was useful in understanding the evolution of certification in various countries. The poll was conducted in 47 different nations. This WHO study highlighted the significance and necessity for accreditation in today's society, as well as the need for traditional accreditation agencies to adapt to new demands and needs in order to survive. Tabrizi et al used the keywords "accreditation model" and "hospital" to conduct a systematic review of Medline and PubMed. There were 2,369 items found after searching from January 1985 to December 2010. The study's findings revealed that the most frequently cited program is the JCAHO/JCI in the United States, which was mentioned in 91 percent of the papers examined. The JCAHO, according to the findings, is the most complete for comparative purposes. The two case studies above demonstrated the necessity of accreditation around the world. The WHO study highlighted the various countries' accreditation systems, as well as the framework and modifications required in an accreditation program. The second survey compares and contrasts the benefits and drawbacks of various certification schemes, as well as provides a model reference. In 2010, Gopinathan undertook a month-long research project. The findings revealed that hospitals only meet three standards – access, assessment, and continuity of care (AAC) – as well as patient clinical standards. The discrepancy between the NABH's actual standards and the hospital's current standards was recorded in this study. The study's major topic was whether there is any way to improve the quality once a hospital receives accreditation. After two years, the intervention hospital's performance climbed from 38 to 76 percent, while the control hospital showed no significant improvement (37–38 percent). This was the first research to look at how hospital accreditation affects patients. In Lebanon, an identical study was done to determine the effectiveness of accreditation on care quality. The study's goal was to learn about the perspectives of healthcare professionals, particularly nurses, on quality and accreditation. The list featured all hospitals that passed the national accreditation survey. A total of 1,048 registered nurses were chosen from 59 hospitals. The findings revealed that the following accreditation, nursing noticed an improvement in quality and believed that accreditation was a valuable tool for improving care quality [14]. Attention for patient care has been shown to improve the image of healthcare organizations in earlier studies [15]. Healthcare executives and leaders put a high priority on certification in order to ensure that clients are satisfied with the services they receive [16]. Numerous studies have demonstrated this stated conclusion; a significant gain from the application of accreditation is based on a single maxim that particular features can be harmonized. Long-term, this could be seen as a big advantage [17]. In order to drive home, the argument found that senior management thought the successful application of quality improvement strategies had a positive impact on organizational performance in terms of profitability and productivity. The goal to standardize operations as well as the laws and procedures employed in Jordanian hospital operations was another concern raised by the regulatory organizations in the aforementioned investigation [18]. Another purpose for Recognized Content connected to accreditation, as stated in the present study, is to encourage continued progress. Accreditation is used to satisfy high criteria in an organization, according to worldwide standards, according to several studies in the literature. In order to achieve certification, healthcare institutions must demonstrate their quality improvement practices throughout the execution phase, as stated in the accreditation requirements. As a result, authorized institutions must provide beneficial results from their process management while executing and sustaining that the procedures. Additionally, businesses in general and health institutions in particular have worked to develop a sustainable competitive advantage by maximising their assets. Healthcare has been persuaded of the significance and need for change and accreditation, as well as the constant adoption and growth of its efficiency and effectiveness of performance, in order to ensure its existence [19-20]. In addition, healthcare facilities developed accrediting requirements to optimize their use of existing funds, resources, services, and patient happiness [21]. Although there is a small amount of research on accreditation, there have been few investigations on the benefits of accreditation in Jordanian hospitals. As a result, the current study is expected to contribute to the literature on the Middle East in general. This is also anticipated that these findings will be used to improve future quality healthcare by allowing healthcare practitioners to understand the value of accrediting practices. As a result, managers

and regulators in Jordanian healthcare will have a better grasp of how accreditation programs should be planned and supervised in the future [21].

The Procedure of Accreditation

Accreditation is a procedure in which an institution even outside the healthcare industry, usually a non-governmental body, evaluates the organization to see if it fulfils a set of standards aimed at improving care quality. Healthcare organizations must continuously monitor their structures, processes, and outputs as well as measure indicators, evaluate, and improve the quality of their services when accreditation criteria are in place. Certifying bodies are essentially independent organizations whose main goal is to help healthcare facilities assess and improve the standard and security of the patient care they provide.

The key stages of the accreditation process include the establishment of a team project, selecting a standard model, training of employees, executing requirements, self-assessment, selecting focus and improving areas, and a study visit. The accreditation procedure often includes a self-assessment, on-site inspection by a varied team of health professionals, a full report of outcomes, and routine monitoring. The sampling process visits a number of inpatient and mobile units, as well as areas where increased treatments are offered to clients, and conducts interviews with hospital management, professional staff members, and others as part of the process. When a healthcare organization has proved that it satisfies agreed-upon standards, it is granted accreditation. The accreditation procedure does not, however, end with the on-site inspection; accredited organizations continue to check on the facility over the constrained accreditation period (refers to Figure 1).

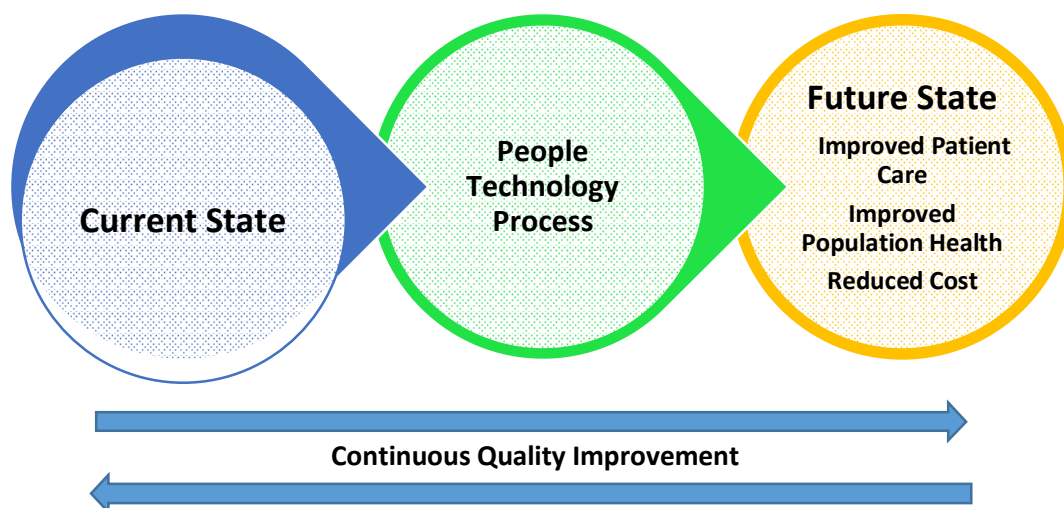


Figure 1: Process of Accreditation.

The Importance of Maintaining Quality Following Accreditation

The post-accreditation phase is critical because everything the organization has worked for during the assessment task should not be for naught. Continuous quality improvement should become the organization's culture once the basic structure has been created and functions and activities have been finalized and optimized. The quality of care could deteriorate and the accrediting agency's licence could be terminated if the standards are not maintained as they were at the time of accreditation. Authorization isn't enough; you have to go above and above to maintain the standards after you've received it [22].

NABH India's National Healthcare Accreditation Body

Accreditation enriches everyone involved. Customers are the ones who benefit the most. Accreditation ensures that patients receive high-quality care and are fully protected. Credentialed medical personnel provide services to the patients. Patients' rights to ensure and safeguard. Patient experience is assessed on a regular basis. A certified health care organization's personnel is very pleased because it gives opportunities for continual learning, pleasant work conditions, leadership, and, most importantly, accountability of clinical operations. Continuous improvement is stimulated by accreditation to a

healthcare organization. It enables the company to demonstrate its dedication to providing high-quality treatment [23].

The National Accreditation Board for Hospitals and Healthcare Professionals (NABH) is a Quality Council of India (QCI) affiliated board that was established with the Ministry of Health and Family Welfare, GoI, and the Indian Health Industry's cooperation. This Board will specific criteria for the health industry's advancement while also catering to the consumer's wants and needs. A hospital's NABH accreditation encourages continual improvement. It enables the hospital to showcase its commitment to high-quality care and increases people's trust in the hospital's services. It also allows you to compare yourself to the elite [24].

The NABH Standards for Hospitals and Health Care Providers are divided into 10 chapters having 100 standards and 651 objective aspects, which are all related to the hospital's important tasks such as patient-centered, hospital centered, community-centered, and environment-oriented. Furthermore, the NABH accreditation system gives credible and recognized information on institutions, infrastructure, and care levels (refers to Figure 2 and Figure 3).

Benefits of Accreditation

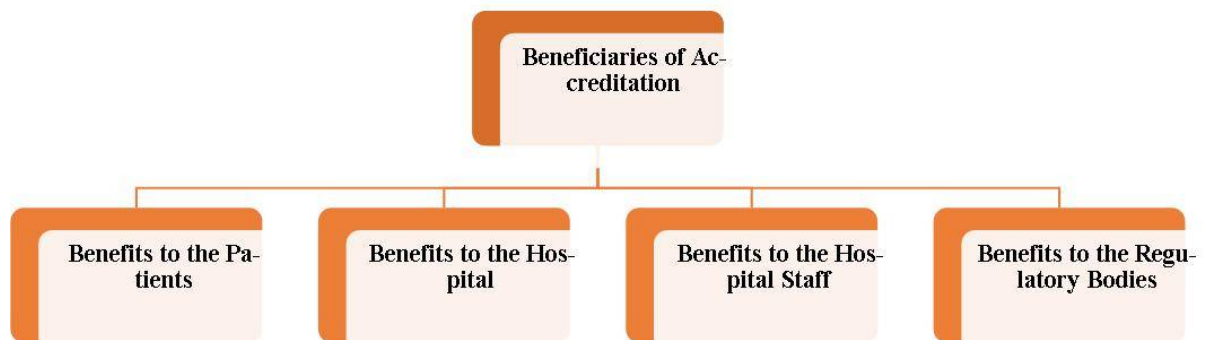


Figure 2: Benefits of Accreditation



Figure 3: Benefits to Patients

Accreditation provides following benefits to the Patients [25-34]:

- ✓ **High Quality of Care and Safety**

The certification of healthcare entities ensures the patients for the high quality of healthcare services and defines healthcare safety with new dimensions.

Surety of Service by Credential Medical Staff

The assurance of best healthcare practices can be ensured among patients with the help of responsible healthcare professionals who are unable to take the credibility of their medical practices through accreditation.

Respected and Protected Patient Rights

The accreditation standards provide all the rights to patients such as second opinions on disease treatment, accessibility to healthcare services, information regarding the line of treatment, and many more.

Continuous Evaluation of Patient satisfaction

The medical team should spend so much time listening to the patients in order to get the best patient comfort. Furthermore, the sufferer should feel at ease when receiving care from a medical team and nurses who are designated as "special" in the hospital [35]. Patients are more delighted with health care when they are in a pleasant atmosphere with good cleanliness [36]. To improve the quality of treatment and patient happiness, an organization's culture should be established as a quality improvement strategy [37]. Because the level of satisfaction is such an important health outcome indicator, organizational culture has a direct and positive impact on the quality of care, and as a result, patient satisfaction is influenced implicitly, [38].

✓ Access to the Quality Healthcare Services

With the help of certification bodies, patients are benefitted to access quality healthcare services in accordance with their need for preventive, curative, diagnostic, and rehabilitative services.

✓ Safe Transportation Services

The healthcare sector classifies its development in two different sections i.e. rural and urban where the accessibility of healthcare services are less in rural population than urban population due to lack of transportation services which are now being accessed by the whole community by approachable transportation of healthcare.

✓ Continuity of Care

The accreditation of healthcare entities enhanced the quality of care for the patients and also involves continuous improvements to provide a better experience for patients in the hospitals (refers to Figure 4).

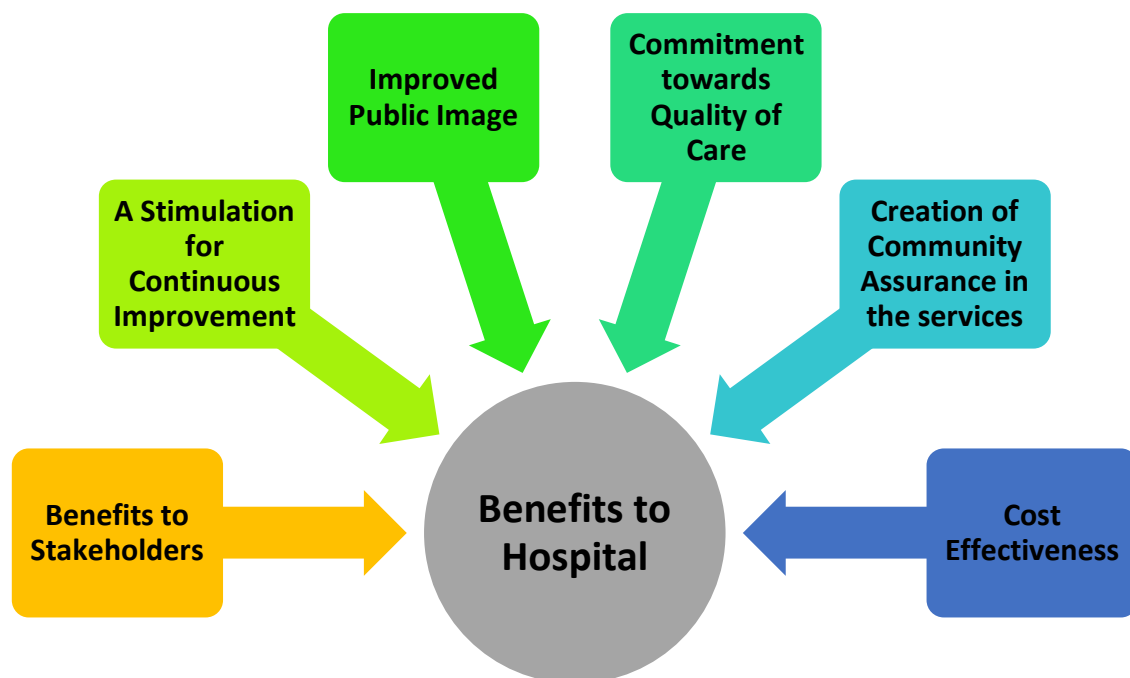


Figure 4: Benefits to Hospital

Accreditation provides following benefits to the Hospitals or Healthcare Entities:

✓ Benefits to Stakeholders

Healthcare institutions depend upon their market image and stakeholder hence accreditation ensures the investment opportunities and long-term vision of healthcare organizations.

✓ **A Stimulation for Continuous Improvement**

As healthcare organizations are more concerned about patient safety and disciplined culture hence accreditation stimulates continuous improvement in the healthcare practices to ensure effective healthcare practices.

✓ **Improved public image**

Quality programs encourage the recognition and dissemination of constructive activity practices, resulting in increased visibility and a good position for businesses. Accreditation, for example, is an important step that helps to improve the quality of healthcare [39]. This was noted by Manzo et al in 2012, who identified Accepted Article linkages between confidence and satisfaction as a result of a sense of obligation for achieving the title and the hospital's prestige. Accreditation is considered as a way to reward high-performing institutions and departments that strive to enhance efficiency and effectiveness by incorporating quality improvement into their everyday work [40].

✓ **Commitment towards Quality of Care**

In the view of Health care services, it has always been different in the past 50 years of healthcare age. Now, the role of healthcare is shifted from acute illness to chronic illness, self-centered approach to patient-centered approach and isolated function to regional function hence more commitment is required towards the quality of care which can be achieved with the help of accreditation.

✓ **Creation of Community Assurance in the services**

With certifications, the demand of the patients' needs to be kept on priority hence a fair practice, organized system, and accessible healthcare services are required to be maintained in the hospitals to assure safe healthcare delivery in the community.

✓ **Cost-effectiveness**

Certification is used to identify high-performing institutions and departments that incorporate process improvements into their everyday operations with the goal of increasing efficiency and effectiveness [41]. Accreditation programs, according to Alkhenizan and Shaw, improve health outcomes across a wide range of clinical problems. Patient experience has improved once accreditation was established (refers to Figure 5).

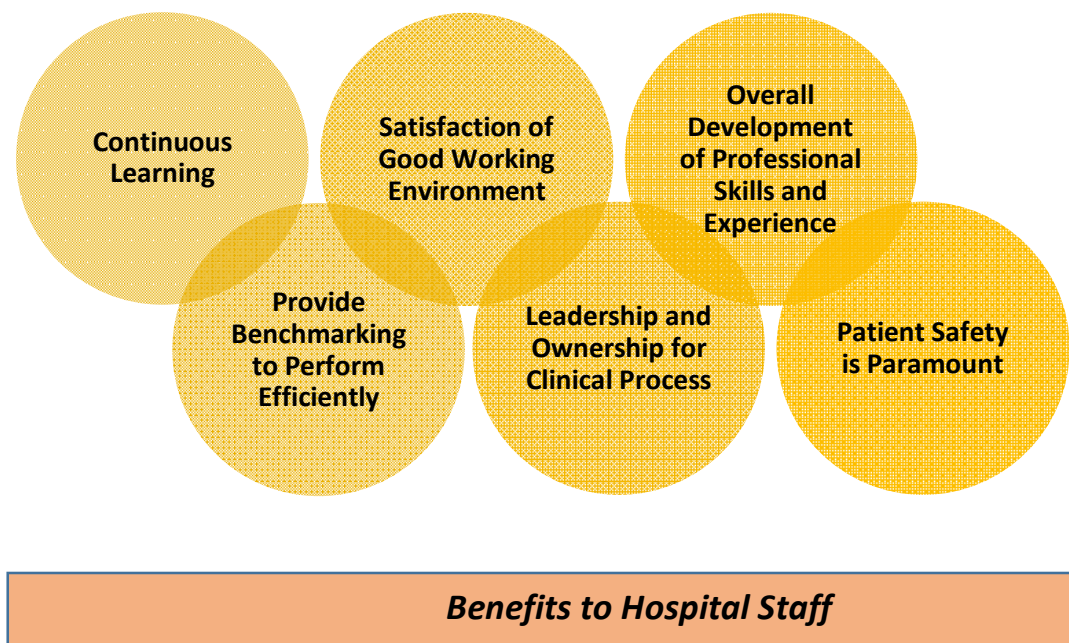


Figure 5: Benefits to Hospital Staff.

Accreditation provides following benefits to the Hospital staff or healthcare professionals:

✓ **Continuous Learning**

Effective healthcare practices can be ensured with the support of skilled healthcare professionals hence accreditation standards provide an opportunity to the healthcare personnel to learn continuously.

✓ **Provide Benchmarking to Perform Efficiently**

The benchmarking of quality standards provides benefits to medical and paramedical staff of hospitals to increase the efficiency of their tasks.

✓ **Satisfaction of Good Working Environment**

It is always good to work in a systematic, organized, and well-defined set of milestones which also eases the mode of working and increases the healthy practices in the hospitals.

✓ **Leadership and Ownership for Clinical Process**

Certification bodies enable hospital staff to secure their professional practices with ethics and full freedom of working on their own professional terms with leading clinical decisions and ownership of medical practices.

✓ **Overall Development of Professional Skills and Experience**

Healthcare professionals get to sharpen their professional skills and overall development with the help of their continuous learning, evaluation of performance, and efficiency through accreditation bodies.

✓ **Patient safety is paramount**

To appreciate the activities required to promote a culture of patient safety, it is first necessary to establish the major characteristics that influence medical personnel's perceptions of patient safety culture inside healthcare organizations. At the governmental, organizational, and local levels, the writing separates numerous variables influencing medical caregivers' perceptions of patient safety culture [42]. However, one activity is the development of effective authority, which is required at all levels of an organization in order to progress in establishing the safer practice that is now lacking in Jordanian healthcare culture (refers to Figure 6).

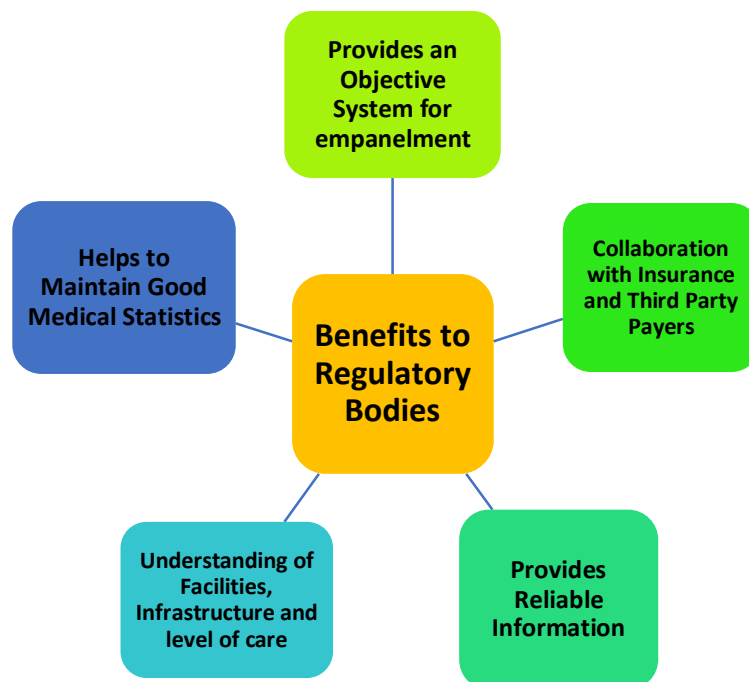


Figure 6: Benefits to Regulatory Bodies

Accreditation provides following benefits to the Regulatory Bodies or Controlling Authorities [43-44]:

✓ **Helps to Maintain Good Medical Statistics**

The provisions of accreditation bodies enforce the Hospital entities to maintain the manual or e record of medical data to generate medical statistics for a huge population which helps public and private players to invest in various healthcare programs.

✓ **Provides an Objective System for empanelment**

The regulatory bodies are always fond of creating well-defined objectives to impanel with different healthcare agencies and organizations in any healthcare system hence with the help of accreditation it can be achieved easily.

✓ **Collaboration with Insurance and Third-Party Payers**

With the concerns of accreditation and patient safety, many public regulatory and private players have gone for mandatory certification from any healthcare certification body to spare their insured patients with any accredited hospital hence accreditation for hospitals is in demand for collaboration with insurance companies and third-party payers.

✓ **Provides Reliable Information**

The certification of healthcare organizations makes the data relevant, reliable, concise, and timely delivered to improve healthcare services.

✓ **Understanding of Facilities, Infrastructure, and level of care**

Accreditation provides a better understanding of facilities, infrastructure, and level of care to be provided to the patients hence assure the regulatory bodies with a more transparent point of view.

Challenges in Healthcare Quality Accreditation in India

The challenges in Healthcare Quality Accreditation in India is shown in Figure 7.



Figure 7: Challenges in Healthcare Quality Accreditation in India

The challenges for healthcare quality accreditation in India are as follows:

(I) Challenges faced by Healthcare Management and Organizations

Internal factors inside the healthcare organisation that must be addressed throughout the accreditation process are referred to as organisational challenges. These challenges include

- Hospital managers' knowledge, abilities, and dedication to implementing accrediting criteria.
- Emphasizing actions in institutions for accrediting process implementation so that quality may be reached in terms of accreditation standards in terms of structure, procedure, and outcome across the organisation.
- Accreditation requirements must be introduced and adhered to.
- There is a lack of commitment from high management.

(II) Challenges faced as Human Resource in Healthcare

These includes four challenges categorized as follows:

- Staff proficiency is required and achieved in terms of record keeping, and action follow-up despite the large weight of responsibilities the personnel have.
- Developing enthusiasm in the functions and procedures of individuals involved in the accreditation standards implementation
- Ongoing training and practical assistance for personnel to improve their understanding and skills in regards to accreditation standards implementation, as well as creating a culture of information sharing within the business.
- Patient-to-physician ratio: The importance of health employees is expected to continue to rise, particularly as more people obtain health insurance.

(III) Financial and Facilities Resources Challenges

- The growth of the accreditation model in the Indian healthcare industry has been hampered constraints, insufficient supplies, restricted medications, and a paucity of resources.
- Resources are scarce.
- Financial incentives are misaligned.
- Obstacles in the form of infrastructure and a lack of space

(IV) Environmental Challenges

- Hospitals must discover new strategies to decrease ecological harm in addition to maintaining a good relationship with the community. Several hospitals have gone to great lengths to highlight how they work to preserve nature. In order to survive, it will become increasingly vital to emphasize green efforts and resource programs as time goes on.

(V) Challenge for Quality Improvement

It consists of six aspects that must be met in order to increase quality through accrediting standards:

- Skills and experiences in quality improvement are required to achieve internal and external goals.
- Incorporating, transmitting, and analysing data about ways to improve the health care systems' information system, integrated, and utilised with a proper, comprehensive, and continuous flow of communication throughout the organisation, focusing on the areas that require improvement.
- Personnel involvement and cross-sector partnerships are required should keep doing and putting into practise general quality control in healthcare systems.
- Balance between internally and externally goals: This may lead to a sustained focus on improving health-care delivery quality systems rather than simply earning a certificate for meeting the expected goals.
- According to NABH standards, small healthcare organisations lack the feasibility and expense of quality in terms of maintaining paperwork, infection control measures, facility upkeep, and so on.
- Health information technology consumes a significant portion of the money. Electronic medical records and other IT-related sectors have been the subject of complaints. To standardise care and ease foreign travel, however, the United States must keep up with global technological improvements.
- Adherence checking
- In order for services to be offered with trust and transparency

(VI) Challenges Facing the Program

Factors outside of a healthcare organisation are among the program's obstacles faced during the process of accreditation.

In India, a legislative structure for certifying bodies has become necessary.

- The financial cost of certification is viewed as a barrier to smaller hospitals participating.
- In the Indian healthcare landscape, long-term financial support for accrediting programmes is still absent.
- Obligatory accreditation programme: The government may create a mandatory accreditation programme as a control measure to standardise health service delivery in terms of cost, quality, and infrastructure among healthcare institutions, as well as to mandate continual quality improvement.

(VII) Challenges related with costs and financial implications

- The significant expenses and financial implications of maintaining accreditation systems, as well as the lack of incentives, serve as roadblocks to accreditation adoption. As a result, accreditation is threatened by a lack of incentives for participation and the high costs of maintaining such programmes.

(VIII) Challenges related with Accreditation Marketing

- The use of health services through accreditation models will increase, and patients will be helped in choosing a hospital based on this criterion, resulting in increased competitive pressure among hospitals to attract more patients and, consequently, a wider share of the market. Advertising and promoting accreditation and its importance in health care delivery in a way that reflects accreditation outcomes in terms of quality, improved patient, and cost-effective mode of care

(IX) Challenges related with Attitude and Perception of health care professionals

- The overall impact of accreditation depends on the healthcare professionals who play crucial role to deliver quality healthcare services to the patients, hence their point of view and positive approaches towards accreditation is very important. After the commencement of the accreditation bodies in healthcare, it became hard for healthcare professionals to adapt the new healthcare practices, quality culture and documentation in healthcare entities as they rely on their professional skills and experience only. The biggest challenge of accreditation is to change the attitude and perception of healthcare professionals.

(X) Challenges related with Surveying methods that are reliable

- The legitimacy of auditing and auditors determines the validity of accrediting programmes to a large extent. As a result of assessors' lack of belief in the evaluation process and their inability to implement assessment programmes, collaboration between frontline healthcare providers and management has ceased. As a result, using a clear assessment process and skilled assessors is critical.

CONCLUSION

The construction of national and regional certification schemes for health services has grown rapidly in recent years around the world. However, hospital accreditation isn't the only way to analyse healthcare quality. There are many other methodologies that can be used to improve healthcare quality, such as ISO standards, Total Quality Management, Six Sigma, and Quality Awards (for example, the Malcolm Baldrige Award in the United States, the European Quality Award, the Business Excellence Award in Serbia, and so on). Healthcare organizations recognize accreditation standards as a solid foundation that helps healthcare providers maintain a system that addresses the quality and safety of healthcare services in a fast-changing healthcare sector, innovation, and surroundings. General accreditation schemes improve the process of care delivered by healthcare services, according to consistent evidence. There is substantial evidence that universal accreditation programs improve clinical outcomes across a broad range of clinical problems. There is also substantial evidence that specialization accreditation schemes improve clinical results. Accreditation initiatives should be encouraged as a means of improving healthcare quality.

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