

A Descriptive Study for Various Accreditation System and Their Benefits Towards Patient in Selected Hospital at Bangalore

Prathviraj^{1*}, Lakshmi Bai D² and Antara Chakraborty³

¹Department of Hospital Administration, Acharya Institute of Allied Health Science, RGUHS, India

²Department of Hospital Administration, Padmasree Collage of Hospital Administration RGUHS, India

³Department of Optometry, RGUHS, India

***Corresponding Author:** Prathviraj, RGUHS, Acharya institute of allied health sciences, Soladevanahalli, Bangalore, Karnataka, India.

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Abstract

Introduction: The medical tourism growth along with insurance and corporate, which has increased the demand for quality healthcare, made it create national and international accreditation bodies where care quality is brought in a harmonized way. Accreditation also plays a vital role in building service excellence and patient safety through NABH and JCI frameworks.

Aim: This study aims at investigating different accreditation systems and their benefits to the patients in a selected hospital in Bangalore.

Objectives: The study has been enumerated in two primary objectives, and these are: (1) an investigation of the various accreditation systems available for hospital healthcare in Karnataka and (2) assessment of the benefits and patient satisfaction in the chosen hospital.

Methodology: A descriptive cross-sectional study design was employed. Data regarding the primary and secondary sources were collected. Primary data were collected from structured questionnaires and face-to-face interviews with 100 inpatients, whereas the secondary data were derived from literature pertinent to the area of study. This research has been conducted using a simple random sampling technique and analyzed using frequencies and percentages over a period of 3-4 months.

Result: The findings indicate the ways in which Karnataka accreditation systems, particularly NABH and NQAS, can increase patient safety and improve the quality of care. The patients reported high percentages of access, convenience, and continuity of care with excellent communication among staff. The overall patient dissatisfaction was remarkably low except for some of the areas for improvement. The findings indicated that the accredited hospitals have a proportionate increase in the quality of services and patient safety.

Conclusion: This study will, therefore, underpin the significance of accreditation in healthcare and further proposes some future directions for the improvement of patient satisfaction.

Keywords: Hospital Accreditation; Patient Satisfaction; Quality Healthcare; NABH; ISO; NQAS; Medical Tourism

Abbreviations

NABH: National Accreditation Board for Hospitals & Healthcare Providers.

NQAS: National Quality Assurance Standards.

ISO: International Organization for Standardization.

Introduction

This will be achieved by the delivery of services that improve health and safety to patients. Quality health care requires performance excellence and continuous improvement toward perfection. With an increase in demand for quality health care, primarily driven by the development of medical tourism, insurance, and corporate growth, national accreditation bodies and international accreditation bodies have come into place to standardize quality health care.

These two types of hospital accreditation exist: national accreditation within the borders of one country and international accreditation. The basic three components of healthcare quality consist of access, cost, and quality.

What is needed, according to Sir Donald Irvine, are doctors with sound skills and integrity and compassion and healthcare teams providing effective, safe, and accessible care. Quality healthcare is likely to be associated with desirable outcomes, according to the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), in accordance with current professional consensus.

The Donabedian model, published in 1966, identified three elements of quality care: the context or structure, referring to facilities, staff, and equipment; the process, referring to what occurs during the actual interaction with patient and provider; and outcome, referring to the effect on the health of the patient.

Accreditation is the peer review process through which their health care organizations are legally recognized for the standards that have been set by them. Accreditation is best for all the constituents, especially patients, as they offer them high-quality care, safety, and satisfaction with evidence-based practice in medicine and medical ethics.

Objectives of the study

1. To study the various accreditation system available for hospital health care in Karnataka.
2. To assess the benefits and patient satisfaction in selected hospital in Bangalore.

Materials and Methods

This is a descriptive cross-sectional study that deals with the accreditation systems and benefits to the patients in a specific hospital based in Bangalore. It employs both primary and secondary methods of data collection. Primary data were collected from 100 inpatients using a structured questionnaire and face-to-face interviews. The secondary data were collected from the internet and journals. Simple random sampling was used to select the sample, and the results were analyzed with frequencies and percentages. The duration of the study was 3-4 months, conducted hospital-based, and in one hospital only. The responses of the patient attendees, as well as from the healthcare providers, were not considered.

Results and Discussion

PART-A: This summary of Karnataka accreditation systems reports all the available accreditation systems in the state, giving due consideration to the national and international standards of healthcare. A summary of the points discussed below:

Karnataka Hospital and Healthcare Accreditation Systems

National Accreditation Systems

- NABH (National Accreditation Board for Hospitals & Healthcare Providers): NABH was established in the year 2006 by the Quality Council of India (QCI). It seeks to control the healthcare standards in an effort to make them comparable with international standards. Hospitals are benchmarked against more than 600 parameters that address the standards based on both patients and hospital organizations. The accreditation would enhance patient safety, quality of care, and efficiency in services provided

in hospitals. The 5th edition was published in August 2020. NABH is an essential component for cashless services, insurance empanelment, and state insurance schemes, which further enhance patient trust and credibility of the hospital.

- NQAS (National Quality Assurance Standards): Launched in 2013, NQAS is a supplement to quality improvement of public health facilities like district hospitals and community health centers. The standards are for self-assessment and certification in eight core areas of service provision, patient rights, infection control, and clinical care. These have global credibility through an ISQUA accreditation, and the accredited hospitals get financial incentives.

International Healthcare Accreditation

- ISO (International Organization for Standardization): ISO certification, especially ISO 9001, assures a robust Quality Management System that promotes consistency and continuous improvement to ensure heightened patient satisfaction. It is widely utilized across the industries, standardizing procedures to bring efficiency into the operations. ISO certification plays a key role in promoting sustainable high-performance cultures within healthcare institutions.
- JCI (Joint Commission International): It focusing on improving the care of patients and safety in all healthcare organizations all over the world. It is popular for very high standards of accreditation and an exhaustive review process.

National as well as international systems of accreditation aims towards maintaining quality, patient safety, as well as operational efficiency through the healthcare institutions within Karnataka becoming aligned to the international systems.

PART-B: To assess the benefits and the patient satisfaction in the selected hospital at Bangalore.

	<i>Location</i>	<i>Admission</i>	<i>First Aid</i>	<i>Medical Attention</i>	<i>Access To Medical OPD</i>	<i>Reach Doctor</i>
% Dissatisfied	06	09	05	08	10	05
% Satisfied	94	91	95	92	90	95

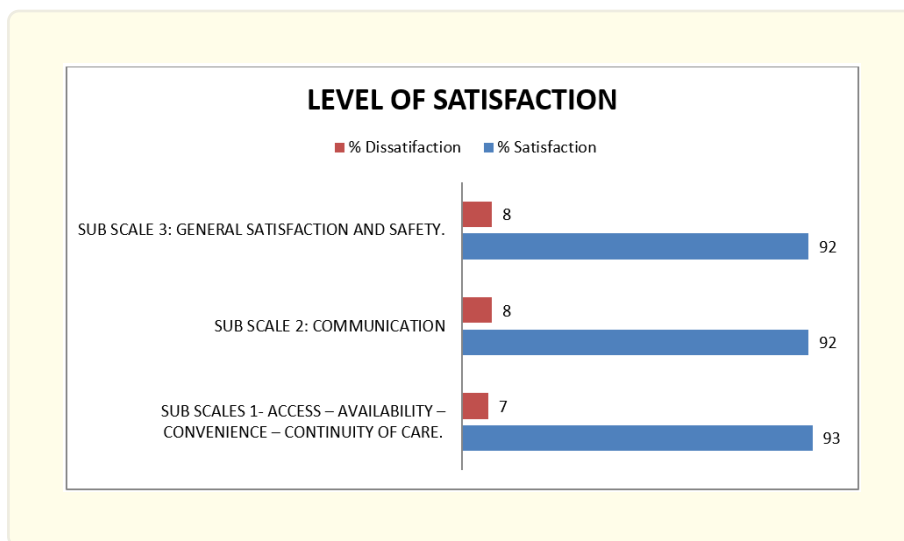
Table 1: Shows the level of satisfaction towards access - availability - convenience - continuity of medical care.

	<i>Satisfied with Communication with nurse?</i>	<i>Satisfied Consultation?</i>	<i>Satisfactory explanation of tests undergone?</i>	<i>Satisfied with medical care given?</i>	<i>Value for money on the medical treatment?</i>	<i>Satisfied with information regarding billing?</i>
% Dissatisfied	07	04	19	08	06	05
% Satisfied	93	96	81	92	94	95

Table 2: Shows the level of patient satisfaction towards communication scale.

	<i>Satisfied with frequent doctor visit</i>	<i>Satisfied with nursing services?</i>	<i>Satisfactory with general cleanliness and regular sanitization?</i>	<i>Satisfied with rules and regulations formed by hospital?</i>	<i>Satisfied with security service provided by the hospital?</i>	<i>Satisfied with facility provided during your stay in hospital?</i>
% Dissatisfied	04	09	12	10	07	06
% Satisfied	94	91	82	90	93	94

Table 3: Shows level of patient satisfaction towards scale of general satisfaction.



	<i>Sub Scales 1: Access - Availability - Convenience - Continuity of Care.</i>	<i>Sub Scale 2: Communication</i>	<i>Sub Scale 3: General Satisfaction and Safety.</i>
% Dissatisfied	07	08	08
% Satisfied	93	92	92

Table 4: Shows the distribution of sample according to the satisfaction score for the different services in IP department in selected hospital at Bangalore.

Conclusion

Accreditation refers to an overall self-assessment and external peer review process undertaken by health care organizations to evaluate their level of performance against standardized care standards, to provide recommendations for improvement, and then implement the appropriate changes. This helps to improve service quality, which is strongly associated with patient satisfaction. This study established that there was a high satisfaction level reported by the patients in the accredited hospitals over access, convenience, and continuity of care as they pointed out the fact that the hospital was accessible and prompt in offering medical services. Effective communication among the staff also created positive patient experiences. Overall patients were satisfied with cleanliness and maintenance, though some patients felt that there was scope for further improvements. Generally speaking, inpatient dissatisfaction was very low, and they felt that services delivered provided good value for money, which is an imperative fact of accredited hospitals are leading to quality care and improved patient safety.

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Conflict of interest

There is no conflict of interest.

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