What are Occupational Standards(OS)?

➢ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Contents

Introduction

Qualifications Pack- Healthcare Quality Assurance Manager

SECTOR: Healthcare

SUB-SECTOR: Healthcare Management

OCCUPATION: Healthcare Administration

REFERENCE ID: HSS/Q6106

ALIGNED TO: NCO-2015/Nil

Brief Job Description: A Healthcare Quality Assurance Manager's main job is to ensure that healthcare organization gets the right guidance to implement quality accreditation/certification standards and healthcare personnel are guided to follow quality parameters at all times. They may implement the quality accreditation/certification process directly in the healthcare organization depending on its size and nature of services.

Personal Attributes: The individual in this job should possess a good command over communication, good auditing skills, knowledge of the best industry practices, the knowledge about statistical tools to collect and analyze various data, good interpersonal skills including teamwork. They should be dynamic in adopting latest quality management tools and have sound knowledge of National and International guidelines on patient safety as appropriate.

Qualifications Pack Code	HSS/Q6106		
Job Role	**Healthcare Quality Assurance Manager**		
Credits (NSQF)	TBD	**Version number**	1.0
Sector	Healthcare	**Drafted on**	08/10/2018
Sub-sector	Healthcare Management	**Last reviewed on**	29/05/2019
Occupation	Healthcare Administration	**Next review date**	28/05/2022
NSQC Clearance on*	**To be Done**		

Job Role	Healthcare Quality Assurance Manager
Role Description	A Healthcare Quality Assurance Manager's main job is to ensure that healthcare organization gets the right guidance to implement quality accreditation/certification standards and healthcare personnel are guided to follow quality parameters at all times
NSQF Level	6
Minimum Educational Qualifications*	Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS) Or Graduate (BDS/Nursing/ Allied Health Professionals/ NSQF Certification in Assistant Duty Manager-Patient Relation Services) Or Post Graduate (Masters/ PG Diploma in healthcare administration)
Maximum Educational Qualifications*	NA
Prerequisite License or Training	NA
Minimum Job Entry Age	25 Years
Experience	Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS) with 3 years' experience in the related field Or Graduate (Nursing/ Allied Health Professionals/ NSQF Certification in Assistant Duty Manager-Patient Relation Services) with 5 years' experience in the related field. In case of Masters (Nursing/ Allied Health Professional) & BDS, 3 years' experience in the related field Or Post Graduate (Masters/ PG Diploma in healthcare administration) with 3 years' experience in the related field

Applicable National Occupational Standards (NOS)	**Compulsory:** 1. HSS/N6123: Study the healthcare organization, plan and develop quality processes accordingly. 2. HSS/N6124: Perform gap analysis of healthcare quality procedures and implement improvement strategy 3. HSS/N6125: Identify training needs and organize training interventions to meet healthcare quality standards 4. HSS/N6126: Carry out internal audits and review the audit findings with management at all stages of healthcare organization 5. HSS/N6127: Prepare and support healthcare organization before, during and after external audits for achieving quality accreditation/certification 6. HSS/N6128: Promote institutionalizing continuous quality improvement in healthcare organization 7. HSS/N6129: Apply NABH standards for accreditation of healthcare organization 8. HSS/N9615: Maintain interpersonal relationship with patients, colleagues and others 9. HSS/N9616: Maintain professional & medico-legal conduct 10. HSS/N9617: Maintain a safe, healthy and secure working environment 11. HSS/N9618: Follow biomedical waste disposal and infection control policies and procedures
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual need to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge

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	managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. In the context of the OS, these include communication related skills that are applicable to most job roles.
Accreditation	a formal recognition that an organization (e.g., an HCO) is competent to carry out specific tasks or specific types of tests. The process by which an agency or organization evaluates and recognizes a program of study or an institution as meeting certain predetermined qualifications or standards, thereby accrediting the HCO
Audit	a systematic evaluation to determine the conformance to quantitative specifications of some operational function or activity.
Quality Assurance	an integrated system of activities involving planning, quality control, quality assessment, reporting, and quality improvement to ensure that a product or service meets defined standards of quality with a stated level of confidence.
Quality Control	the overall system of technical activities whose purpose is to measure and control the quality of a product or service so that it meets the needs of users. The aim is to provide quality that is satisfactory, adequate, dependable, and economical.

Acronyms

Keywords /Terms	Description
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
MHRD	Ministry of Human Resource Development
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualificaiton Framework
OS	Occupational Standard(s)
NABH	National Accreditation Board of Hospitals
QA	Quality Assurance
QC	Quality Control
CI	Continous Improvement
TQM	Total Quality Management
AAC	Access, Assessment and Continuity of care
COP	Care of Patients
PRE	Patient Rights and Education

IC	Infection Control
ROM	Responsibilities of Management
FMS	Facilities Management and Safety
CPI	Community Participation and Integration
CQI	Continuous Quality Improvement

HSS/N6123: Study the healthcare organization, plan and develop quality processes accordingly.

National Occupational Standard
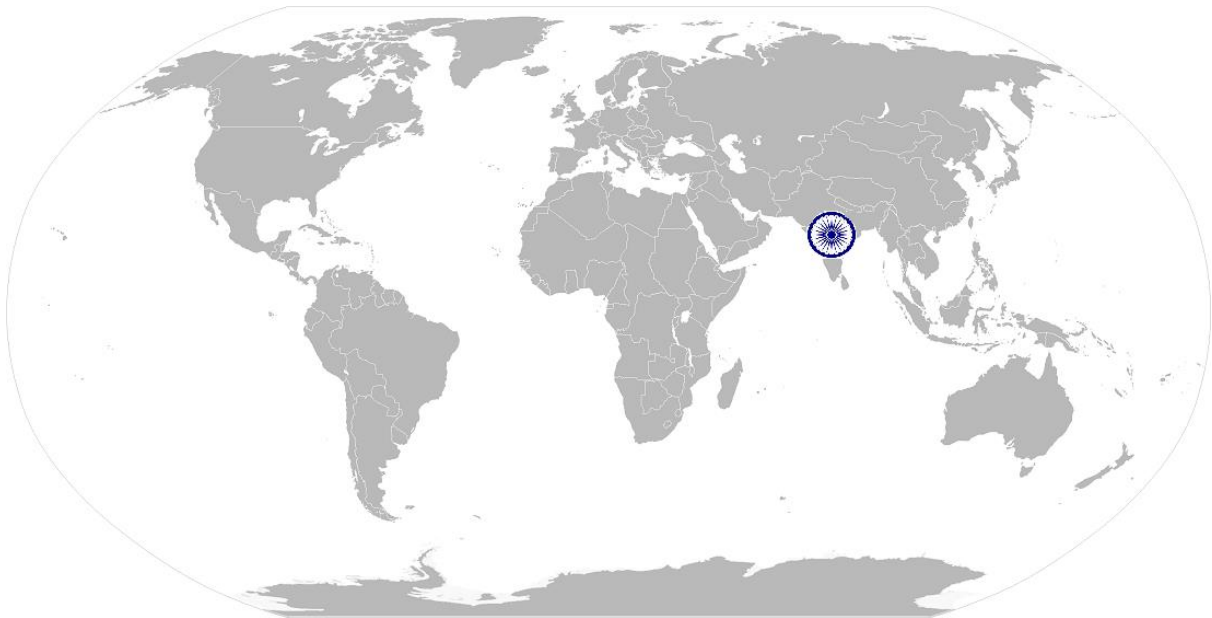
Overview

This unit is about providing the required knowledge and skills to the individual for studying the current system and scope of services of healthcare organization and accordingly planning as well as developing processes to meet quality standards

HSS/N6123: Study the healthcare organization, plan and develop quality processes accordingly.

Unit Code	HSS/N6123
Unit Title (Task)	Study the healthcare organization, plan and develop quality processes accordingly
Description	This unit is about studying the current system and scope of services of healthcare organization and accordingly identifying the quality standards for further development of standard processes and procedures manual
Scope	This unit/task covers the following: • Promote the adoption of quality standards • Study the current processes, procedures and protocols of all departments • Plan the work sequence with management to meet desired quality standards • Develop and document the processes, procedures and standard operational manuals as per agreed quality standards

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Promote the adoption of quality standards	To be competent, the user/individual on the job must be able to: PC1. encourage the management to undertake quality accreditation/certification PC2. encourage the management to identify the significance of upgrading and maintaining quality in healthcare organization PC3. develop promotional plan and tools regarding benefits of adherence to quality standards in healthcare organization for its social, economic and clinical growth PC4. organize promotional sessions with staff PC5. develop self-evaluation mechanisms of quality parameters for healthcare personnel and ensure its proper usage PC6. promote leadership and coordination in the field of technology assessment and quality assurance PC7. promote the development of strategic quality indicators by the individual specialties
Study the current processes, procedures and protocols of all departments	PC8. obtain an informed/written consent from healthcare management for studying the healthcare organization and obtaining the relevant documents, if applicable PC9. obtain and review current standards, protocols, manuals and policies available in healthcare organization PC10. plan and visit all departments of the healthcare organization for surface observation PC11. plan and organize meetings with personnel of each department of healthcare organization for deeper understanding PC12. plan and meet patients at various departments at different times for collecting relevant feedback PC13. analyse the scope of services of the healthcare organization and type of populace served by the healthcare organization PC14. study the organizational structure, various committees and the stakeholders of the healthcare organization

	PC15. study the current resources of the healthcare organization emphasizing on human and financial resources
	PC16. study the mission, vision and business plan of the healthcare organization
	PC17. maintain confidentiality of obtained documents and the recorded findings
	PC18. maintain the integrity of the documents and protocols
	PC19. exhibit calm, polite and patient behaviour with healthcare personnel and patients at all times
	PC20. avoid mis-interpreting oneself as investigating officer and a fault-finder, yet keep a critical eye during visit and meetings
Plan the work sequence with management to meet desired quality standards	PC21. identify the best suited quality standards for the healthcare organization from the various types of available quality standards
	PC22. decipher the standards and objective elements of the identified quality standards and identify the objective elements that will be applicable to units of the healthcare organization
	PC23. plan the broader steps and complete work sequence as per accreditation/ certification process to meet the identified quality standards
	PC24. set the milestones, targets, resources and timelines in the work sequence
	PC25. constitute working group from within the healthcare organization who could work as per the work plan effectively for compliance, performance management systems and targets.
	PC26. discuss the work plan with management and department heads of healthcare organization and take their consensus
Develop and document the processes, procedures and standard operational manuals as per agreed quality standards	PC27. prepare briefings for development of documents like processes, procedures, protocols and standard operating manuals to be given to working groups allowing the application of a best- quality practice approach
	PC28. orient and monitor the working groups for each developmental activity
	PC29. set key elements to be captured in each developmental activity
	PC30. conduct periodic review with each working group for the status of developmental activity against set timelines, resources and target in the work plan
	PC31. ensure completeness, accuracy, comprehensiveness and adherence to agreed quality standards of all documents developed by each working group.
	PC32. coordinate with different stakeholders for supporting documents and organise meetings with experts for each working group
	PC33. collaborate with carers to ensure that quality improvement interventions are specific, measurable, achievable, relevant and timely
	PC34. complete the missing elements in the document and discuss it with the respective working groups & management
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand:
	KA1. basic structure and function of the healthcare system in the country
	KA2. basic structure and function of healthcare facilities available at various levels, hospice care, clinics
	KA3. relevant legislation, standards, policies, and procedures followed in the healthcare organization
	KA4. the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organisation

HSS/N6123: Study the healthcare organization, plan and develop quality processes accordingly.
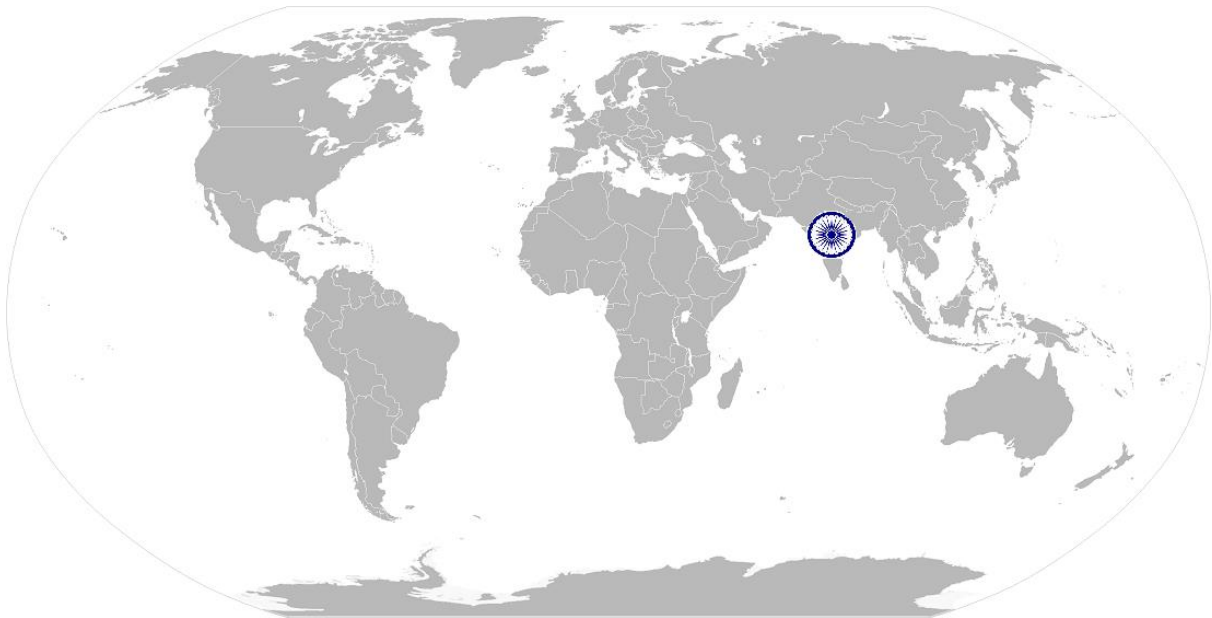
	KA5. medico-legal aspects of Health Information Portability and Accountability
	KA6. the scope and objectives of the organisation in order to perform the duties to meet the vision and mission of the organisation
	KA7. in-depth functioning of the organisation in order to choose the appropriate approaches and methods for his/her role defined in the organisation
	KA8. documentation methods for interdisciplinary communication (wherever applicable) for the specific organisation.
	KA9. protocols of organization for optimizing health, well-being and illness prevention
B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. background of the organizational structure and staff of the healthcare organization
	KB2. basics of critical functioning of the healthcare organization
	KB3. the various departments in the healthcare organization and its interdependency
	KB4. the critical outcomes expected from each department of the organization
	KB5. basics of quality concepts, terminology, control, assurance, management, audits, tools and root cause analysis
	KB6. dimensions of quality management- safety, respect and care, timeliness, efficacy, efficiency, continuity, availability, appropriateness and equity.
	KB7. regulatory and statutory rules as applicable for workplace and healthcare organization
	KB8. quality frameworks including workplace specific frameworks and the relevant standards laid down by national &/or international accrediting bodies
	KB9. standards related to occupational safety and hazards & medical device data systems, maintenance management systems as per organization and national agencies
	KB10. how to plan promotion of the adoption of quality standards within healthcare organization
	KB11. how to develop and apply promotional tools and organize promotional sessions for the healthcare management and personnel
	KB12. how to engage with both internal and external specialists for support in promotion of quality standards as well as studying the healthcare organization systems and procedures
	KB13. the current processes, procedures and protocols of all departments of healthcare organization
	KB14. how to maintain professional behavior with healthcare personnel and patients
	KB15. how to establish a communication method that enables the healthcare organization to make informed decisions and timely interventions
	KB16. how to constitute working group considering the necessary qualifications/ certifications and experience of personnel assigned to complete the developmental activities
	KB17. how to prepare and present a work plan, step-by-step listing of the developmental activities and relevant checklists for management, department heads and working groups review
	KB18. how to review, edit and complete the documents and keep a record of the findings as well as its references & evidences

HSS/N6123: Study the healthcare organization, plan and develop quality processes accordingly.

Skills (S) [Optional]		
A. Core Skills/ Generic Skills	**Writing Skills**	
	The user/ individual on the job needs to know and understand how to:	
	SA1. draft memos, requests and e-mail to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information without appropriate language errors SA2. prepare checklist and document findings and observations SA3. prepare status and progress reports	
	Reading Skills	
	The user/individual on the job needs to know and understand how to: SA4. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA5. keep abreast with the latest knowledge by reading relevant materials	
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to: SA6. communicate in polite, calm, empathetic and congenial manner SA7. discuss task lists, schedules, and work-plan with management, colleagues and subordinates SA8. question stakeholders appropriately in order to understand the nature of the problem and make a diagnosis SA9. keep stakeholders informed about the progress SA10. avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required	
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work	
	Plan and Organize	
	The user/individual on the job needs to know and understand how to: SB2. prepare action plan and roadmap for fulfilling the identified gaps in the healthcare organization in terms of quality standards	
	Customer Centricity	
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with colleagues and stakeholders who may be stressed, frustrated, confused, or angry SB4. build relationships with stakeholders and use patient-centric approach	
	Problem Solving	
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays	

HSS/N6123: Study the healthcare organization, plan and develop quality processes accordingly.
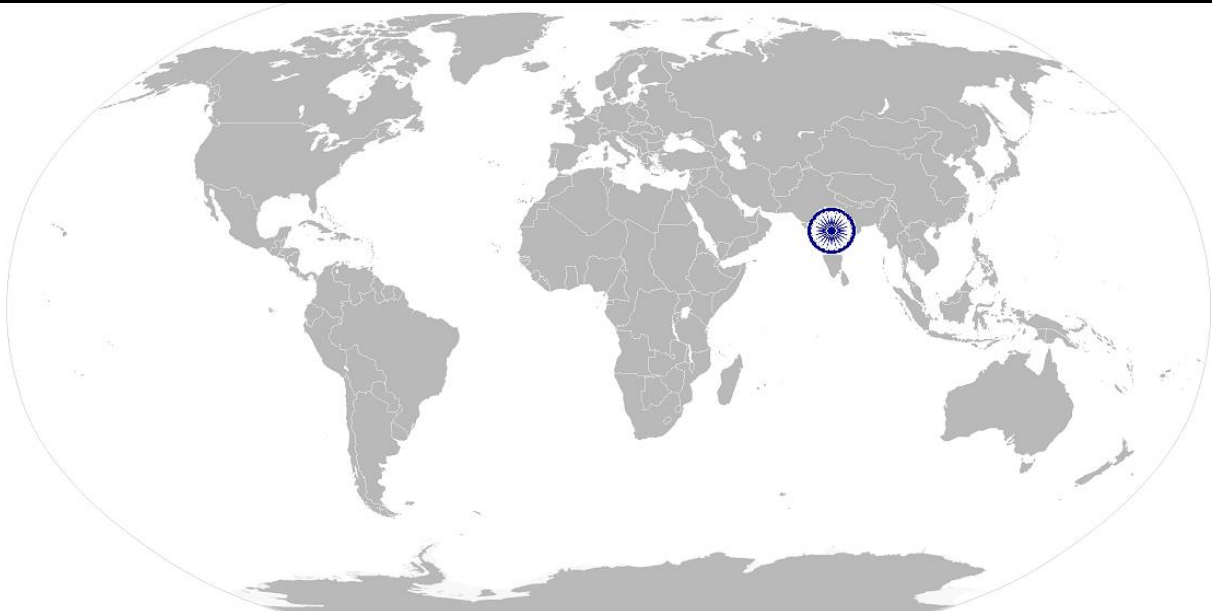
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. identify resources or behavioral change required to accomplish the roadmap and action plan
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. prioritize the tasks within the roadmap and action plan

HSS/N6123: Study the healthcare organization, plan and develop quality processes accordingly.
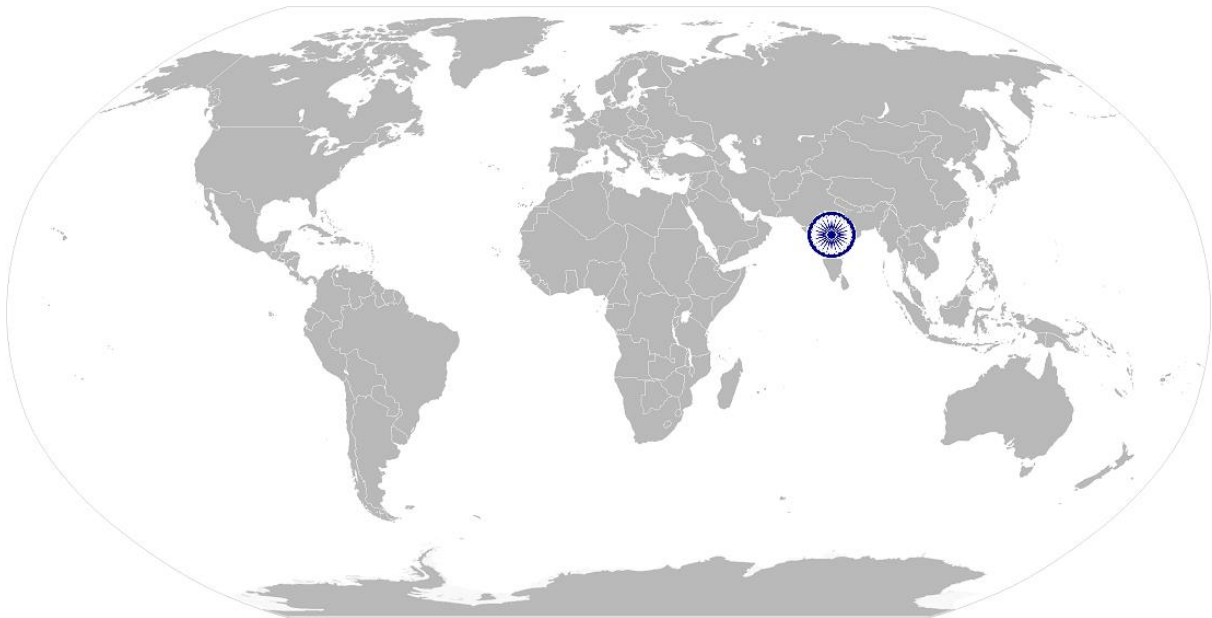
NOS Version Control

NOS Code	HSS/N6123		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	08/10/2018
Industry Sub-sector	Healthcare Management	Last reviewed on	29/05/2019
Occupation	Healthcare Administration	Next review date	28/05/2022

HSS/N6124: Perform gap analysis of healthcare quality procedures and implement improvement strategy

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National Occupational Standard

Overview

This unit is about providing the knowledge and skills to the individual for performing gap analysis in healthcare organization and implementing the quality procedures as per agreed quality accreditation/ certification standards

HSS/N6124: Perform gap analysis of healthcare quality procedures and implement improvement strategy

National Occupational Standard

Unit Code	HSS/N6124
Unit Title (Task)	Perform gap analysis of healthcare quality procedures and implement improvement strategy
Description	This unit is about performing gap analysis in healthcare organization as per agreed quality accreditation/certification standards. This also entails implementation of improvement strategy of the quality procedures with healthcare personnel for its compliance.
Scope	This unit/task covers the following: • Constitute committees depending upon the size of the healthcare organization • Perform gap analysis in healthcare organization • Apply the agreed quality standards to bridge the identified gaps

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Constitute committees depending upon the size of the healthcare organization	To be competent, the user/individual on the job must be able to: PC1. reinforce the constitution of the steering and departmental committees PC2. define the aim, objectives and measurable outcomes of the committees PC3. set up the terms of reference of the committees along with timelines, target and resources to meet the desired outcome PC4. ensure the periodicity and nature of meetings of the committees are agreed with committee members
Perform gap analysis in healthcare organization	PC5. orient committees regarding agreed adoption of quality accreditation/ certification standards by the healthcare organization and its objective elements/different sections PC6. discuss the work plan set for achievement of the agreed standards and the documents developed for the various processes, procedures, protocols and standard operating manuals adhering to standards with the respective committees PC7. compare current standards in healthcare organization with the agreed quality standards PC8. compare the vision, mission and business plan of healthcare organization with the agreed quality standards PC9. identify the gaps and strengths based on comparative analysis PC10. identify zero tolerance gaps to be bridged based on agreed quality standards PC11. brainstorm all possible or potential contributing causes and their interrelationships with the identified gaps PC12. summarize the agreed points and present it to the management PC13. derive on final action plan based on discussions and recommendations of management/steering committee on identified gap analysis
Apply the agreed quality standards to bridge the identified gaps	PC14. map the identified gaps with objective elements/ different sections of agreed quality standards PC15. devise mechanism to monitor the improvement strategy adopted to bridge the gaps for each department based on action plan with measurable outcomes PC16. implement the improvement strategy in each department and assess the progress periodically PC17. establish a way to communicate progress to management and highlight the

HSS/N6124: Perform gap analysis of healthcare quality procedures and implement improvement strategy

	issues faced while implementation and its possible solutions or interventions
	PC18. bridge all identified and agreed gaps, eliminate all root causes and complete the improvement strategy in defined timelines, resources and targets
	PC19. organize departmental and steering committee meetings periodically to review the status of implementation of improvement strategy till closure
	PC20. submit the final report of improvement strategy adopted with its achieved outcomes
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. basic structure and function of the healthcare system in the country KA2. basic structure and function of healthcare facilities available at various levels, hospice care, clinics KA3. relevant legislation, standards, policies, and procedures followed in the healthcare organization KA4. the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organisation KA5. medico-legal aspects of Health Information Portability and Accountability KA6. the scope and objectives of the organisation in order to perform the duties to meet the vision and mission of the organisation KA7. in-depth functioning of the organisation in order to choose the appropriate approaches and methods for his/her role defined in the organisation KA8. documentation methods for interdisciplinary communication (wherever applicable) for the specific organisation. KA9. protocols of organization for optimizing health, well-being and illness prevention
B. Technical Knowledge	KB1. The user/individual on the job needs to know and understand: KB2. background of the organizational structure and staff of the healthcare organization KB3. basics of critical functioning of the healthcare organization KB4. the various departments in the healthcare organization and its interdependency KB5. the critical outcomes expected from each department of the organization KB6. basics of quality concepts, terminology, control, assurance, management, audits, tools and root cause analysis KB7. dimensions of quality management- safety, respect and care, timeliness, efficacy, efficiency, continuity, availability, appropriateness and equity. KB8. regulatory and statutory rules as applicable for workplace and healthcare organization KB9. quality frameworks including workplace specific frameworks and the relevant standards laid down by National &/or International accrediting bodies KB10. standards related to occupational safety and hazards & medical device data systems, maintenance management systems as per organization and national agencies KB11. importance of constitution of steering and departmental committees KB12. composition of the steering committee consisting of key stakeholders and experts well-represented across all departments, management, governance and decision makers

HSS/N6124: Perform gap analysis of healthcare quality procedures and implement improvement strategy

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	KB13. composition of the departmental committees depending on various kinds of departments in the healthcare organization consisting of departmental head and key experts of each of the various roles and responsibilities of department
	KB14. how to define members of the committees well represented by all key stakeholders as appropriate having a measurable interest and influence in both the project and committee itself
	KB15. how to set the terms of reference of the committees and divide responsibilities among committee members
	KB16. how to organize committee meetings and the agenda for discussions and decisions periodically
	KB17. concept and methodology of performing gaps and root cause analysis
	KB18. methods to devise and implement improvement strategy
	KB19. importance of periodic review and discussion on current and prospective issues
	KB20. how to close the assigned project in calm, patient, time-bound, strategic, professional manner within allocated resources
	KB21. how to overcome various constraints while achieving desired targets
	KB22. how to exhibit team work and interpersonal relationships at all times
	KB23. how to moderate and encourage committee members for desired outcomes
	KB24. how to measure the outcomes of the project
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. draft memos, requests and e-mail to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information without appropriate language errors
	SA2. prepare checklist and document findings and observations
	SA3. prepare status and progress reports
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA4. read about new products and services with reference to the organization and also from external forums such as websites and blogs
	SA5. keep abreast with the latest knowledge by reading relevant materials
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA6. communicate in polite, calm, empathetic and congenial manner
	SA7. discuss task lists, schedules, and work-plan with management, colleagues and subordinates
	SA8. question stakeholders appropriately in order to understand the nature of the problem and make a diagnosis
	SA9. keep stakeholders informed about progress
	SA10. avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required
B. Professional Skills	**Decision Making**

HSS/N6124: Perform gap analysis of healthcare quality procedures and implement improvement strategy

	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. prepare action plan and roadmap for fulfilling the identified gaps in the healthcare organization in terms of quality standards
	Customer Centricity

	The user/individual on the job needs to know and understand how to:
	  SB3. manage relationships with colleagues and stakeholders who may be stressed, frustrated, confused, or angry
	  SB4. build relationships with stakeholders and use patient centric approach

	Problem Solving

	The user/individual on the job needs to know and understand how to:
	  SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
	  SB6. deal with clients lacking the technical background to solve the problem on their own
	  SB7. identify immediate or temporary solutions to resolve delays

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. identify resources or behavioral change required to accomplish the roadmap and action plan
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. prioritize the tasks within the roadmap and action plan

NOS Version Control

NOS Code	HSS/N6124		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	08/10/2018
Industry Sub-sector	Healthcare Management	Last reviewed on	29/05/2019
Occupation	Healthcare Administration	Next review date	28/05/2022
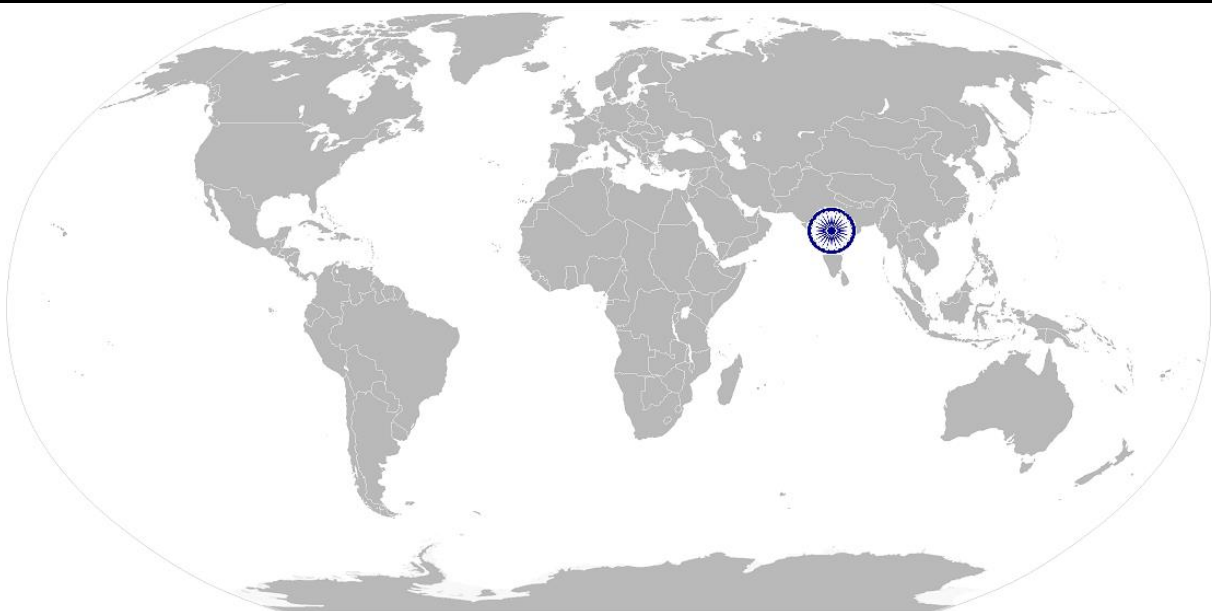
HSS/N6125: Identify training needs and organize training interventions to meet healthcare quality standards

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National Occupational Standard

Overview

This unit is about providing the required knowledge and skills to the individual to identify training needs and organize training interventions to meet healthcare quality standards

HSS/N6125: Identify training needs and organize training interventions to meet healthcare quality standards

Unit Code	HSS/N6125
Unit Title (Task)	Identify training needs and organize training interventions to meet healthcare quality standards
Description	This unit deals with imparting knowledge to identify training needs and organize training interventions for employees of healthcare organization to meet healthcare quality standards
Scope	This unit/task covers the following: • Identify training objectives for employees • Design, create and monitor the training program • Assess the outcome of the training program

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Identify training objectives for employees	To be competent, the user/individual on the job must be able to: PC1. organize meeting with the healthcare management, department and personnel to identify the training need based on agreed quality accreditation/ certification standards PC2. map the identified training needs with objective elements and different sections of agreed quality accreditation/certification standards PC3. divide the training objectives into common and specific for whole organization and its departments, respectively PC4. encourage participants to undertake training interventions for better professional outcomes as well as patient care
Design, create and monitor the program	PC5. set the training objectives and outcomes for all employees/ different categories of the employees working in the healthcare organization PC6. create the training program planner as per the appropriate time for content delivery PC7. design the training program involving relevant information and/or instructions related to quality aspects of healthcare organization PC8. create training modules based on identified learning outcome PC9. ensure use of the appropriate training delivery methods as per the target audience PC10. keep periodicity of training programs based on the identified gaps in quality and improvement strategy to be adopted to bridge the same PC11. ensure training aids are developed and various facilitation techniques are used for demonstrating incorporation of quality aspects in healthcare organization PC12. facilitate organization of regular campaign for reinforcing behavioural change in employees of healthcare organization especially for infection control practices PC13. document all training related communication in the healthcare providers record, including the date, time, and signature of the person delivering the training

HSS/N6125: Identify training needs and organize training interventions to meet healthcare quality standards

	PC14. ensure participant sign-in sheet is verified by departmental head
	PC15. involve the department heads in the training programs to ensure that they train their respective departments at frequent intervals
Assess the outcome of the training program	PC16. document all participant's feedback received during training sessions
	PC17. conduct pre-training, formative and post-training assessment of the participants & document the findings
	PC18. implement the documented improvement plan, review and adjust as required
	PC19. conduct KAP (Knowledge, Attitude and Practices) study periodically

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. basic structure and function of the healthcare system in the country KA2. basic structure and function of healthcare facilities available at various levels, hospice care, clinics KA3. relevant legislation, standards, policies, and procedures followed in the healthcare organization KA4. the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organisation KA5. medico-legal aspects of Health Information Portability and Accountability KA6. the scope and objectives of the organisation in order to perform the duties to meet the vision and mission of the organisation KA7. in-depth functioning of the organisation in order to choose the appropriate approaches and methods for his/her role defined in the organisation KA8. documentation methods for interdisciplinary communication (wherever applicable) for the specific organisation. KA9. protocols of organization for optimizing health, well-being and illness prevention
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. background of the organizational structure and staff of the healthcare organization KB2. basics of critical functioning of the healthcare organization KB3. the various departments in the healthcare organization and its interdependency KB4. the critical outcomes expected from each department of the organization KB5. basics of quality concepts, terminology, control, assurance, management, audits, tools and root cause analysis KB6. dimensions of quality management- safety, respect and care, timeliness, efficacy, efficiency, continuity, availability, appropriateness and equity. KB7. regulatory and statutory rules as applicable for workplace and healthcare organization KB8. quality frameworks including workplace specific frameworks and the relevant standards laid down by National &/or International Accrediting Bodies KB9. standards related to occupational safety and hazards & medical device data systems, maintenance management systems as per organization and national agencies KB10. significance of training programs and interventions for healthcare personnel for effective implementation of quality standards

HSS/N6125: Identify training needs and organize training interventions to meet healthcare quality standards

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	KB11. how to design the training program involving relevant information and/or instructions about infection control; biomedical equipment routine use, trouble shooting, cleaning and maintenance; patient centric clinical protocols; feedback and grievance mechanism; professional and interpersonal behaviour etc.
	KB12. how to prepare pre, formative and post assessment for participants
	KB13. how to identify the training needs of the participants and set training objectives
	KB14. how to encourage healthcare personnel to undergo training on quality standards
	KB15. how to develop interactive training modules and sessions considering diverse needs and level of comprehensiveness of participants
	KB16. how to implement training, keeping group dynamics and group cohesiveness
	KB17. how to exhibit team work and interpersonal relationships at all times
	KB18. the concept of high quality learning, teaching and assessment
	KB19. how to assess outcomes of the training and improvise for next training sessions
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. draft memos, requests and e-mail to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information without appropriate language errors SA2. prepare checklist and document findings and observations SA3. prepare status and progress reports
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA5. keep abreast with the latest knowledge by reading relevant materials
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. communicate in polite, calm, empathetic and congenial manner SA7. discuss task lists, schedules, and work-plan with management, colleagues and subordinates SA8. question stakeholders appropriately in order to understand the nature of the problem and make a diagnosis SA9. keep stakeholders informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize

HSS/N6125: Identify training needs and organize training interventions to meet healthcare quality standards

	The user/individual on the job needs to know and understand:
	SB2. prepare action plan and roadmap for fulfilling the identified gaps in the healthcare organization in terms of quality standards
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. manage relationships with colleagues and stakeholders who may be stressed, frustrated, confused, or angry
	SB4. build relationships with stakeholders and use patient-centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
	SB6. deal with clients lacking the technical background to solve the problem on their own
	SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. identify resources or behavioral change required to accomplish the roadmap and action plan
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB9. prioritize the tasks within the roadmap and action plan

NOS Version Control

NOS Code	HSS/N6125		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	08/10/2018
Industry Sub-sector	Healthcare Management	Last reviewed on	29/05/2019
Occupation	Healthcare Administration	Next review date	28/05/2022
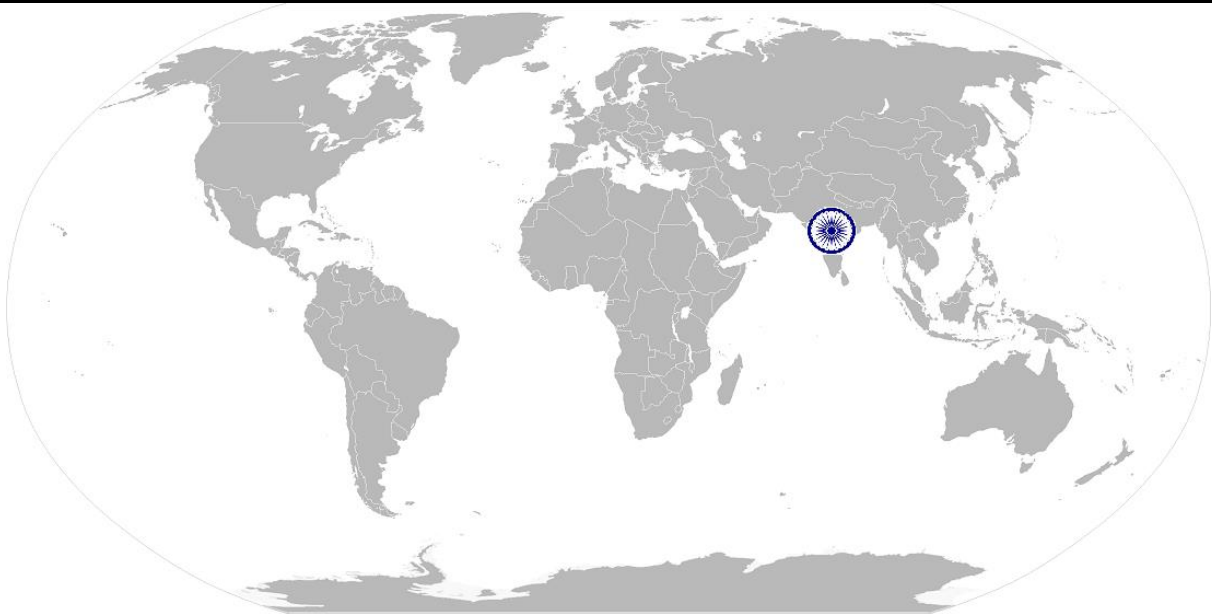
HSS/N6126: Carry out internal audits and review the audit findings with management at all stages of healthcare organization.

National Occupational Standard
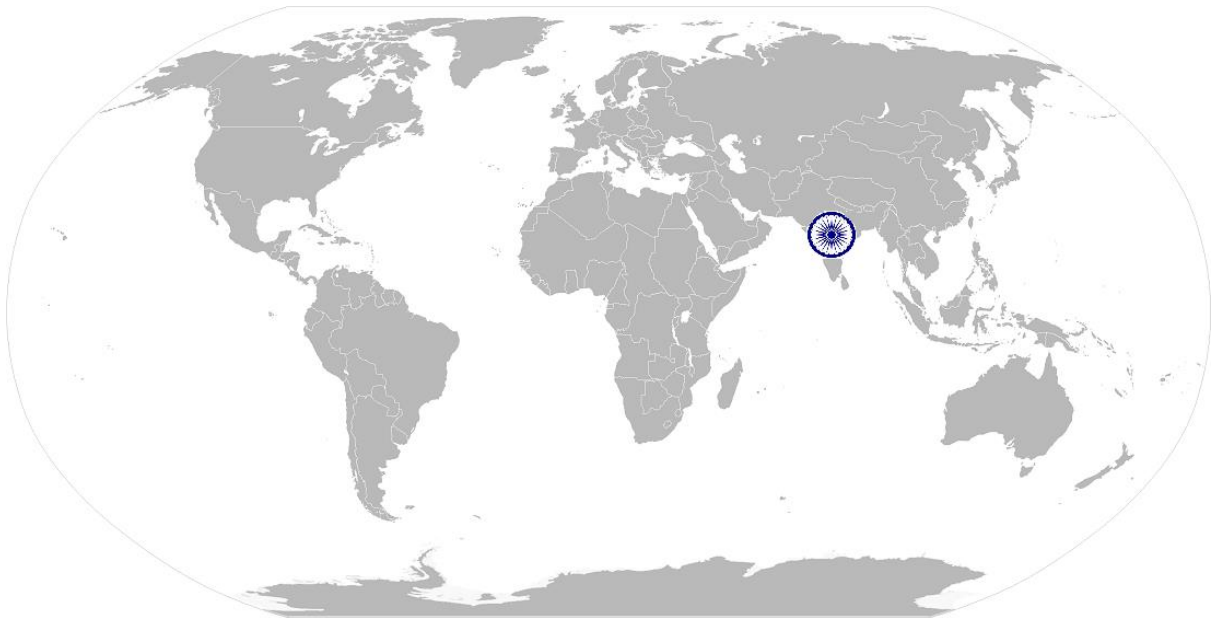
Overview

This unit is about providing the required knowledge and skills to the individual for carrying out the internal audits for preparing the healthcare organization to apply for agreed quality accreditation/certification standards

Unit Code	HSS/N6126
Unit Title (Task)	**Carry out internal audits and review the audit findings with management at all stages of healthcare organization**
Description	This unit is about creating mechanism of carrying out internal audits and reviewing the audit findings with management for quality, regulatory and statutory compliances at all stages of healthcare organization for devising mechanism of improvement.
Scope	This unit/task covers the following: • Create a mechanism for carrying out internal audit • Review the finding of internal audit with relevant stakeholders • Devise the mechanism to improve the healthcare systems for compliance to agreed quality standards • Devise the mechanism to improve the healthcare systems for regulatory and statutory compliance

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Create a mechanism for carrying out internal audit	To be competent, the user/individual on the job must be able to: PC1. identify the processes, procedures and documents to be audited and define its periodicity as per priority and focus PC2. create an internal audit schedule and share with respective departments and relevant healthcare personnel PC3. develop the process of internal audit in consultation with departmental committees PC4. prepare the checklist for objectivizing the internal audit mapping to external audit process adopted by agreed quality accreditation/certification body PC5. devise mechanism to include internal audit as an accepted policy for the department PC6. encourage adoption of audit checklist by each stakeholder for carrying out their own periodic audits PC7. conduct the internal audit based on the checklist or processes laid down for the respective department PC8. record the audit findings in the prescribed checklist for discussion with the stakeholders and analyse the trend over period of time PC9. create culture of carrying out both intra-departmental and inter-departmental audits in a friendly manner
Review the finding of internal audit with relevant stakeholders	PC10. prepare summary of audit findings gathered from both intra and inter departmental audits periodically PC11. provide recommendations on improvements to be undertaken for bridging the gaps PC12. present the audit summary to departmental committees as per defined periodicity PC13. present the audit summary to management and discuss the identified gaps, its causative factors, recommendations for improvement and readiness of the

	healthcare organization for applying to agreed quality accreditation/ certification
	PC14. build follow up & corrective action plan based on management review in consultation with departmental committees
Devise the mechanism to improve the healthcare systems for compliance to agreed quality standards	PC15. apply the objective elements/different sections of agreed quality standards to bridge the identified gaps
	PC16. collaborate with healthcare staff to ensure that quality improvement interventions taken are specific, measurable, achievable, relevant and timely.
	PC17. conduct random / surprise effective checking of works and ensure execution of good quality practices by healthcare personnel for overall improvement in efficiency of the organization
	PC18. review the status of corrective/preventive actions taken within the Quality Assurance cell periodically
	PC19. ensure protection of patients and family rights during care
	PC20. structure quality assurance and continuous monitoring programme within the organization
	PC21. identify key indicators to monitor the clinical & managerial structures, processes and outcomes
	PC22. establish system for continuous monitoring of patient care services
Devise the mechanism to improve the healthcare systems for regulatory and statutory compliance	PC23. emphasize on pending regulatory and statutory compliance of the healthcare organization during internal audit & define its periodic review
	PC24. prepare a calendar of actionable points to meet the requirements of statutory compliances
	PC25. implement suitable redressal mechanism for deviations in the policy, objectives, rules, regulations, applicable legal requirements
	PC26. record each document required for regulatory and statutory compliances accurately
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand:
	KA1. basic structure and function of the healthcare system in the country
	KA2. basic structure and function of healthcare facilities available at various levels, hospice care, clinics
	KA3. relevant legislation, standards, policies, and procedures followed in the healthcare organization
	KA4. the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organisation
	KA5. medico-legal aspects of Health Information Portability and Accountability
	KA6. the scope and objectives of the organisation in order to perform the duties to meet the vision and mission of the organisation
	KA7. in-depth functioning of the organisation in order to choose the appropriate approaches and methods for his/her role defined in the organisation
	KA8. documentation methods for interdisciplinary communication (wherever applicable) for the specific organisation.
	KA9. protocols of organization for optimizing health, well-being and illness

		prevention
B. Technical Knowledge	The user/individual on the job needs to know and understand:	
	KB1.	background of the organizational structure and staff of the healthcare organization
	KB2.	basics of critical functioning of the healthcare organization
	KB3.	the various departments in the healthcare organization and its interdependency
	KB4.	the critical outcomes expected from each department of the organization
	KB5.	basics of quality concepts, terminology, control, assurance, management, audits, tools and root cause analysis
	KB6.	dimensions of quality management- safety, respect and care, timeliness, efficacy, efficiency, continuity, availability, appropriateness and equity.
	KB7.	regulatory and statutory rules as appropriate applicable for workplace and healthcare organization
	KB8.	quality frameworks including workplace specific frameworks and the relevant standards laid down by national &/or international accrediting bodies
	KB9.	standards related to occupational safety and hazards & medical device data systems, maintenance management systems as per organization and national agencies
	KB10.	the objective elements and different sections of agreed quality accreditation/ certification standards
	KB11.	process of audit undertaken by the quality accreditation/certification body
	KB12.	how to prepare and execute the audit schedule
	KB13.	how to prepare, review and finalize the audit summary
	KB14.	how to devise improvement plan based on audit findings
	KB15.	how to improvise the system and processes based on audit findings
Skills (S) [Optional]		
A. Core Skills/ Generic Skills	**Writing Skills**	
	The user/ individual on the job needs to know and understand how to:	
	SA1.	draft memos, requests and e-mail to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information without appropriate language
	SA2.	prepare checklist and document findings and observations
	SA3.	prepare status and progress reports
	Reading Skills	
	The user/individual on the job needs to know and understand how to:	
	SA4.	read about new products and services with reference to the organization and also from external forums such as websites and blogs
	SA5.	keep abreast with the latest knowledge by reading relevant materials
	Oral Communication (Listening and Speaking skills)	

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		The user/individual on the job needs to know and understand how to: SA6. communicate in polite, calm, empathetic and congenial manner SA7. discuss task lists, schedules, and work-plan with management, colleagues and subordinates SA8. question stakeholders appropriately in order to understand the nature of the problem and make a diagnosis SA9. keep stakeholders informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required
B. Professional Skills		**Decision Making**
		The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
		Plan and Organize
		The user/individual on the job needs to know and understand: SB2. prepare action plan and roadmap for fulfilling the identified gaps in the healthcare organization in terms of quality standards
		Customer Centricity
		The user/individual on the job needs to know and understand how to: SB3. manage relationships with colleagues and stakeholders who may be stressed, frustrated, confused, or angry SB4. build relationships with stakeholders and use patient-centric approach
		Problem Solving
		The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays
		Analytical Thinking
		The user/individual on the job needs to know and understand how to: SB8. identify resources or behavioral change required to accomplish the roadmap and action plan
		Critical Thinking
		The user/individual on the job needs to know and understand how to: SB9. prioritize the tasks within the roadmap and action plan

HSS/N6126: Carry out internal audits and review the audit findings with management at all stages of healthcare organization.

NOS Version Control

NOS Code	HSS/N6126		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	08/10/2018
Industry Sub-sector	Healthcare Management	Last reviewed on	29/05/2019
Occupation	Healthcare Administration	Next review date	28/05/2022
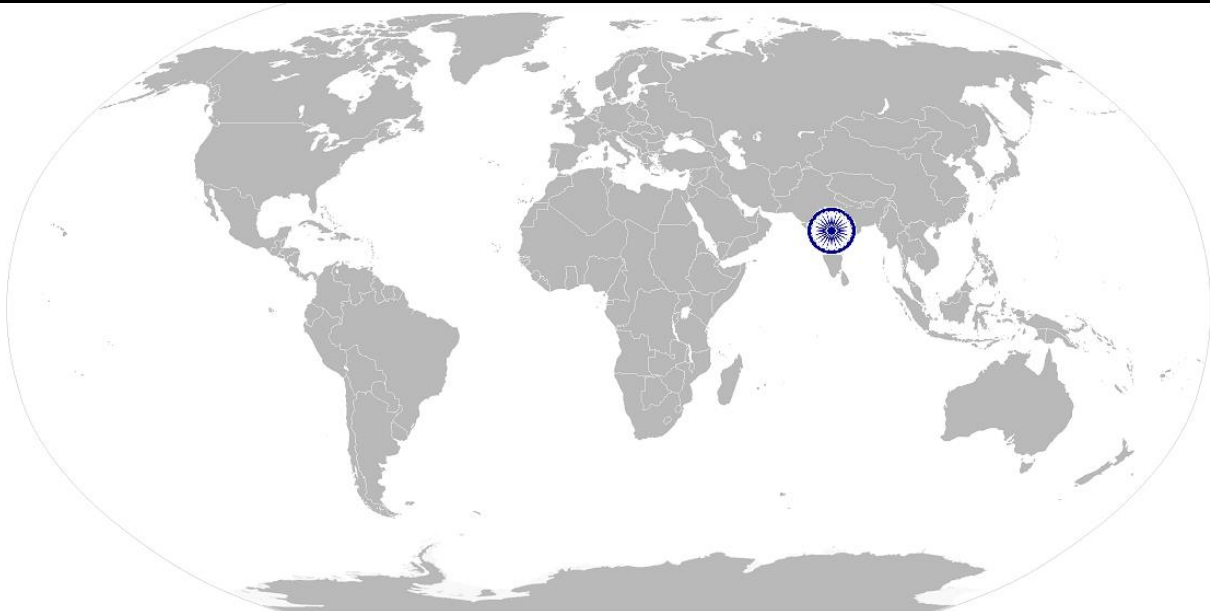
National Occupational Standard

Overview

This unit is about providing required knowledge and skills to the individual to be able to prepare and support healthcare organization before, during and after external audit for achieving agreed quality accreditation/certification standards

HSS/N6127: Prepare and support healthcare organization before, during and after external audits for achieving quality accreditation/certification

Unit Code	HSS/N6127
Unit Title (Task)	Prepare and support healthcare organization before, during and after external audits for achieving quality accreditation/certification
Description	This unit is about preparing healthcare organization for applying to agreed accreditation/certification body and then support before, during and after external audit process for achieving the accreditation/certification
Scope	This unit/task covers the following: • Complete application process of agreed quality accreditation/certification body • Support healthcare organization before external audit • Support healthcare organization during external audit • Support healthcare organization after external audit

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Complete application process of agreed quality accreditation/certification body	To be competent, the user/individual on the job must be able to: PC1. prepare the list of documents necessary to apply for the accreditation/ certification process PC2. gather all documents and related evidences from respective departments required for accreditation and review for any missing or irrelevant document/s PC3. resolve all the queries pertaining to documents and reports from relevant personnel PC4. fill in the required details in given application process PC5. channelize financial and manpower resources for due completion of application for accreditation/certification PC6. ensure review of the application file from management/steering committees before applying to the body PC7. ensure receipt of final application file by the agreed quality accreditation/ certification body
Support healthcare organization before external audit	PC8. decipher the external audit process adopted by accreditation/ certification body PC9. map the measures taken by accredited/certified healthcare organizations for readiness for external audits PC10. train healthcare personnel for external audits PC11. organize a mock survey/audit to assess the readiness of the organization PC12. implement final modifications, if any PC13. liaise with accreditation/certification body for any corrective measures to be taken PC14. organise pre-audit trainings and sessions by accreditation body personnel for preparing organization for external audit PC15. check for schedule of the external audit and communicate to all relevant personnel in the healthcare organization

HSS/N6127: Prepare and support healthcare organization before, during and after external audits for achieving quality accreditation/certification

Support healthcare organization during external audit	PC16. provide the necessary documents during the external audit PC17. support and maintain the patency of documents being asked by the external auditor PC18. accompany the external auditor during the audit rounds PC19. answer queries or concerns being raised by the external auditors PC20. review the report given by external auditor before getting it cross-signed by authorized personnel of the healthcare organization PC21. gather feedback of external auditors regarding the quality processes of healthcare organization
Support healthcare organization after external audit	PC22. study the corrective action and summary report given by the accreditation/ certification body after external audit PC23. identify gaps raised in the report and prepare an improvement plan to eliminate the discrepancies found in the report and non-compliance of rules and regulations, if any PC24. organize meetings with the steering and departmental committees to discuss the identified gaps and improvement plan post-external audit PC25. evaluate and refine processes, procedures, protocols and relevant documents based on the post-audit report and subsequent improvement plan PC26. liaise with accreditation/certification body for final checks, once the corrective action has undertaken PC27. ensure compliance to each concern raised by the body till the grant of provisional/final accreditation/certification
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. basic structure and function of the healthcare system in the country KA2. basic structure and function of healthcare facilities available at various levels, hospice care, clinics KA3. relevant legislation, standards, policies, and procedures followed in the healthcare organization KA4. the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organisation KA5. medico-legal aspects of Health Information Portability and Accountability KA6. the scope and objectives of the organisation in order to perform the duties to meet the vision and mission of the organisation KA7. in-depth functioning of the organisation in order to choose the appropriate approaches and methods for his/her role defined in the organisation KA8. documentation methods for interdisciplinary communication (wherever applicable) for the specific organisation. KA9. protocols of organization for optimizing health, well-being and illness prevention

HSS/N6127: Prepare and support healthcare organization before, during and after external audits for achieving quality accreditation/certification

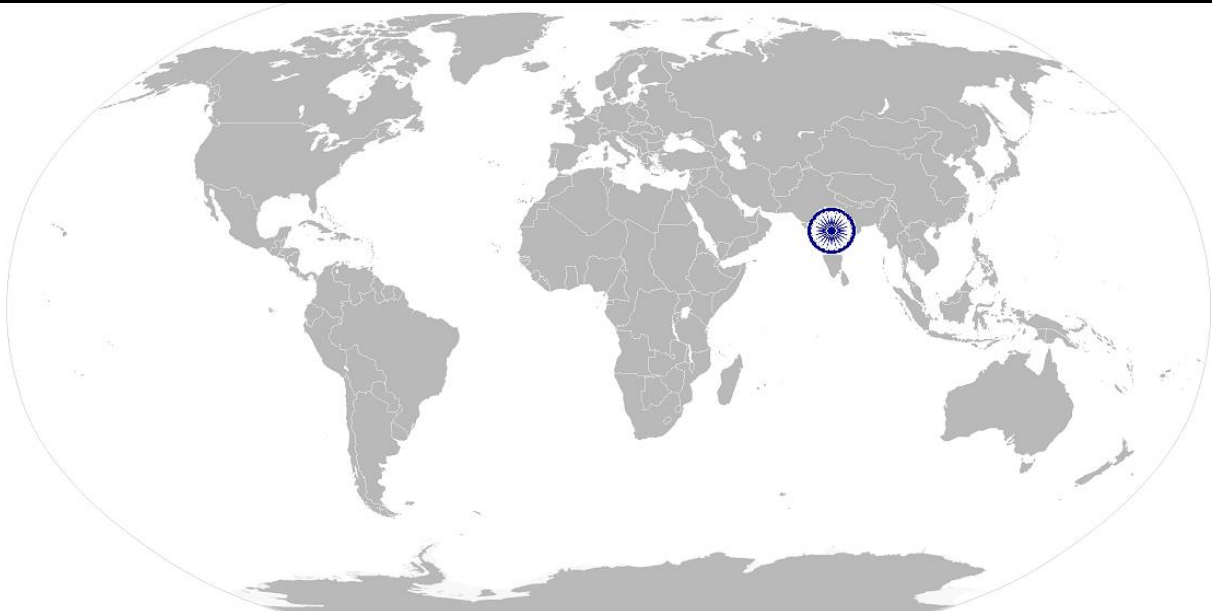| B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. background of the organizational structure and staff of the healthcare organization
	KB2. basics of critical functioning of the healthcare organization
	KB3. the various departments in the healthcare organization and its interdependency
	KB4. the critical outcomes expected from each department of the organization
	KB5. basics of quality concepts, terminology, control, assurance, management, audits, tools and root cause analysis
	KB6. dimensions of quality management- safety, respect and care, timeliness, efficacy, efficiency, continuity, availability, appropriateness and equity.
	KB7. regulatory and statutory rules as applicable for workplace and healthcare organization
	KB8. quality frameworks including workplace specific frameworks and the relevant standards laid down by national &/or international accrediting bodies
	KB9. standards related to occupational safety and hazards & medical device data systems, maintenance management systems as per organization and national agencies
	KB10. the external audit process of the agreed quality accreditation or certification body
	KB11. the required documents and evidences for applying to accreditation/ certification body
	KB12. the importance of liaison with the representatives of accreditation/ certification body for seamless external audit process
	KB13. importance of supporting the healthcare organization before, during and after external audit process
	KB14. how to support in the whole accreditation process in a calm, patient, time-bound, strategic, professional manner within allocated resources
	KB15. how to overcome various constraints while achieving desired accreditation/certification
	KB16. how to exhibit team work and interpersonal relationships at all times
	KB17. how to accompany external auditors for achieving desired outcomes
	KB18. how to measure the outcomes of the project
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. draft memos, requests and e-mail to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information without appropriate language errors
	SA2. prepare checklist and document findings and observations
	SA3. prepare status and progress reports
	Reading Skills

	The user/individual on the job needs to know and understand how to:
	SA4. read about new products and services with reference to the organization and also from external forums such as websites and blogs
	SA5. keep abreast with the latest knowledge by reading relevant materials
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA6. communicate in polite, calm, empathetic and congenial manner
	SA7. discuss task lists, schedules, and work-plan with management, colleagues and subordinates
	SA8. question stakeholders appropriately in order to understand the nature of the problem and make a diagnosis
	SA9. keep stakeholders informed about progress
	SA10. avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand:
	SB2. prepare action plan and roadmap for fulfilling the identified gaps in the healthcare organization in terms of quality standards
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. manage relationships with colleagues and stakeholders who may be stressed, frustrated, confused, or angry
	SB4. build relationships with stakeholders and use patient-centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
	SB6. deal with clients lacking the technical background to solve the problem on their own
	SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. identify resources or behavioral change required to accomplish the roadmap and action plan
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB9. prioritize the tasks within the roadmap and action plan

NOS Version Control

NOS Code	HSS/N6127		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	08/10/2018
Industry Sub-sector	Healthcare Management	Last reviewed on	29/05/2019
Occupation	Healthcare Administration	Next review date	28/05/2022

HSS/N6128: Promote institutionalizing continuous quality improvement in healthcare organization

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National Occupational Standard

Overview

This unit is about providing required knowledge and competencies to the individual for institutionalizing and sustaining quality beyond achieved accreditation/certification. This also entails how to support healthcare organization during surveillance and monitoring of quality post-accreditation/certification

HSS/N6128: Promote institutionalizing continuous quality improvement in healthcare organization

Unit Code	HSS/N6128
Unit Title (Task)	Promote institutionalizing continuous quality improvement in healthcare organization
Description	This unit is about institutionalizing continuous quality improvement within healthcare organization and supporting healthcare organization during surveillance and monitoring of quality post-accreditation/certification
Scope	This unit/task covers the following: • Institutionalize the quality processes • Maintain sustainability of healthcare quality systems for achieved accreditation/certification

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Institutionalize the quality processes	To be competent, the user/individual on the job must be able to: PC1. introduce new quality standards, concepts and tools into the organization PC2. encourage stakeholders to introduce quality improvement based changes in the organization PC3. implement small-scale QA activities or experiments regularly PC4. develop mechanisms for diffusion of QA results and learnings across healthcare organization PC5. develop strategy for QA expansion like defining priorities, setting goals, planning implementation, etc. PC6. build capacity and develop leadership for QA expansion PC7. share innovation and best national/international practices regarding quality concepts among healthcare personnel PC8. identify missing essential elements or lagging QA activities and take corrective actions regularly PC9. enhance coordination of QA strategy and activities PC10. support establishment of a learning environment towards quality control, monitoring and assurance PC11. motivate the management and healthcare staff towards habituation of adopting quality standards based processes, procedures, protocols and standard operating manual in each and every step PC12. institutionalize the culture of inherent assessments of each step or activity undertaken against measurable quality outcomes as a convention/norm for lasting impact PC13. organize short-term and long-term training sessions for healthcare personnel PC14. create positive competitive environment and introduce recognitions to personnel following quality, regulatory and statutory standards PC15. explore new areas beyond the quality standards and take them as project

HSS/N6128: Promote institutionalizing continuous quality improvement in healthcare organization

Maintain sustainability of healthcare quality systems for achieved accreditation/certification	PC16. assess the periodic status of compliance with latest version of regulatory, statutory and quality standards PC17. create mechanism of periodic internal audits as a norm PC18. inform the management of changes in the latest version of standards that may affect the scope of accreditation of the healthcare organization PC19. maintain the technical competence of healthcare personnel regarding quality control and assurance by organizing recognized training courses PC20. retain all quality related and technical records throughout the period between periodic assessments PC21. support healthcare organization during surveillance and monitoring of the sustainability of accreditation/certification PC22. liase with accreditation/certification body for better interpersonal relationships after accreditation as well PC23. organize periodic departmental and steering committee meetings for reviewing the current status and improvement plan as regular practice
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. basic structure and function of the healthcare system in the country KA2. basic structure and function of healthcare facilities available at various levels, hospice care, clinics KA3. relevant legislation, standards, policies, and procedures followed in the healthcare organization KA4. the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organisation KA5. medico-legal aspects of Health Information Portability and Accountability KA6. the scope and objectives of the organisation in order to perform the duties to meet the vision and mission of the organisation KA7. in-depth functioning of the organisation in order to choose the appropriate approaches and methods for his/her role defined in the organisation KA8. documentation methods for interdisciplinary communication (wherever applicable) for the specific organisation. KA9. protocols of organization for optimizing health, well-being and illness prevention
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. background of the organizational structure and staff of the healthcare organization KB2. basics of critical functioning of the healthcare organization KB3. the various departments in the healthcare organization and its interdependency KB4. the critical outcomes expected from each department of the organization KB5. basics of quality concepts, terminology, control, assurance, management, audits, tools and root cause analysis KB6. dimensions of quality management- safety, respect and care, timeliness, efficacy, efficiency, continuity, availability, appropriateness and equity. KB7. regulatory and statutory rules as applicable for workplace and healthcare organization

	KB8. quality frameworks including workplace specific frameworks and the relevant standards laid down by national &/or international accrediting bodies
	KB9. standards related to occupational safety and hazards & medical device data systems, maintenance management systems as per organization and national agencies
	KB10. tools of process management system- team building and group- integration tools, specific process/ technical tools, process flow chart, check sheets and histograms, pareto analysis, fishbone analysis, process control chart, Quality Function Deployment (QFD)
	KB11. TQM (Total Quality Management) principles- customer focused organization, leadership, involvement of people, process approach, system approach to management, continual improvement, factual approach to decision making, mutually beneficial supplies relationship.
	KB12. how to procure up-to-date quality standards
	KB13. how to support post-accreditation in calm, patient, time-bound, strategic, professional manner within allocated resources
	KB14. how to overcome various constraints while sustaining achieved accreditation/certification
	KB15. how to exhibit team work and interpersonal relationships at all times
	KB16. how to organise internal audits and liaison for external audits for sustaining achieved accreditation/certification
	KB17. how to measure the outcomes of the project
	KB18. how to inculcate the culture and habit of following only quality and stringent processes at all times within the healthcare organization
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. draft memos, requests and e-mail to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information without appropriate language errors SA2. prepare checklist and document findings and observations SA3. prepare status and progress reports
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA5. keep abreast with the latest knowledge by reading relevant materials
	Oral Communication (Listening and Speaking skills)

HSS/N6128: Promote institutionalizing continuous quality improvement in healthcare organization

	The user/individual on the job needs to know and understand how to: SA6. communicate in polite, calm, empathetic and congenial manner SA7. discuss task lists, schedules, and work-plan with management, colleagues and subordinates SA8. question stakeholders appropriately in order to understand the nature of the problem and make a diagnosis SA9. keep stakeholders informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required	
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work	
	Plan and Organize	
	The user/individual on the job needs to know and understand: SB2. prepare action plan and roadmap for fulfilling the identified gaps in the healthcare organization in terms of quality standards	
	Customer Centricity	
	The user/individual on the job needs to know and understand how to: SB3. manage relationships with colleagues and stakeholders who may be stressed, frustrated, confused, or angry SB4. build relationships with stakeholders and use patient centric approach	
	Problem Solving	
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB6. deal with clients lacking the technical background to solve the problem on their own SB7. identify immediate or temporary solutions to resolve delays	
	Analytical Thinking	
	The user/individual on the job needs to know and understand how to: SB8. identify resources or behavioral change required to accomplish the roadmap and action plan	
	Critical Thinking	
	The user/individual on the job needs to know and understand how to: SB9. prioritize the tasks within the roadmap and action plan	

NOS Version Control

NOS Code	HSS/N6128		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	08/10/2018
Industry Sub-sector	Healthcare Management	Last reviewed on	29/05/2019
Occupation	Healthcare Administration	Next review date	28/05/2022
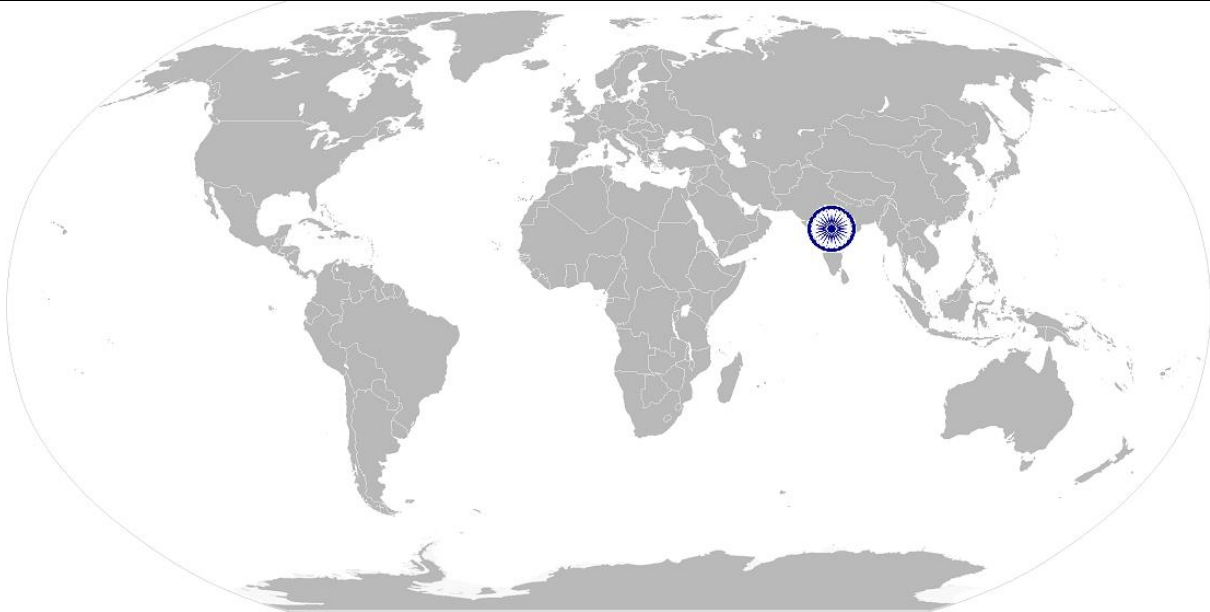
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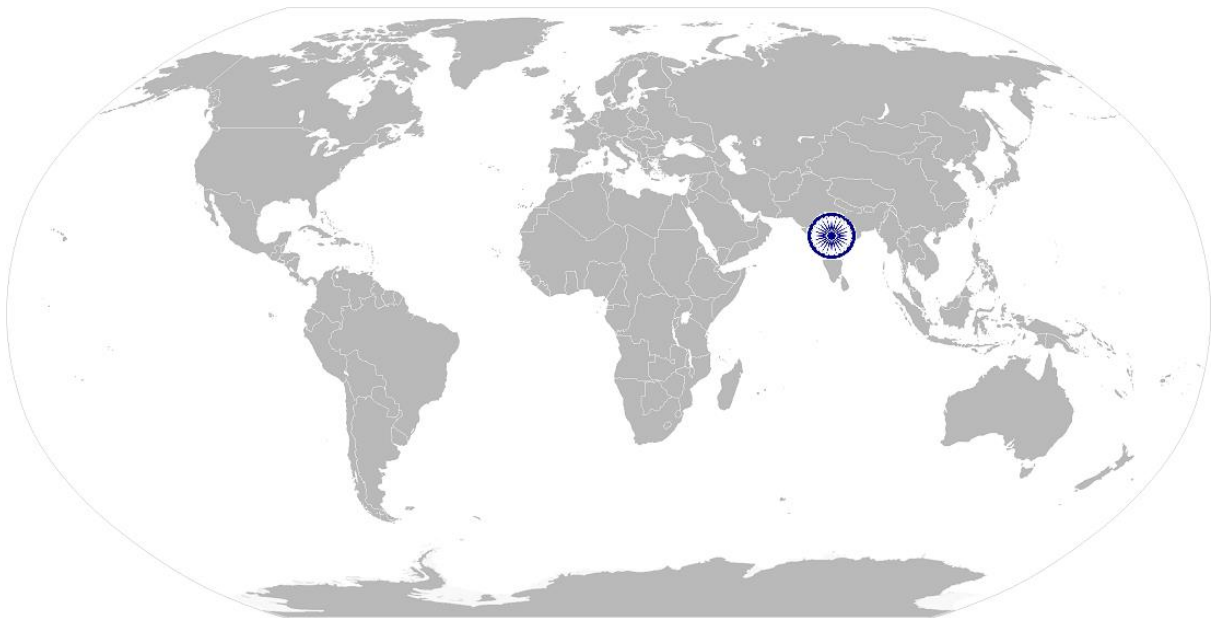
Overview

This unit is about providing required knowledge and competencies to individual to be able to apply NABH (National Accreditation Board for Hospitals & Healthcare Providers) standards for achieving NABH accreditation of healthcare organization

HSS/N6129: Apply NABH standards for accreditation of healthcare organization

Unit Code	HSS/N6129
Unit Title (Task)	Apply NABH standards for accreditation of healthcare organization
Description	This unit is about deciphering NABH standards and applying the same for NABH accreditation as well as supporting the healthcare organization till achievement of final NABH accreditation
Scope	This unit/task covers the following: • Interpret NABH accreditation standards & assessment criteria • Apply for NABH accreditation and support during NABH assessment • Prepare organization for next level accreditation as per given time frame

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Interpret NABH accreditation standards & assessment criteria	To be competent, the user/individual on the job must be able to: PC1. obtain the official copy of latest NABH Standards from NABH as per the size and type of services offered in the healthcare organization PC2. decipher the NABH standards and implement the same in the healthcare organization PC3. seek clarification from NABH regarding standards, if any PC4. comprehend the assessment criteria and procedure of NABH and prepare healthcare organization for NABH accreditation PC5. ensure the NABH standards are implemented across the healthcare organization and not in any one specific department
Apply for NABH accreditation and support during NABH assessment	PC6. fill the application form and submit it to NABH along with all supporting documents and requisite fees for further process by NABH PC7. liaise with NABH for further corrective action, if any PC8. conduct and fill self-assessment checklist of NABH before applying to NABH as per prescribed time period PC9. ensure self-assessment is conducted meticulously keeping in mind that the same would be cross-checked during pre-assessment by NABH PC10. support NABH assessment team during pre-assessment and final assessment
Prepare organization for next level accreditation as per given time frame	PC11. check the validity and type of accreditation awarded to the healthcare organization PC12. use the appropriate logo of NABH on the permissible documents as per type of accreditation PC13. fulfill gaps as per assessment report and apply for final accreditation as per schedule, if final accreditation has not been awarded

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. basic structure and function of the healthcare system in the country KA2. basic structure and function of healthcare facilities available at various levels, hospice care, clinics KA3. relevant legislation, standards, policies, and procedures followed in the healthcare organization

HSS/N6129:   Apply NABH standards for accreditation of healthcare organization

	KA4. the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organisation
	KA5. medico-legal aspects of Health Information Portability and Accountability
	KA6. the scope and objectives of the organisation in order to perform the duties to meet the vision and mission of the organisation
	KA7. in-depth functioning of the organisation in order to choose the appropriate approaches and methods for his/her role defined in the organisation
	KA8. documentation methods for interdisciplinary communication (wherever applicable) for the specific organisation.
	KA9. protocols of organization for optimizing health, well-being and illness prevention
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. background of the organizational structure and staff KB2. basics of critical functioning of the healthcare organization KB3. the various departments in the healthcare organization and its interdependency KB4. the critical outcomes expected from each department of the organization KB5. NABH Standards and its accreditation procedure and assessment criteria KB6. how to procure up-to-date NABH standards KB7. how to liaise with NABH secretariat and assessment team KB8. how to apply for NABH accreditation KB9. how to conduct self-assessment in the healthcare organization at par of NABH assessment KB10. how to support assessment team of NABH during pre-assessment and final assessment KB11. how to decipher the assessment report and apply corrective action KB12. type of accreditation achieved and prepare follow up plan accordingly
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. draft memos, requests and e-mail to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information without appropriate language errors SA2. prepare checklist and document findings and observations SA3. prepare status and progress reports
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. read about new products and services with reference to the organization and also from external forums such as websites and blogs SA5. keep abreast with the latest knowledge by reading relevant materials
	Oral Communication (Listening and Speaking skills)

HSS/N6129: Apply NABH standards for accreditation of healthcare organization

	The user/individual on the job needs to know and understand how to:
	SA6. communicate in polite, calm, empathetic and congenial manner
	SA7. discuss task lists, schedules, and work-plan with management, colleagues and subordinates
	SA8. question stakeholders appropriately in order to understand the nature of the problem and make a diagnosis
	SA9. keep stakeholders informed about progress
	SA10. avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand:
	SB2. prepare action plan and roadmap for fulfilling the identified gaps in the healthcare organization in terms of quality standards
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. manage relationships with colleagues and stakeholders who may be stressed, frustrated, confused, or angry
	SB4. build relationships with stakeholders and use patient-centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
	SB6. deal with clients lacking the technical background to solve the problem on their own
	SB7. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. identify resources or behavioral change required to accomplish the roadmap and action plan
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB9. prioritize the tasks within the roadmap and action plan

NOS Version Control

NOS Code	HSS/N6129		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	08/10/2018
Industry Sub-sector	Healthcare Management	Last reviewed on	29/05/2019
Occupation	Healthcare Administration	Next review date	28/05/2022
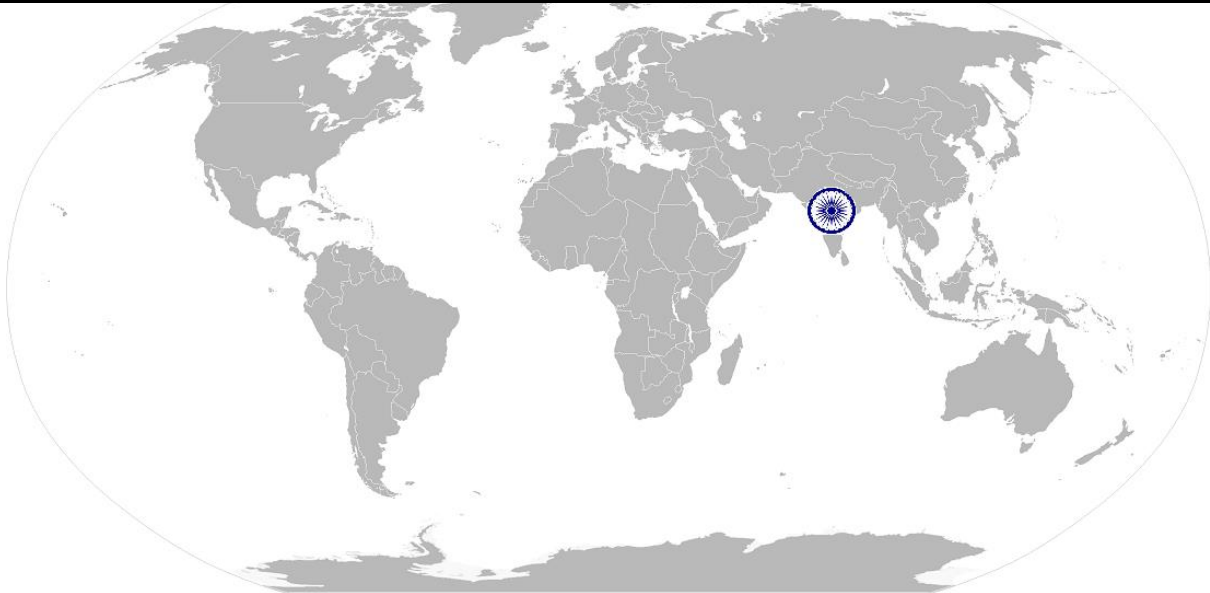
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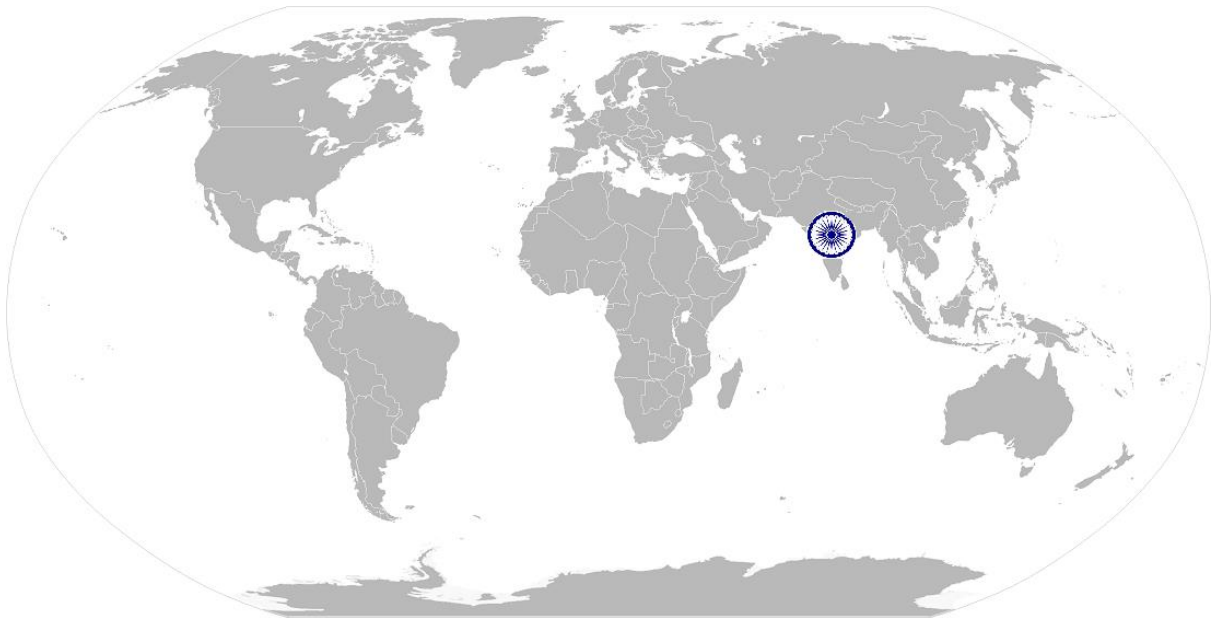
Overview

This Occupational Standard describes the knowledge, understanding and skills required in an allied health professional to exhibit and maintain interpersonal relations with co-workers and patients, meeting work requirements and effective team work.

HSS/N9615   Maintain interpersonal relationship with patients, colleagues and others

Unit Code	HSS/N 9615
Unit Title (Task)	**Maintain interpersonal relationship with patients, colleagues and others**
Description	This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients & their family members in response to queries or as part of his professional duties. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.
Scope	This unit/task covers the following: • Communicating and maintaining professional behavior with co-workers, patients & their families • Working with other people to meet requirements • Establishing and managing requirements ,planning and organizing work, ensuring accomplishment of the requirements

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Communicating & maintaining professional behavior with co-workers and patients & their families	To be competent, the user/individual on the job must be able to PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics PC2. utilize all training and information at one's disposal to provide relevant information to the individual PC3. confirm that the needs of the individual have been met PC4. respond to queries and information needs of all individuals PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality PC6. respect the individual's need for privacy PC7. maintain any records required at the end of the interaction
Working with other people to meet requirements	PC8. integrate one's work with other people's work effectively PC9. utilize time effectively and pass on essential information to other people on timely basis PC10. work in a way that shows respect for other people PC11. carry out any commitments made to other people PC12. reason out the failure to fulfill commitment PC13. identify any problems with team members and other people and take the initiative to solve these problems
Establishing and managing requirements	PC14. establish, agree, and record the work requirements PC15. ensure his/her work meets the agreed requirements PC16. treat confidential information correctly PC17. work in line with the organization's procedures and policies and within the limits of his/her job role

NOS

National Occupational Standards

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Corporation

HSS/N9615   Maintain interpersonal relationship with patients, colleagues and others

Knowledge and Understanding (K)	
A. **Organizational Context** (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. guidelines on communicating with patients and other individuals KA2. guidelines on maintaining confidentiality and respecting need for privacy KA3. the business, mission, and objectives of the organization KA4. the scope of work of the role KA5. the responsibilities and strengths of the team and their importance to the organization KA6. the information that is considered confidential to the organization KA7. effective working relationships with the people external to the team, with which the individual works on a regular basis KA8. procedures in the organization to deal with conflict and poor working relationships KA9. the relevant policies and procedures of the organization
B. **Technical Knowledge**	The user/individual on the job needs to know and understand: KB1. how to communicate effectively (face-to-face, by telephone and in writing) KB2. how to handle stressful or risky situations when communicating with patients and/or other individuals KB3. when to ask for assistance when situations are beyond one's competence and authority KB4. how to maintain confidentiality and respect an individual's need for privacy KB5. how to ensure that all information provided to individuals is from reliable sources KB6. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination KB7. the essential information that needs to be shared with other people KB8. the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB9. the importance of integrating ones work effectively with others KB10. the types of working relationships that help people to work well together and the types of relationships that need to be avoided KB11. the types of opportunities an individual may seek out to improve relationships with others KB12. how to deal with difficult working relationships with colleagues and others KB13. the importance of asking the appropriate individual for help when required KB14. the importance of planning, prioritizing and organizing KB15. the importance of clearly establishing work requirement
Skills (S)	
A. **Core Skills/ Generic Skills**	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. write effectively to share information with the team members SA2. write at least one local/ official language used in the local community SA3. report progress and results SA4. record problems and resolutions
	Reading Skills
	The user/individual on the job needs to know and understand how to:

		SA5. read and understand work related documents and information shared by different sources
		SA6. read organizational policies and procedures
		Oral Communication (Listening and Speaking skills)
		The user/individual on the job needs to know and understand how to:
		SA7. communicate essential information to colleagues face-to-face or through telecommunication
		SA8.speak one local language preferably
		SA9. question others appropriately in order to understand the nature of the request or compliant
		SA10. report progress and results
		SA11. interact with other individuals
		SA12. negotiate requirements and revised agreements for delivering them
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand how to:	
	SB1. make decisions on information to be communicated based on needs of the individual and various regulations and guidelines	
	Plan and Organize	
	The user/individual on the job needs to know and understand how to:	
	SB2. plan and organize files and documents	
	Customer Centricity	
	The user/individual on the job needs to know and understand how to:	
	SB3. be responsive to problems of the individuals	
	SB4. be available to guide, counsel and help individuals when required	
	SB5. be patient and non-judgmental at all times	
	SB6. communicate effectively with patients and their family, physicians, and other members of the health care team	
	SB7. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern	
	SB8. be sensitive to potential cultural differences	
	SB9. maintain patient confidentiality	
	SB10. respect the rights of the patient(s)	
	Problem Solving	
	The user/individual on the job needs to know and understand how to:	
	SB11. understand problems and suggest an optimum solution after evaluating possible solutions	
	Analytical Thinking	
	The user/individual on the job needs to know and understand how to: Not applicable	
	Critical Thinking	
	The user/individual on the job needs to know and understand how to: Not applicable	

HSS/N9615   Maintain interpersonal relationship with patients, colleagues and others

NOS Version Control

NOS Code	HSS/N 9615		
Credits (NSQF)	TBD	**Version number**	1.0
Industry	Healthcare	**Drafted on**	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	**Last reviewed on**	04/07/18
Occupation	Generic	**Next review date**	03/07/21
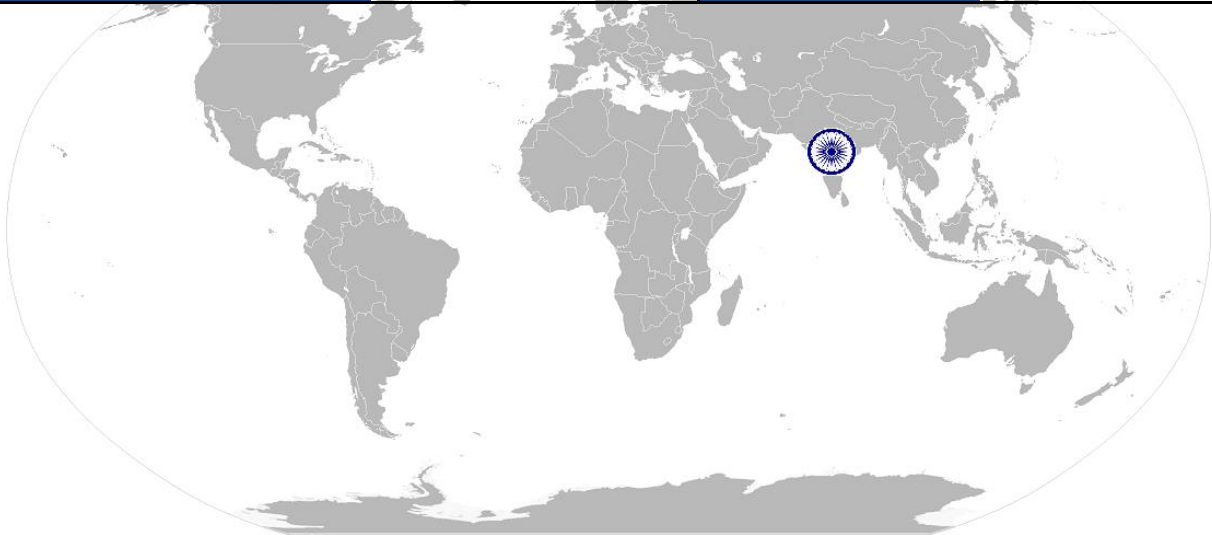
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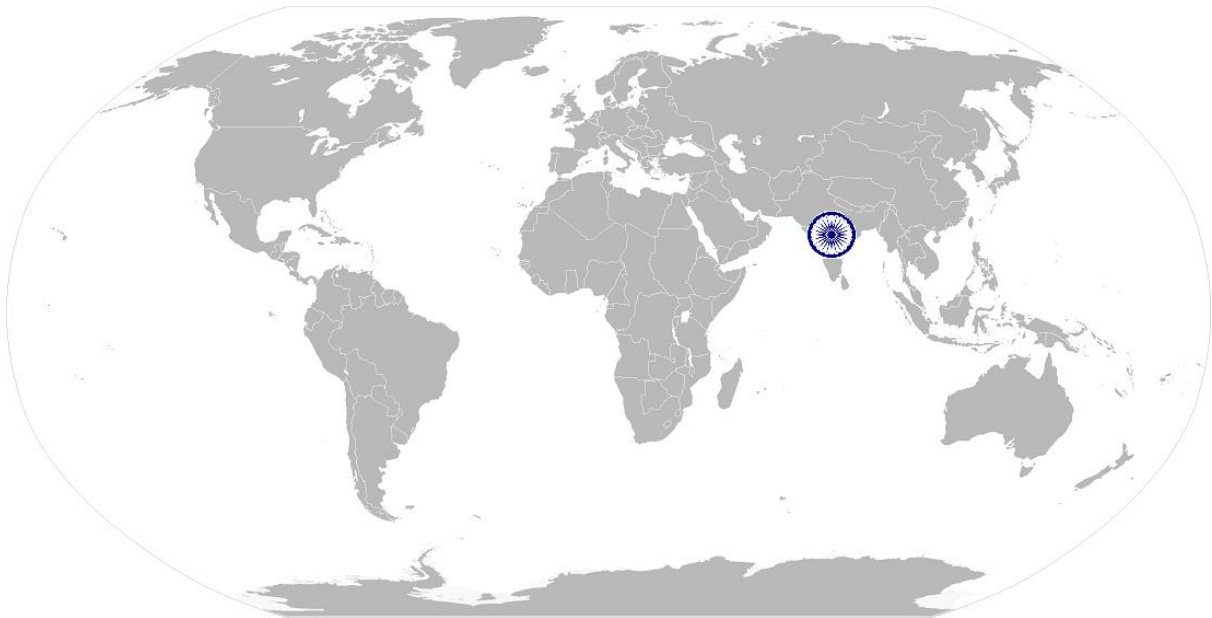
Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to recognize boundaries of the roles and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines.

HSS/N9616   **Maintain professional & medico-legal conduct**

Unit Code	**HSS/N 9616**
Unit Title (Task)	**Maintain professional & medico-legal conduct**
Description	This OS unit is about recognizing the boundaries of the roles and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider.

Scope	This unit/task covers the following:
	
	• Acting within the limit of one's competence and authority
	   o Knowing one's job role
	   o Knowing one's job responsibility
	   o Recognizing the job role and responsibilities of co workers
	
	• Following the code of conduct and demonstrating best practices in the field
	
	• Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their Permission'

National Occupational Standard (side label)

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Acting within the limit of one's competence and authority	To be competent, the user/individual on the job must be able to PC1. adhere to legislation, protocols and guidelines relevant to one's role and field of practice PC2. work within organizational systems and requirements as appropriate to one's role PC3. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority PC4. maintain competence within one's role and field of practice
Following the code of conduct and demonstrating best practices in the field	PC5. maintain personal hygiene and contribute actively to the healthcare ecosystem PC6. use relevant research based protocols and guidelines as evidence to inform one's practice PC7. promote and demonstrate good practice as an individual and as a team member at all times PC8. identify and manage potential and actual risks to the quality and safety of practice PC9. evaluate and reflect on the quality of one's work and make continuing improvements
Knowledge and Understanding (K)	
B. Organizational Context (Knowledge of the company /	The user/individual on the job needs to know and understand: KA1. relevant legislation, standards, policies & procedures followed in the organization KA2. the medical procedures and functioning of required medical equipment KA3. role and importance of assisting other healthcare providers in delivering care

organization and its processes)	KA4. how to engage and interact with other providers in order to deliver quality and maintain continued care
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. the limitations and scope of the roles and responsibilities of self and others KB2. the importance of working within the limits of one's competence and authority KB3. the importance of personally promoting and demonstrating good practice KB4. The detrimental effects of non-compliance KB5. the importance of intercommunication skills KB6. the legislation, protocols and guidelines affecting one's work KB7. the organizational systems and requirements relevant to one's role KB8. the sources of information and literature to maintain a constant access to upcoming research and changes in the field KB9. the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable under different circumstances KB10. the importance of individual or team compliance with legislation, protocols, guidelines and organizational systems and requirements KB11. how to report and minimize risks KB12. the principle of meeting the organization's needs, and how this should enable one to recognize one's own limitations and when one should seek support from others KB13.the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported KB14. the procedure for assessing training, learning and development needs for oneself and/or others within one's organization KB15. the actions that can be taken to ensure that a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one works as an individual or part of a team KB16. the risks to quality and safety arising from: • Working outside the boundaries of competence and authority • Not keeping up to date with best practices • Poor communication KB17.the importance of personal hygiene
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. document reports, task lists, and schedules SA2. prepare status and progress reports SA3. record daily activities SA4. update other co-workers
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. read about changes in legislations and organizational policies SA6.keep updated with the latest knowledge

HSS/N9616   **Maintain professional & medico-legal conduct**

	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. discuss task lists, schedules, and work-loads with co-workers SA8. give clear instructions to patients and co-workers SA9. keep patient informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a patient
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work in relation to job role SB2. act decisively by balancing protocols and work at hand
	Plan and Organize
	The user/individual on the job needs to know and understand how to: Not applicable
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. communicate effectively with patients and their family, physicians, and other members of the health care team SB4. be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern SB5. be sensitive to potential cultural differences SB6. maintain patient's confidentiality SB7. respect the rights of the patient(s)
	Problem Solving
	The user/individual on the job needs to know and understand how to: Not applicable
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: Not applicable
	Critical Thinking
	The user/individual on the job needs to know and understand how to: Not applicable

NOS Version Control

NOS Code	HSS/N9616		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	04/07/18
Occupation	Generic	Next review date	03/07/21

National Occupational Standard
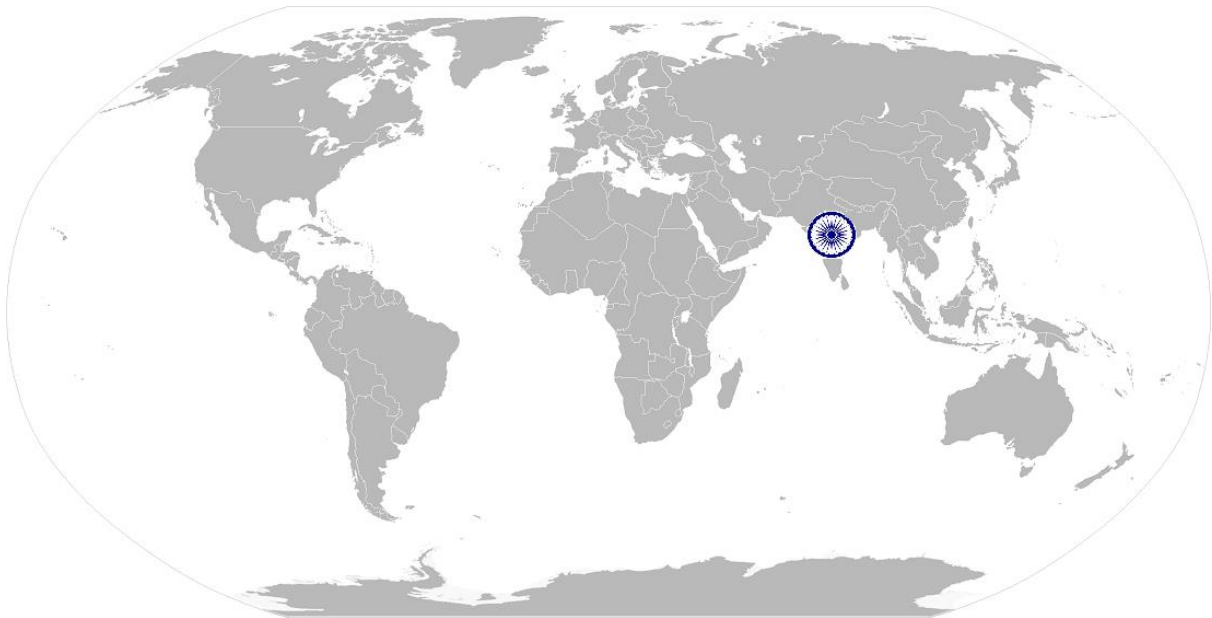
Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to monitor the working environment and making sure it meets health, safety and security requirements.

HSS/N9617   **Maintain a safe, healthy and secure working environment**

Unit Code	HSS/N 9617
Unit Title (Task)	Maintain a safe, healthy and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions
Scope	This unit/task covers the following: • Complying the health, safety and security requirements and procedures for workplace • Handling any hazardous situation with safety, competently and within the limits of authority • Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Complying the health, safety and security requirements and procedures for workplace	To be competent, the user/individual on the job must be able to PC1. identify individual responsibilities in relation to maintaining workplace, health safety and security requirements PC2. comply with health, safety and security procedures for the workplace PC3. comply with health, safety and security procedures and protocols for environmental safety
Handling hazardous situation	PC4. identify potential hazards and breaches of safe work practices PC5. identify and interpret various hospital codes for emergency situations PC6. correct any hazards that an individual can deal with safely, competently and within the limits of authority PC7. provide basic life support (BLS) and first aid in hazardous situations, whenever applicable PC8. follow the organization's emergency procedures promptly, calmly, and efficiently PC9. identify and recommend opportunities for improving health, safety, and security to the designated person PC10. complete any health and safety records legibly and accurately
Reporting any hazardous situation	PC11. report any identified breaches in health, safety, and security procedures to the designated person PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected

Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. the importance of health, safety, and security in the workplace KA2. the basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. the person(s) responsible for maintaining healthy, safe, and secure workplace KA4. the relevant up-to-date information on health, safety, and security that applies to the workplace

HSS/N9617   **Maintain a safe, healthy and secure working environment**

	KA5. the responsibilities of individual to maintain safe, healthy and secure workplace
	KA6. how to report the hazard
B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. requirements of health, safety and security in workplace
	KB2. how to create safety records and maintain them
	KB3. the importance of being alert to health, safety, and security hazards in the work environment
	KB4. the common health, safety, and security hazards that affect people working in an administrative role
	KB5. how to identify health, safety, and security hazards
	KB6. the importance of warning others about hazards and how to do so until the hazard is dealt with
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read and understand company policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. clearly report hazards and incidents with the appropriate level of urgency
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the area of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB2. plan for safety of the work environment
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. communicate effectively with patients and their family, physicians, and other members of the health care team
	SB4. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. identify hazards, evaluate possible solutions and suggest effective solutions
	Analytical Thinking

HSS/N9617   **Maintain a safe, healthy and secure working environment**

	The user/individual on the job needs to know and understand how to: SB6. analyze the seriousness of hazards
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB7. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
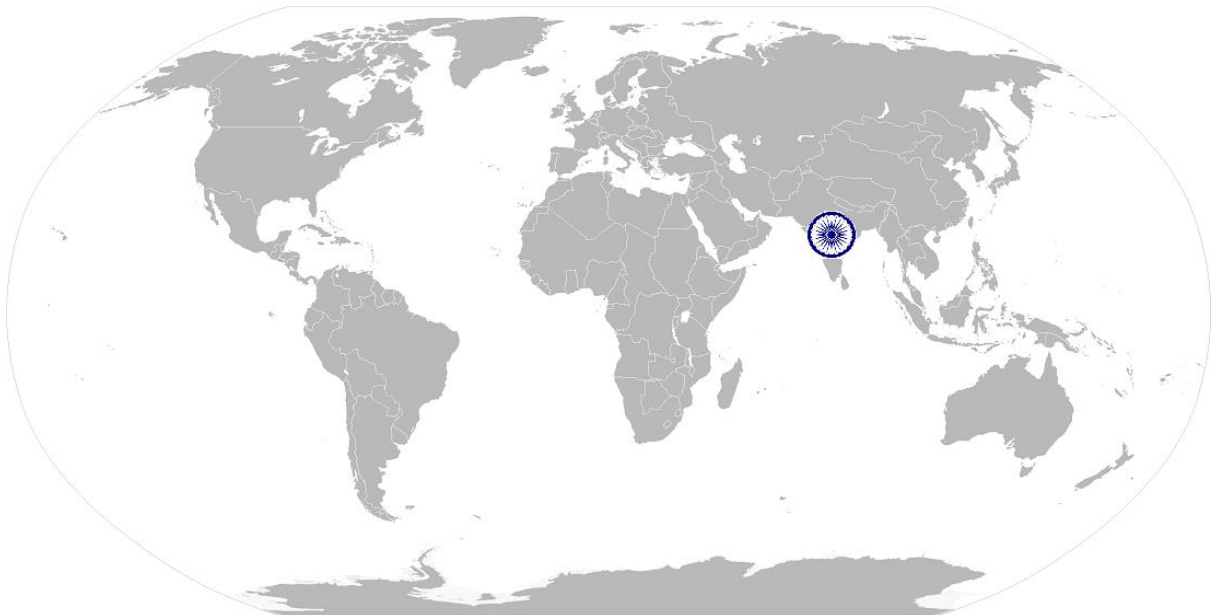
HSS/N9617   **Maintain a safe, healthy and secure working environment**

NOS Version Control

NOS Code	HSS/N9617		
Credits (NSQF)	TBD	**Version number**	1.0
Industry	Healthcare	**Drafted on**	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	**Last reviewed on**	6/12/17
Occupation	Generic	**Next review date**	5/12/21
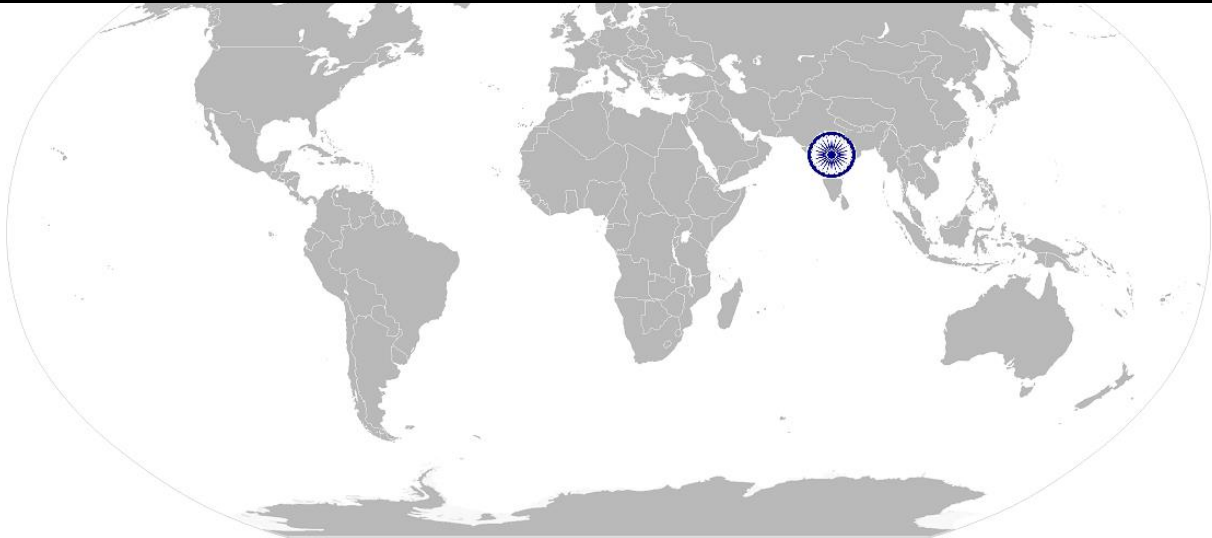
National Occupational Standard

Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to manage biomedical waste and to comply with infection control policies and procedures

HSS/N9618   Follow infection control policies & procedures including biomedical waste disposal protocols

National Occupational Standard

Unit Code	HSS/N 9618
Unit Title (Task)	Follow infection control policies & procedures including biomedical waste disposal protocols
Description	This OS unit is about the safe handling and management of health care waste and following infection control polices.
Scope	This unit/task covers the following: • Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste • Complying with effective infection control protocols that ensures the safety of the patient • Maintaining personal protection and preventing the transmission of infection from person to person Reference: 'The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SFHCHS212 Disposal of clinical and non-clinical waste within healthcare and SFHCHS213 Implement an audit trail for managing waste within healthcare]

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Classification of the Waste Generated, Segregation of Biomedical Waste ,Proper collection and storage of Waste	To be competent, the user/individual on the job must be able to PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release PC2. store clinical or related waste in an area that is accessible only to authorized persons PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter
Complying with effective infection control protocols	PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate PC7. follow protocols for care following exposure to blood or other body fluids as required PC8. remove spills in accordance with the policies and procedures of the organization PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled PC10. demarcate and maintain clean and contaminated zones in all aspects of health

HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	care work
	PC11. confine records, materials and medicaments to a well-designated clean zone
	PC12. confine contaminated instruments and equipment to a well-designated contaminated zone
	PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols
	PC14. replace surface covers where applicable
	PC15. maintain and store cleaning equipment
	PC16. report and deal with spillages and contamination in accordance with current legislation and procedures
Maintaining personal protection and preventing the transmission of infections from person to person	PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination
	PC18. cover cuts and abrasions with water-proof dressings and change as necessary
	PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact
	PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection

Knowledge and Understanding (K)	
B. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand:
	KA1. relevant up-to-date information on health, safety, and security that applies to the organization
	KA2. organization's emergency procedures and responsibilities for handling hazardous situations
	KA3. person(s) responsible for health, safety, and security in the organization
	KA4. good personal hygiene practice including hand care
	KA5. The current national legislation, guidelines, local policies and protocols which affect work practice
B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release
	KB2. the importance to adhere to the organizational and national waste management principles and procedures
	KB3. the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these
	KB4. the required actions and reporting procedures for any accidents, spillages and contamination involving waste
	KB5. the requirements of the relevant external agencies involved in the transport

	and receipt of your waste
	KB6. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment
	KB7. identification and management of infectious risks in the workplace
	KB8. aspects of infectious diseases including opportunistic organisms & pathogens
	KB9.basic microbiology including bacteria and bacterial spores, fungi, viruses
	KB10.the path of disease transmission including direct contact and penetrating injuries, risk of acquisition
	KB12.susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and infants or elderlies
	KB13.routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
	KB14.sharps handling and disposal techniques
	KB15.effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
	KB17.how to use personal protective equipment
	KB18.the personal clothing and protective equipment required to manage the different types of waste generated by different work activities
Skills (S)	
A. **Core Skills/ Generic Skills**	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2.read and understand company policies and procedures pertaining to management of biomedical waste and infection control and prevention
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. listen patiently SA4. report hazards and incidents clearly with the appropriate level of urgency
B. **Professional Skills**	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues SB2. apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. consistently follow the procedure for washing and drying hands SB4. consistently maintain clean surfaces and limit contamination

HSS/N9618   Follow infection control policies & procedures including biomedical waste disposal protocols

|	
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. how to make exceptional effort to keep the environment and work place clean
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. analyze the seriousness of hazards pertaining to hospital waste and related infections
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act SB9. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues
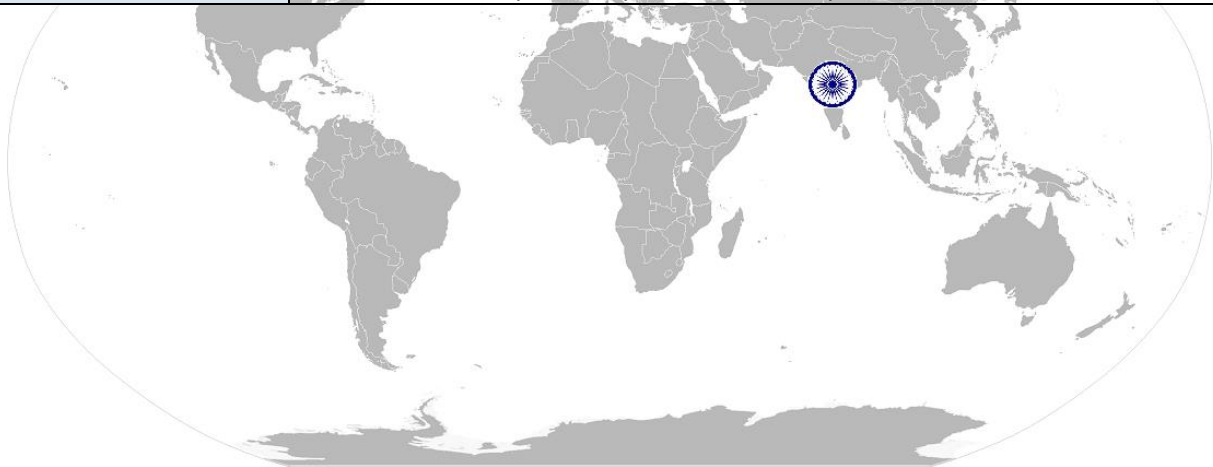
HSS/N9618   Follow infection control policies & procedures including biomedical waste disposal protocols

NOS Version Control

NOS Code	HSS/N 9618		
Credits (NSQF)	**TBD**	**Version number**	1.0
Industry	**Healthcare**	**Drafted on**	18/01/2017
Industry Sub-sector	**Allied Health & Paramedics**	**Last reviewed on**	04/07/18
Occupation	**Generic**	**Next review date**	03/07/21

Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters

[ABC]/ Q 0101

[Insert 3 letter code for SSC]

QP number (2 numbers)

Q denoting Qualifications Pack

Occupation (2 numbers)

Occupational Standard

An example of NOS with 'N'

9 characters

[ABC] / N 0101

[Insert 3 letter code for SSC]

OS number (2 numbers)

N denoting National Occupational Standard

Occupation (2 numbers)
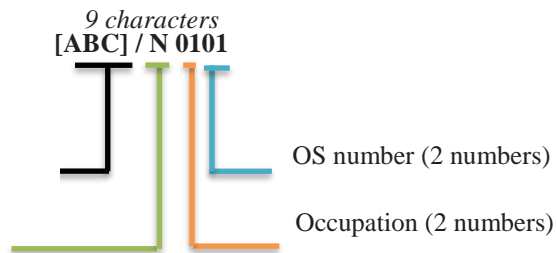
The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
AYUSH & Complementary Medicine Practice	36-44
Allied Health and Paramedics	01-15, 22-35, 51-60, 76-80
Environmental & Occupational Health	66-67
Healthcare Management	61-62
Social Work & Community Health	84-89
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry name	HSS
Slash	/	/
Next letter	Whether **Q**P or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Criteria For Assessment Of Trainees

Job Role Healthcare Quality Assurance Manager

Qualification Pack HSS/Q6106
Sector Skill Council Healthcare Sector Skill Council

<u>**Guidelines for Assessment**</u>
1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council.
Either each element/Performance Criteria (PC) will be assigned marks proportional to its importance in NOS.
SSC will also lay down proportion of marks for Theory, viva and Skills Practical for each element/PC.
2. The assessment for the theory part will be based on knowledge bank of questions approved by the
SSC.
3. Individual assessment agencies will create unique question papers for theory part for each
candidate/batch at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical & viva for every student
at each examination/ training center based on these criteria.
5. In case of successfully passing as per passing percentage of the job role, the trainee is certified for the Qualification
Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS

National Occupational Standards (NOS)	Element	Performance Criteria (PC)	Total Marks	Marks Allocation				
				Theory	Viva	OJT	Skills Practical	Total
HSS/N6123: Study the healthcare organization, plan and develop quality processes accordingly.	Promote the adoption of quality standards		**75**	10		5		15
		PC1. encourage the management to undertake quality accreditation/certification						
		PC2. encourage the management to identify the significance of upgrading and maintaining quality in healthcare organization						

		PC3. develop promotional plan and tools regarding benefits of adherence to quality standards in healthcare organization for its social, economic and clinical growth						
		PC4. organize promotional sessions with staff						
		PC5. develop self-evaluation mechanisms of quality parameters for healthcare personnel and ensure its proper usage						
		PC6. promote leadership and coordination in the field of technology assessment and quality assurance						
		PC7. promote the development of strategic quality indicators by the individual specialties						
	Total							
	Study the current processes, procedures and protocols of all departments			15		5		20
		PC8. obtain an informed/written consent from healthcare management for studying the healthcare organization and obtaining the relevant documents, if applicable						
		PC9. obtain and review current standards, protocols, manuals and policies available in healthcare organization						
		PC10. plan and visit all departments of the healthcare organization for surface observation						
		PC11. plan and organize meetings with personnel of each department of healthcare organization for deeper understanding						

		PC12. plan and meet patients at various departments at different times for collecting relevant feedback						
		PC13. analyse the scope of services of the healthcare organization and type of populace served by the healthcare organization						
		PC14. study the organizational structure, various committees and the stakeholders of the healthcare organization						
		PC15. study the current resources of the healthcare organization emphasizing on human and financial resources						
		PC16. study the mission, vision and business plan of the healthcare organization						
		PC17. maintain confidentiality of obtained documents and the recorded findings						
		PC18. maintain the integrity of the documents and protocols						
		PC19. exhibit calm, polite and patient behaviour with healthcare personnel and patients at all times						
		PC20. avoid mis-interpreting oneself as investigating officer and a fault-finder, yet keep a critical eye during visit and meetings						
	Total							
	Plan the work sequence with management to meet desired quality standards			15		5		20
		PC21. identify the best suited quality standards for the healthcare organization from the various types of available quality standards						

		PC22. decipher the standards and objective elements of the identified quality standards and identify the objective elements that will be applicable to units of the healthcare organization							
		PC23. plan the broader steps and complete work sequence as per accreditation/ certification process to meet the identified quality standards							
		PC24. set the milestones, targets, resources and timelines in the work sequence							
		PC25. constitute working group from within the healthcare organization who could work as per the work plan effectively for compliance, performance management systems and targets.							
		PC26. discuss the work plan with management and department heads of healthcare organization and take their consensus							
	Total								
	Develop and document the processes, procedures and standard operational manuals as per agreed quality standards			15		5		20	
		PC27. prepare briefings for development of documents like processes, procedures, protocols and standard operating manuals to be given to working groups allowing the application of a best-quality practice approach							
		PC28. orient and monitor the working groups for each developmental activity							
		PC29. set key elements to be captured in each developmental activity							

		PC30. conduct periodic review with each working group for the status of developmental activity against set timelines, resources and target in the work plan						
		PC31. ensure completeness, accuracy, comprehensiveness and adherence to agreed quality standards of all documents developed by each working group.						
		PC32. coordinate with different stakeholders for supporting documents and organise meetings with experts for each working group						
		PC33. collaborate with carers to ensure that quality improvement interventions are specific, measurable, achievable, relevant and timely						
		PC34. complete the missing elements in the document and discuss it with the respective working groups & management						
	Total							
HSS/N6124: Perform gap analysis of healthcare quality procedures and implement improvement strategy	Constitute committees depending upon the size of the healthcare organization		**57**	12		5		17
		PC1. reinforce the constitution of the steering and departmental committees						
		PC2. define the aim, objectives and measurable outcomes of the committees						
		PC3. set up the terms of reference of the committees along with timelines, target and resources to meet the desired outcome						
		PC4. ensure the periodicity and nature of meetings of the committees are agreed with committee members						
	Total							

				15		5		20
Perform gap analysis in healthcare organizations								
	PC5. orient committees regarding agreed adoption of quality accreditation/ certification standards by the healthcare organization and its objective elements/different sections							
	PC6. discuss the work plan set for achievement of the agreed standards and the documents developed for the various processes, procedures, protocols and standard operating manuals adhering to standards with the respective committees							
	PC7. compare current standards in healthcare organization with the agreed quality standards							
	PC8. compare the vision, mission and business plan of healthcare organization with the agreed quality standards							
	PC9. identify the gaps and strengths based on comparative analysis							
	PC10. identify zero tolerance gaps to be bridged based on agreed quality standards							
	PC11. brainstorm all possible or potential contributing causes and their interrelationships with the identified gaps							
	PC12. summarize the agreed points and present it to the management							
	PC13. derive on final action plan based on discussions and recommendations of management/steering committee on identified gap analysis							
Total								
Apply the agreed quality standards to bridge the identified gaps				15		5		20
	PC14. map the identified gaps with objective elements/ different sections of agreed quality standards							

		PC15. devise mechanism to monitor the improvement strategy adopted to bridge the gaps for each department based on action plan with measurable outcomes						
		PC16. implement the improvement strategy in each department and assess the progress periodically						
		PC17. establish a way to communicate progress to management and highlight the issues faced while implementation and its possible solutions or interventions						
		PC18. bridge all identified and agreed gaps, eliminate all root causes and complete the improvement strategy in defined timelines, resources and targets						
		PC19. organize departmental and steering committee meetings periodically to review the status of implementation of improvement strategy till closure						
		PC20. submit the final report of improvement strategy adopted with its achieved outcomes						
	Total							
HSS/N6125: Identify training needs and organize training interventions to meet healthcare quality standards	Identify training objectives for employees		**48**	10		5		15
		PC1. organize meeting with the healthcare management, department and personnel to identify the training need based on agreed quality accreditation/ certification standards						
		PC2. map the identified training needs with objective elements and different sections of agreed quality accreditation/certification standards						
		PC3. divide the training objectives into common and specific for whole organization and its departments, respectively						

		PC4. encourage participants to undertake training interventions for better professional outcomes as well as patient care						
	Total							
	Design, create and monitor the program			13		5		18
		PC5. set the training objectives and outcomes for all employees/ different categories of the employees working in the healthcare organization						
		PC6. create the training program planner as per the appropriate time for content delivery						
		PC7. design the training program involving relevant information and/or instructions related to quality aspects of healthcare organization						
		PC8. create training modules based on identified learning outcome						
		PC9. ensure use of the appropriate training delivery methods as per the target audience						
		PC10. keep periodicity of training programs based on the identified gaps in quality and improvement strategy to be adopted to bridge the same						
		PC11. ensure training aids are developed and various facilitation techniques are used for demonstrating incorporation of quality aspects in healthcare organization						
		PC12. facilitate organization of regular campaign for reinforcing behavioural change in employees of healthcare organization especially for infection control						

		practices						
		PC13. document all training related communication in the healthcare providers record, including the date, time, and signature of the person delivering the training						
		PC14. ensure participant sign-in sheet is verified by departmental head						
		PC15. involve the department heads in the training programs to ensure that they train their respective departments at frequent intervals						
	Total							
	Assess the outcome of the training program			10		5		15
		PC16. document all participant's feedback received during training sessions						
		PC17. conduct pre-training, formative and post-training assessment of the participants & document the findings						
		PC18. implement the documented improvement plan, review and adjust as required						
		PC19. conduct KAP (Knowledge, Attitude and Practices) study periodically						
	Total							
HSS/N6126: Carry out internal audits and review the audit findings with management at all stages of healthcare organization	Create a mechanism for carrying out internal audit		85	15		10		25
		PC1. identify the processes, procedures and documents to be audited and define its periodicity as per priority and focus						
		PC2. create an internal audit schedule and share with respective departments and relevant healthcare personnel						
		PC3. develop the process of internal audit in consultation with departmental committees						

		PC4. prepare the checklist for objectivizing the internal audit mapping to external audit process adopted by agreed quality accreditation/certification body						
		PC5. devise mechanism to include internal audit as an accepted policy for the department						
		PC6. encourage adoption of audit checklist by each stakeholder for carrying out their own periodic audits						
		PC7. conduct the internal audit based on the checklist or processes laid down for the respective department						
		PC8. record the audit findings in the prescribed checklist for discussion with the stakeholders and analyse the trend over period of time						
		PC9. create culture of carrying out both intra-departmental and inter-departmental audits in a friendly manner						
	Total							
	Review the finding of internal audit with relevant stakeholders			15		5		20
		PC10. prepare summary of audit findings gathered from both intra and inter departmental audits periodically						
		PC11. provide recommendations on improvements to be undertaken for bridging the gaps						
		PC12. present the audit summary to departmental committees as per defined periodicity						
		PC13. present the audit summary to management and discuss the identified gaps, its causative factors, recommendations for improvement and readiness of the healthcare organization for applying to agreed quality accreditation/ certification						

		PC14. build follow up & corrective action plan based on management review in consultation with departmental committees					
	Total						
	Devise the mechanism to improve the healthcare systems for compliance to agreed quality standards			15		5	20
		PC15. apply the objective elements/different sections of agreed quality standards to bridge the identified gaps					
		PC16. collaborate with healthcare staff to ensure that quality improvement interventions taken are specific, measurable, achievable, relevant and timely.					
		PC17. conduct random / surprise effective checking of works and ensure execution of good quality practices by healthcare personnel for overall improvement in efficiency of the organization					
		PC18. review the status of corrective/preventive actions taken within the Quality Assurance cell periodically					
		PC19. ensure protection of patients and family rights during care					
		PC20. structure quality assurance and continuous monitoring programme within the organization					
		PC21. identify key indicators to monitor the clinical & managerial structures, processes and outcomes					
		PC22. establish system for continuous monitoring of patient care services					
	Total						
	Devise the			15		5	20

	mechanism to improve the healthcare systems for regulatory and statutory compliance	PC23. emphasize on pending regulatory and statutory compliance of the healthcare organization during internal audit & define its periodic review					
		PC24. prepare a calendar of actionable points to meet the requirements of statutory compliances					
		PC25. implement suitable redressal mechanism for deviations in the policy, objectives, rules, regulations, applicable legal requirements					
		PC26. record each document required for regulatory and statutory compliances accurately					
	Total						
HSS/N6127: Prepare and support healthcare organization before, during and after external audits for achieving quality accreditation / certification	Complete application process of agreed quality accreditation/ certification body		**78**	15		6	21
		PC1. prepare the list of documents necessary to apply for the accreditation/ certification process					
		PC2. gather all documents and related evidences from respective departments required for accreditation and review for any missing or irrelevant document/s					
		PC3. resolve all the queries pertaining to documents and reports from relevant personnel					
		PC4. fill in the required details in given application process					
		PC5. channelize financial and manpower resources for due completion of application for accreditation/certification					
		PC6. ensure review of the application file from management/steering committees before applying to the body					
		PC7. ensure receipt of final application file by the agreed quality accreditation/					

		certification body						
	Total							
	Support healthcare organization before external audit			15		5		20
		PC8. decipher the external audit process adopted by accreditation/ certification body						
		PC9. map the measures taken by accredited/certified healthcare organizations for readiness for external audits						
		PC10. train healthcare personnel for external audits						
		PC11. organize a mock survey/audit to assess the readiness of the organization						
		PC12. implement final modifications, if any						
		PC13. liaise with accreditation/certification body for any corrective measures to be taken						
		PC14. organise pre-audit trainings and sessions by accreditation body personnel for preparing organization for external audit						
		PC15. check for schedule of the external audit and communicate to all relevant personnel in the healthcare organization						
	Total							
	Support healthcare organization during external audit			12		5		17
		PC16. provide the necessary documents during the external audit						
		PC17. support and maintain the patency of documents being asked by the external auditor						
		PC18. accompany the external auditor during the audit rounds						
		PC19. answer queries or concerns being raised by the external auditors						

		PC20. review the report given by external auditor before getting it cross-signed by authorized personnel of the healthcare organization					
		PC21. gather feedback of external auditors regarding the quality processes of healthcare organization					
	Total						
	Support healthcare organization after external audit			15		5	20
		PC22. study the corrective action and summary report given by the accreditation/ certification body after external audit					
		PC23. identify gaps raised in the report and prepare an improvement plan to eliminate the discrepancies found in the report and non-compliance of rules and regulations, if any					
		PC24. organize meetings with the steering and departmental committees to discuss the identified gaps and improvement plan post-external audit					
		PC25. evaluate and refine processes, procedures, protocols and relevant documents based on the post-audit report and subsequent improvement plan					
		PC26. liaise with accreditation/certification body for final checks, once the corrective action has undertaken					
		PC27. ensure compliance to each concern raised by the body till the grant of provisional/final accreditation/certification					
	Total						
HSS/N6128: Promote institutionalizing	Institutionalize the quality processes		**40**	15		5	20
		PC1. introduce new quality standards, concepts and tools into the organization					

continuous quality improvement in healthcare organization		PC2. encourage stakeholders to introduce quality improvement based changes in the organization						
		PC3. implement small-scale QA activities or experiments regularly						
		PC4. develop mechanisms for diffusion of QA results and learnings across healthcare organization						
		PC5. develop strategy for QA expansion like defining priorities, setting goals, planning implementation, etc.						
		PC6. build capacity and develop leadership for QA expansion						
		PC7. share innovation and best national/international practices regarding quality concepts among healthcare personnel						
		PC8. identify missing essential elements or lagging QA activities and take corrective actions regularly						
		PC9. enhance coordination of QA strategy and activities						
		PC10. support establishment of a learning environment towards quality control, monitoring and assurance						
		PC11. motivate the management and healthcare staff towards habituation of adopting quality standards based processes, procedures, protocols and standard operating manual in each and every step						
		PC12. institutionalize the culture of inherent assessments of each step or activity undertaken against measurable quality outcomes as a convention/norm for lasting impact						
		PC13. organize short-term and long-term training sessions for healthcare personnel						

		PC14. create positive competitive environment and introduce recognitions to personnel following quality, regulatory and statutory standards							
		PC15. explore new areas beyond the quality standards and take them as project							
	Total								
	Maintain sustainability of healthcare quality systems for achieved accreditation/ certification			15		5		20	
		PC16. assess the periodic status of compliance with latest version of regulatory, statutory and quality standards							
		PC17. create mechanism of periodic internal audits as a norm							
		PC18. inform the management of changes in the latest version of standards that may affect the scope of accreditation of the healthcare organization							
		PC19. maintain the technical competence of healthcare personnel regarding quality control and assurance by organizing recognized training courses							
		PC20. retain all quality related and technical records throughout the period between periodic assessments							
		PC21. support healthcare organization during surveillance and monitoring of the sustainability of accreditation/certification							
		PC22. liase with accreditation/certification body for better interpersonal relationships after accreditation as well							
		PC23. organize periodic departmental and steering committee meetings for reviewing the current status and improvement plan as regular							

		practice						
	Total							
HSS/N6129: Apply NABH standards for accreditation of healthcare organization	Interpret NABH Accreditation standards & assessment criteria		**81**	21		10		31
		PC1. obtain the official copy of latest NABH Standards from NABH as per the size and type of services offered in the healthcare organization						
		PC2. decipher the NABH standards and implement the same in the healthcare organization						
		PC3. seek clarification from NABH regarding standards, if any						
		PC4. comprehend the assessment criteria and procedure of NABH and prepare healthcare organization for NABH accreditation						
		PC5. ensure the NABH standards are implemented across the healthcare organization and not in any one specific department						
	Total							
	Apply for NABH accreditation and support during NABH assessment			20		10		30
		PC6. fill the application form and submit it to NABH along with all supporting documents and requisite fees for further process by NABH						
		PC7. liaise with NABH for further corrective action, if any						
		PC8. conduct and fill self-assessment checklist of NABH before applying to NABH as per prescribed time period						
		PC9. ensure self-assessment is conducted meticulously keeping in mind that the same would be cross-checked during pre-assessment by NABH						

		PC10. support NABH assessment team during pre-assessment and final assessment						
	Total							
	Prepare organization for next level accreditation as per given time frame				15		5	20
		PC11. check the validity and type of accreditation awarded to the healthcare organization						
		PC12. use the appropriate logo of NABH on the permissible documents as per type of accreditation						
		PC13. fulfill gaps as per assessment report and apply for final accreditation as per schedule, if final accreditation has not been awarded						
	Total							
HSS/N9615 Maintain a professional relationship with patients, colleagues and others	Communicate and maintain professional behavior with co-workers and patients and their families		**13**		5			
		PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them						
		PC2. utilize all training and information at one's disposal to provide relevant information to the individual						
		PC3. confirm that the needs of the individual have been met						
		PC4. respond to queries and information needs of all individuals						
		PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality						
		PC6. respect the individual's need for privacy						
		PC7. maintain any records required at the end of the interaction						

	Total					0	0	0	5
	Work with other people to meet requirements			5				
		PC8. integrate one's work with another people's work effectively						
		PC9. utilize time effectively and pass on essential information to other people on timely basis						
		PC10. work in a way that shows respect for other people						
		PC11. carry out any commitments made to other people						
		PC12. reason out the failure to fulfill commitment						
		PC13. identify any problems with team members and other people and take the initiative to solve these problems						
	Total					0	0	0	5
	Establish and manage requirements, planning and organizing work, ensuring accomplishment of the requirements			3				
		PC14. establish, agree, and record the work requirements clearly						
		PC15. ensure his/her work meets the agreed requirements						
		PC16. treat confidential information correctly						
		PC17. work in line with the organization's procedures and policies and within the limits of his/ her job role						
	Total					0	0	0	3
HSS/N9616 Maintain professional & medico-legal conduct	Maintain professional behavior		**19**	5				
		PC1. respect patient's individual values and needs						
		PC2. maintain patient's confidentiality						
		PC3. meet timelines for each assigned task						
		PC4. respect patient's dignity and use polite language to communicate						
		PC5. maintain professional environment						
	Total					0	0	0	5

	Act within the limit of one's competence and authority			7				
		PC6. work within organizational systems and requirements as appropriate to one's role						
		PC7. adhere to legislation, protocols and guidelines relevant to one's role and field of practice						
		PC8. maintain competence within one's role and field of practice						
		PC9. evaluate and reflect on the quality of one's work and make continuing improvements						
		PC10. use relevant research-based protocols and guidelines as evidence to inform one's practice						
	Total				0	0	0	7
	Follow the code of conduct and demonstrate best practices in the field			7				
		PC11. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority						
		PC12. promote and demonstrate good practice as an individual and as a team member at all times						
		PC13. identify and manage potential and actual risks to the quality and safety of practice						
		PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem						
		PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare						
	Total				0	0	0	7
HSS/N9617 Maintain a safe, healthy and secure working environment	Comply the health, safety and security requirements and procedures for workplace		**59**	7	10	2		
		PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements						
		PC2. comply with health, safety and security procedures for the workplace						

		PC3. comply with health, safety and security procedures and protocols for environmental safety					
	Total				10	2	0	19
	Handle any hazardous situation with safely, competently and within the limits of authority			8	10	5	
		PC4. identify potential hazards and breaches of safe work practices					
		PC5. identify and interpret various hospital codes for emergency situations					
		PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority					
		PC7. provide basic life support (BLS) and first aid in hazardous situations, whenever applicable					
		PC8. follow the organization's emergency procedures promptly, calmly, and efficiently					
		PC9. identify and recommend opportunities for improving health, safety, and security to the designated person					
		PC10. complete any health and safety records legibly and accurately					
	Total				10	5	0	23
	Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment			5	10	2	
		PC11. report any identified breaches in health, safety, and security procedures to the designated person					
		PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately					
	Total				10	2	0	17
HSS/N9618 Follow	Classification of the waste		**64**	5	10	3	

biomedical waste disposal and infection control policies and procedures	generated, segregation of biomedical waste, proper collection and storage of waste	PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release						
		PC2. store clinical or related waste in an area that is accessible only to authorized persons						
		PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter						
	Total				10	3	0	18
	Complying with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/services)			8	10	5		
		PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control						
		PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization						
		PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate						
		PC7. follow protocols for care following exposure to blood or other body fluids as required						
		PC8. remove spills in accordance with the policies and procedures of the organization						
		PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled						
		PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work						
		PC11. confine records, materials and medicaments to a well-designated clean zone						

	PC12. confine contaminated instruments and equipment to a well-designated contaminated zone					
	PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols					
	PC14. replace surface covers where applicable					
	PC15. maintain and store cleaning equipment					
	PC16. report and deal with spillages and contamination in accordance with current legislation and procedures					
Total			10	5	0	23
Maintaining personal protection and preventing the transmission of infection from person to person		8	10	5		
	PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination					
	PC18. cover cuts and abrasions with water-proof dressings and change as necessary					
	PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact					
	PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection					
Total			10	5	0	23