

**AHPI Awards 2021**  
**Patient Friendly Hospital**

S. No	<b><u>Assessment criteria for Patient Friendly Hospital Awards</u></b>
<b>1</b>	<b>Hospital Website</b>
	a. Updated with details of Services, Timings, Doctors, Emergency contacts, Corporate & Insurance affiliations
	b. Provision for sending enquiries, giving feedback, fixing appointments
<b>2</b>	<b>Access to Hospital</b>
	a. Ease of entry for Patients, their vehicles & Emergency vehicles
	b. Availability of disabled friendly infrastructure
	c. Earmarked Parking, with attendants for directions & assistance
<b>3</b>	<b>Reception Area</b>
	a. 'May I Help You' Counter located prominently with trained staff
	b. Help desk dedicatedly for Insurance Patients
	c. Waiting area spacious, clean, well lit & ventilated, with all amenities
<b>4</b>	<b>Patient Safety</b>
	a. Established & documented Patient Safety Programme in place.
	b. Air quality maintained in critical areas like ICUs & OTs
	c. IEC activities for patients and care givers
	d. Availability of cost estimates for various healthcare packages
<b>5</b>	<b>Patient Feedback</b>
	a. Procedure in place for Patients to lodge complaints, make suggestions, with provision for ensuring action taken based on complaints informed to Patients
	b. Internal surveys done regularly covering 10% of Patients
	c. Third Party Surveys done regularly by recognised Agencies
	d. Procedure in place for protection of patient's rights and responsibilities.
<b>6</b>	<b>Social Responsibilities</b>
	a. Fire Safety & Environment Protection Regulations complied
	b. Defined and implemented Corporate Social Responsibility Program
	c. Green initiatives to preserve natural resources undertaken
<b>7</b>	<b>Other Aspects</b>
	a. Attendants provided with amenities for rest, bath, toilets and refreshments
	b. Staff regularly trained in soft skills, handling patients
	c. Adequate space, ambience and amenities provided for waiting patients in different specialty wards in general and Mother & Child in particular.

## **AHPI Awards 2021**

### **Green Hospital**

<b>S.No</b>	<b>Assessment Criteria for Green Hospital</b>
<b>1</b>	<b>Criteria for E-Friendly</b>
	a. Hospital has criteria of the evaluation & acceptance for the environment friendly material usage in the facility.
	b. Hospital ensures natural open space for the patients, families and staff of patients.
	c. Hospital ensures enough natural light in all parts of the facility i.e. ICUs, Wards etc
<b>2</b>	<b>Optimum usage and conservation of water resources</b>
	a. Hospital have a plan for water usage for the whole facility which includes measurement, reduction and verification.
	b. Hospital have a plan for usage of alternate source of water like capturing rain water, recycling water etc.
	c. Hospital have an ongoing educational program for efficient usage and conservation of water for all stake holders (staff, patient, hospital users)
	d. Rain water Harvesting: Total capacity of the tank
	e. Presence of a waste water treatment plant <ul style="list-style-type: none"> <li>i. If present, how much cubic meters of water is treated</li> <li>ii. Is the treated water used in gardening or toilet flushes?</li> </ul>
<b>3</b>	<b>Optimum usage and conservation of energy resources</b>
	a. Hospital have a strategy for optimization of energy saving and usage.
	b. Hospital have developed a plan for usage of renewable energy self-supply to reduce impact on environment.
	c. Hospital have a policy of using energy efficient equipment.
	d. Use of LED blub or solar or other renewable energy source <ul style="list-style-type: none"> <li>i. If yes, Capacity of energy installed or number of bulbs</li> </ul>
	e. How much capacity of energy is saved by using non-conventional sources?
	f. Hospital have a policy of using energy efficient equipment. (Already existing criteria) <ul style="list-style-type: none"> <li>i. Is there a policy or target objective to improve energy efficiency?</li> </ul>
<b>4</b>	<b>Process for housekeeping and cleaning agents</b>
	a. Hospital have defined criteria, process and protocols for selection of cleaning products, mops and wipers including; <ul style="list-style-type: none"> <li>-Use of Non-hazardous cleaning agents</li> <li>-Reduce environmental pollutants</li> <li>-Reduce VOC emissions inside and outside buildings.</li> <li>-Protect the cleaning worker.</li> </ul>
<b>5</b>	<b>Management of Waste</b>
	a. Hospital have a protocol for receiving, handling, storing and safe disposal of all kinds of waste including recyclables, hazardous, bio medical and e-waste.
	b. Hospital comply all bio-medical waste management rule and ensures biological waste is disposed as recommended by national regulations.
	c. Proportion of Bio-waste/ hazardous infectious waste? <ul style="list-style-type: none"> <li>i. Less than 60%</li> <li>ii. Less than 40%</li> <li>iii. Less than 20%</li> <li>iv. Less than 15%</li> </ul>
	d. Proportion of incinerated waste <ul style="list-style-type: none"> <li>i. Less than 50%</li> <li>ii. Less than 25%</li> <li>iii. Less than 5%</li> </ul>

	iv. Less than 0%
	e. Proportion of recycled waste <ul style="list-style-type: none"> <li>i. More than 20%</li> <li>ii. More than 40%</li> <li>iii. More than 60%</li> <li>iv. More than 80%</li> </ul>
	f. Composting of waste done? <ul style="list-style-type: none"> <li>i. If yes, Dry or waste</li> <li>ii. Capacity of composting done on a monthly basis</li> </ul>
	g. Is recycling or resale of plastic or paper waste followed?
<b>6</b>	<b>Purchase and Procurement</b>
	a. Hospital ensures that purchase plan includes purchase of environment friendly materials which can be reused or recycled as per manufacturers recommendations.
	b. Hospital have a purchasing policy that reduce purchase of mercury containing equipment.
	c. Hospital have a sustainable food purchasing policies and plan that support human and ecological health.
<b>7</b>	<b>Indoor and Outdoor Environment Management</b>
	a. Hospital demonstrates initiative by maintaining good indoor and outdoor environment and have walkways, greenery, landscaping , waste management, environmental friendly transports etc.
	b. Hospital have a plan for maintaining good indoor air quality and lighting and ventilation.
	c. Initiative on Air quality awareness or presence of Air quality monitors
	d. Area of green space in square meters
<b>8</b>	<b>Community and Neighborhood Benefit Program</b>
	a. Hospital have developed a communication and educational program integrating safe environment practices and impact of same on human health and surrounding community etc. for awareness and education of patients, visitors and the surrounding community.
<b>9</b>	<b>Outcome Requirement</b>
	a. Hospital have indicators to optimize usage of energy and water through energy audit.
	b. Hospital have indicators to measure the waste generation as per the category (hazardous, recyclable, bio-medical, e-waste etc) through waste audit

**AHPI Awards 2021**  
**Quality beyond Accreditation**

S.No.	Assessment criteria for quality beyond accreditation
1.	Organization has identified list of key indicators to monitor the clinical processes and outcomes and which are used as tools for continual improvement. Hospital <b>requires to show through trend analysis (last 3 years), continual improvement initiatives.</b> Periodic reports generated with these indicators are reviewed by the Top Management. There is objective evidence that corrective actions are taken and implemented.
2.	Organization has identified key indicators to monitor the managerial processes and outcomes, which are used as tools for continual improvement. Hospital <b>requires to show through trend analysis (last 3 years), continual improvement initiatives</b> Periodic reports generated with these indicators are reviewed by Top Management. There is objective evidence that corrective actions are taken and implemented.
3.	Clinical audits are conducted by all specialties on periodic basis to monitor and improve quality of nursing and complete patient care as per the registry provided by the accreditation agency.
4.	Organization encourages physicians engagement in quality improvement activities.
5.	Use of ICT for leveraging in improvement and sustaining delivery of quality care (Such as quality dashboards, alerts and alarms)?
6.	Use of data analytics/statistical and management tools,such as 7-QC tools,5-S, FMEA,LEAN Health, Six Sigma etc. to improve and sustain delivery of quality care.
7.	Organization follows patient centric approach. Patient satisfaction is measured using objective means and fed back in to system with demonstrable improvement. <b>Trend Analysis carried out over last 3 years reviewed to show improvement</b>
8.	Initiatives to foster quality culture such as, team building, effective communication and other good HRM practices. Employee satisfaction is measured and acted upon.
9.	Organization has empowered teams of trained internal auditors, who conduct audits on regular basis. The audit outcomes are part of management review and acted upon.
10.	Quote some examples where your Organization has achieved excellence and can serve as a benchmark to other Organizations in that area of service.

## **AHPLAwards 2021**

### **Nursing Excellence Award**

<b>S.No.</b>	<b>Assessment criteria for Nursing Excellence</b>
<b>I</b>	<b>Nursing Resource Management</b>
1	Nursing manpower planning is available as per services provided with HR and Nursing Head & predetermined nurse patient ratio has been maintained in various nursing units
2	Minimum experience & qualification compliance exists for various posts, & appropriate mix of staff in various nursing units are available in each shift
3	Nursing units/stations have been provided with adequate supplies and facilities for effective functioning. The HCO assess nursing staff satisfaction periodically & carries out measures to improve the same
<b>II</b>	<b>Nursing Care &amp; Patient Safety</b>
4	Policy on service standards including professional grooming & conduct present in HCO
5	A system of tracking, reporting & controlling adverse events exists in the HCO
6	Basic hygiene care is maintained for all patients(sponge, hairwash, mouthcare, catheter & wound care)
7	Assessment & management of vulnerable patients are carried out & supervised.
8	Skin Safety including regular assessment of skin for all patients, point prevalence audits for checking unreported Hospital Acquired Pressure Ulcer; implementation of preventions strategies evident
9	Wound management including regular assessment & individualised wound care interventions are evident
10	There is a distinct infusion safety guidelines for inserting cannula, fixation techniques, assessment of site, regularising the concentration of fluids & medications infused and staff are privileged
11	Pain management including assessment & management for various levels of pain are evident
12	Surgical Safety following WHO safe surgery checklist & time out is followed
<b>III</b>	<b>Management of Medication</b>
13	Medication management policy including safe storage, good inventory control & management of high risk, narcotic, chemotherapeutic & radioactive drugs has been implemented
14	Policy on medication administration is present & privileging and crosschecking of staff for the same is evident
<b>IV</b>	<b>Education Communication &amp; Guidance</b>
15	Induction program & continuous nursing education programs are carried out as per the services provided including BLS, patient and staff safety. Mock drills are conducted wherever relevant.
16	Competency assessment & privileging is done for procedures which require special skills(eg. moderate sedation, administration of chemotherapy, scrubbing for various surgeries etc)
17	Nursing Staff are encouraged to participate and present papers in professional conferences
18	Relevant education is given to all patients before discharge.
<b>V</b>	<b>Infection Control Practices</b>

19	There is a system of hospital wide implementation of infection prevention and control practices, infection control manual is accessible to staff, there is a designated infection control nurse, surveillance for prevention and control of infection is done as per policy
20	Hospital has adequate number of nurses trained on infection prevention & control for each nursing station.
21	Management of occupational injuries including NSI, sharp injuries, exposure to blood & body fluids, outbreak of infections are done regularly
<b>VI</b>	<b>Empowerment &amp; Governance</b>
22	Initiatives taken by Management to empower the Nurses to be evidenced. Also of the support provided by hospital management to Nursing team for effective functioning. Nurses are satisfied with the support provided by Nursing administration in carrying out their role
<b>VII</b>	<b>Nursing Quality Indicators</b>
	Has the Hospital been Accredited under the NABH Nursing Excellence Standards
23	Is there an updated nursing manual available in all units
24	Nursing quality indicators are defined & assessed. Corrective and Preventive Action done as required
25	Nursing quality improvement initiatives in the form of projects or research works are carried out

**AHPI Awards 2021**  
**Best Hospital to Work for**

S. No	<b><u>Assessment criteria for Best Hospital to work for</u></b>
1	Vision, Mission & Objectives are defined and conveyed to all employees.
2	Documented policies exists and are known to all categories of staff of the organization
3	There is a documented procedure for recruitment
4	Every staff member entering the organization is provided induction training in 2 parts - Organization and Functional
5	Hospital has well defined job description for all staff with KPIs for key personnel
6	Hospital has well defined policy and procedure for grant of compensation linked with performance and experience.
7	A documented performance appraisal system exists in the organization and employees are made aware of the same at the time of induction
8	Management and leadership actions that empower employees to be pro-active
9	A pre-employment medical examination is conducted on all the employees
10	Regular health check-ups of staff dealing with direct patient care are done at least once a year and health problems of the employees are taken care of in accordance with the organization's policy
11	Occupational health hazards are adequately addressed and employees are made aware about.
12	Personal files are maintained in respect of all staff containing information regarding the staff's qualification, experience, disciplinary matters and health status.
13	Employee achievements are celebrated
14	Innovations are encouraged, anytime, anywhere
15	Team work is evident at department level and at organization level, as appropriate
16	Staff are empowered & encouraged to developed as future leaders.
17	There is a documented grievance redressal mechanism with a provision for appeals in all disciplinary cases.
18	Hospital has a documented process to monitor, analyze the reasons for employee attrition and addresses the same
19	Employees are encouraged to pursue special talent, hobby
20	There is emphasis on development of grass root level of employees
21	Staff are encouraged to participate & contribute in conferences, seminars and group discussions etc.
22	Staff are encouraged to learn to add value working under supervision of seniors.
23	Hospital has a well defined policy and an Internal complaints committee for prevention of sexual harassment at workplace.

**AHPI Awards 2021**  
**Excellence in Community Engagement (CSR)**

<b>S. No</b>	<b>Assessment criteria for excellence in community engagement in Pandemics (CSR)</b>
1.	Provide brief write up on hospital's policy for Community Engagement/CSR activities.
2.	Explain if Hospital have separate budget earmarked for community engagement
3.	Give details on activities undertaken for educating community about preventive measures from COVID-19 pandemics.
4.	Give details of activities undertaken for curative services as CSR for treatment of COVID patients
5.	Give details of community engagement for promoting good health by way of clean environment, safe drinking water, sanitation etc.
6.	Could you list one program each from preventive and curative, that you consider as innovative by giving justification for their being innovative.



## **AHPI Awards 2021**

### **EXCELLENCE IN MANAGEMENT OF COVID-19**

- COVID-19 came without much of warning. Healthcare capacity came under severe stress. While public health system was expected to be first line of defense, the unprecedented spread of virus and patient load shifted the duty to private sector. It is heartening to note that private sector came in big way to shoulder the responsibility and as per estimate has been handling 60-70% of COVID patients in general and critical patients in particular.
- AHPI propose to recognize the contribution made by our hospitals in managing of COVID patients during forthcoming AHPI Global Conclave-2021, scheduled for 26-28<sup>th</sup> FEB 2021 through hybrid platform. The awards shall be presented on 28<sup>th</sup> FEB 2021.
- Hospitals may submit their story about how these responses or actions were proactively taken by hospital leaders to put in place processes, mechanisms and/or protocols under their initiative that have gone beyond the recommendations provided by the health authorities and have resulted not only in capacitating the hospital to better take care of COVID-19 patients.
- The hospitals may specifically highlight the action in two parts; one related to treatment protocols, providing oxygen, ICU, ventilator support, which can be considered 'beyond the call of duty'. The second aspect may highlight how the staff were motivated and work as team to overcome fear and dedicate themselves to take care of COVID patients. To the extent, the story should be backed by data i.e., total number of COVID beds and outcomes in term of percentage of patients cured and fatalities.
- Based upon the story submitted the AHPI expert team will visit or assess on virtual platform to verify the claims. The JURY will finally decide and short list hospitals to receive awards.