

C O N T E N T S

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P R E F A C E

Establishment of the National Accreditation Board for Hospitals and Healthcare Providers (NABH) in 2006 enabled the hospitals to have documented framework for quality governance of hospitals for the first time in India. Approval of the NABH standards by the International Society for Quality in Health Care (ISQUA) gave the Standards and to the accredited hospitals the credibility it richly deserved. However, it is little disappointing to note that only about 225 hospitals have achieved NABH Accreditation so far, mainly as the Standards conforms to stringent global norms and there are not enough incentives for Hospitals in India to take the tough route towards this Accreditation.

The Association of Healthcare Providers (India), AHPI has helped the healthcare quality standardization process specific to India, by coming out with two levels of Patient Safety Standards for the Hospitals. The Standards have been indigenized so as to be achievable by any kind of hospital and thereby ensuring that a minimum level of patient safety protocols are adhered to by all hospitals in the country

The primary duty of any Hospital is to provide safe, effective, efficient, equitable or affordable, timely, patient oriented quality medical and nursing care. While there are many hospitals in India that provide quality medical and nursing care, very few of them do so in a manner that is perceived to be friendly to the patients. Outpatient visits or inpatient admissions change the world of the patients. The interruption to their daily life, significant and frightening medical issues, loss of independence, financial worries and fear haunt the patient who goes through the hospital corridors. Strange sights, smells, machinery noises, alarms and beeps from electronic devices, bright lights, the bustling voices of hospital staff and instructions and warnings that are difficult to understand inundate them the moment they start the life of a patient. Strangers surround them and they may be forced to share a room with someone they've never met before. These reasons ensure that hospital visits are abhorred by most patients.

A Patient Friendly Hospital would mean that all its staff, aided by formal structure, processes and practices, work towards providing a warm and personal human touch to the care being given to their Patients, their relatives and other visitors to the Hospital. It is the duty of every hospital to ensure that it achieves this very important goal while being ethical, legal, honest, trust worthy and transparent. Applying that famous quote of Mahatma Gandhi to the Healthcare Sector it would read, The Patient is the most important visitor to the Hospital. He is not dependent on the Hospital; the Hospital is dependent on him. He is not an interruption in the Hospital's work; he is the purpose of it. He is not an outsider to the Hospital's business; he is a part of it. The Hospital is not doing him a favour by serving him; he is doing us a favour by giving the Hospital an opportunity to do so. The Staff of the Hospital will need to perceive and believe that the Hospital is "for the patients, by the patients and of the patients".

Being a Patient Friendly also ensures that the Hospital monitors clinical outcomes, is perceived to be credible and is popular in the society. By doing this it is able to attract the best of medical talent to work there. Hospital management need to make specific efforts to exceed patients' expectations and monitor and correct their actions, when

found to be deficient. All efforts should be taken to mitigate the disruptive factors that make a hospital experience frightening and disorienting and to reduce the associated discomfort.

In order to help this process, AHPI has come out with these Patient Friendly Hospital Standards, intended to be used by any health care organization that deals with patients. These standards can be adopted by private health care organizations or state and central government run organizations, whose main priority is the satisfaction and well-being of their patients. Primary and community health centres and multi-specialty and super specialty hospitals can also adopt and use the standard. The standards can be used by central/state governments and even by Insurance companies and other paying agencies for empanelment of hospitals with respect to patient friendliness of a hospital.

As of now the insurance reimbursement in India is based on the quantity of the services the hospitals provide. The Affordable Health Care Act -2010 of USA has helped the Centres for Medicare and Medicaid Services to create the Hospital Value Based Purchase Programme. The main theme is to base reimbursement not just on the quantity of services but also on the quality of health care provided to Medicare and Medicaid patients. This programme includes the patient experience of care domain as an important factor in the payment of incentives to hospitals based on how well they perform. The Hospital Consumer Assessment Of Health Care Providers And Systems (HCAHPS) is a survey that will audit the dimensions of care based nurse and doctor communication, hospital staff responsiveness, pain management, medication communication, hospital cleanliness and quietness, discharge information and overall hospital rating. It won't be long before other countries like India follow a modified version of this programme.

Some Healthcare Organizations may already be meeting the requirements of these Patient Friendly Standards. They can carry out self-assessment against the Standards and apply to AHPI for award of the Certificate. It must be the goal of every health care organization to achieve the excellence in taking care of patients by continual and progressive improvement of their structure, processes and outcomes. Third party certification by AHPI Certification Centre will help hospitals in declaration of being patient friendly hospital. AHPI does this through independent assessment by empanelled assessors.

With the release of these Standards, AHPI has opened a new chapter in health care standardization for the first time in the country. All health care organizations can now aspire for achieving a set of standards that helps them achieve the overall objective of being a patient centric organization.

AHPI PATIENT FRIENDLY STANDARDS

Category	Description
I. The HCO has a Patient Friendly Structure	<ol style="list-style-type: none"> 1. The HCO has in place Systems to provide correct, updated information on its Services through website, telephone and to patients, relatives and others enquiring in person. These information include: <ol style="list-style-type: none"> a. Services provided b. Names, qualifications and relevant details of Doctors and their availability c. Appointment Booking d. Room and Bed availability position and procedure for reservation e. Emergency Services f. Visiting Hours & Special Visitations g. Status on pending reports, certificates, claim forms h. Ambulance booking i. Corporate and Insurance affiliations 2. The main entrance of the Hospital is easily accessible from public road. 3. The entrance has clearly marked directions for Out Patients and Emergency Patients 4. The entrance allows easy access for Patients coming on foot or by wheel chairs, stretchers or ambulance 5. There is adequate space provided near the Emergency entrance for receiving the Ambulance and for its turn around 6. The HCO has displayed clear and visible, bilingual signage across the Hospital premises that informs, directs and cautions patients, staff, attendants and visitors 7. Assistance is provided to vulnerable Patients and those who find it difficult to follow signs 8. Arrangements are in place for safe parking of two and four wheelers of Patients, Staff &Visitors 9. The parking area is provided with: <ol style="list-style-type: none"> a. Clear signs directing patients and at tenders to OP, IP & Emergency Areas, using Lifts, Stairs and Ramps b. Adequate security staff and parking attendants are provided for facilitating the smooth parking and regulation of traffic in the parking area and for ensuring safety of the vehicles parked there. c. Valet Parking is provided as an alternative, when the parking lot is full 10. There is availability of adequate wheel chairs and stretchers near entrance 11. The HCO displays important information at main entrance of the Hospital including:

	<ul style="list-style-type: none"> a. List of Services b. Service timings c. List of Doctors & their availability d. Special Clinic timings e. Important contact numbers for customer services, complaints, service requests for Ambulance etc. <p>12. The Reception and 'May I Help You' Counters are prominently located and easily identifiable. They are staffed by suitably trained personnel</p> <p>13. Details of consultation charges, fees and tariff list for the various services are made available at these Reception and 'May I Help you' counters</p> <p>14. The HCO has provided adequately spaced, comfortable, clean, well lit & ventilated waiting areas for</p> <ul style="list-style-type: none"> a. Reception, Registration, Admissions & Billing b. Out Patients Doctors Consultation Chambers c. Emergency and Casualty Patients and Attenders d. ICUs e. Operation Theatres f. Dialysis g. Radiology & Imaging Services h. Laboratory Services i. Radiotherapy Services <p>15. Modern equipment and facilities are available at the Hospital to ensure continuous availability of cold, hot and potable water, electricity, medical gases and vacuum.</p> <p>16. The Hospital Design has incorporated suitable building materials, colours and lighting to provide a good ambience in OP and IP areas that promotes comfort, ease of stay, wellbeing and an early recovery of the Patients.</p> <p>17. The Hospital Design has considered all patient and staff safety aspects including:</p> <ul style="list-style-type: none"> a. The use of grab bars, hand rails and anti skid floors for averting falls b. The control and prevention of infections in critical patient care areas <ul style="list-style-type: none"> I. By ensuring right air quality, using proper ventilation and air filtration systems. II. By using surfaces that can be easily cleaned and decontaminated III. By providing sufficient sinks for hand washing and / or hand rubs <p>18. The Hospital Design has provided suitable layout of the hospital facility that</p> <ul style="list-style-type: none"> a. Ensures quickest and most rapid response to patient needs b. Facilitates better and more efficient clinical care
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	<p>19. The HCO ensures timely and good quality availability of pharmacy, laboratory and radiology services commensurate with its scope, the services being provided in house or through authenticated outsourcing.</p> <p>20. The HCO promotes use of Single Rooms and Variable-acuity Rooms for better patient comfort and sleep, reduced infection, reduced delirium and faster healing.</p> <p>21. Modern methods are used in the Hospital to provide good quality and safe housekeeping, laundry and linen services and kitchen and food services.</p> <p>22. There is a system for properly documenting and safely storing patient clinical information in the form of Medical Records, both for Out Patients and In Patients, including Emergency Patients.</p>
II. The HCO has patient friendly processes	<p>1. There are established and smooth processes across the Hospital for</p> <ol style="list-style-type: none"> a. Out Patient Registration & Appointments b. In Patient Registration & Admission c. Obtaining general consent d. Quick turn around of beds e. Quick transfer of admitted patients to their wards f. Care for patients' personal effects
	<p>2. The HCO gives an informative booklet to all In-Patients that covers:</p> <ol style="list-style-type: none"> a. Patient Rights & Responsibilities b. Patient Dos & Don'ts c. Accommodation & Facilities d. Daily Schedule of: <ul style="list-style-type: none"> • Doctor Rounds • Medication • Toilet. Room, Ward and Corridor cleanings • Linen Change • Washing and Bath • Visiting Hours e. Safety & Security Advice f. Common Contact Numbers g. Security h. Billing i. House Keeping j. Diet Kitchen k. Guest Kitchen l. Customer Service Executives' phone numbers m. Procedure for lodging Complaints & making Suggestions
	<p>3. There is an established and smooth process for receiving and settling in the In-patients, with a designated Nurse, Ward-in-Charge or Ward Secretary responsible for:</p> <ol style="list-style-type: none"> a. Checking in the Patient to the Room / Ward b. Providing an orientation on the Room / Ward facilities like:

	<ul style="list-style-type: none"> i. Location and working of switches, sockets; television ii. Working of air-conditioner, hot & cold water supply iii. Toilet location iv. Presence of patient safety features like side /hand rails, nurse call system, anti-skid floors etc. <p>c. The person responsible would also explain:</p> <ul style="list-style-type: none"> i. Contents of the Patient Information Booklet ii. Need for securing personal belongings <p>d. The person responsible would make repeated checks to ensure patient is comfortably settled in and safe.</p>
	<p>4. The Senior Doctor responsible for the care provided to the Patient would inform & educate the patient / relatives by :</p> <ul style="list-style-type: none"> a. Informing and clarifying all important aspects of the disease process including the history, complications and risks b. Explaining the results of Laboratory, Radiology, Imaging & Other Tests carried out on the Patient c. Clear consultations d. Providing information on duration of treatment, expected results, possible complications and preventive aspects e. Explaining the Care Plan and later explaining any changes in the same based on change in condition of the Patient. f. Providing information on the expected costs of treatment and updating this information promptly as and when there is a change in patient's condition or treatment setting, warranting a change in the treatment and related costs.
	<p>5. The HCO provides a Help Desk dedicatedly to help Patients who come under Private and Government run Health Insurance Schemes</p>
	<p>6. The HCO has an established process for obtaining informed consent for:</p> <ul style="list-style-type: none"> a. Surgeries and all invasive procedures b. Anesthesia c. Blood transfusion d. PNDT related issues e. Brain Dead and Organ Donation f. Organ Transplantation g. HIV Testing (Pre & Post Test Counseling) h. Initiation of Research Activities and Protocols
	<p>7. The Informed Consent Form describes:</p> <ul style="list-style-type: none"> a. Nature of procedure, indications, risks, benefits, alternatives b. Name of the person performing procedure c. Use of anesthesia or any pain relief during procedure <p>8. The Informed Consent should be obtained only by the person performing the procedure</p> <p>9. The Patients sign the Consent Form when they are competent. When not, the Consent Form can be signed by legal heir.</p>

10. All Consent Forms are countersigned signed by the witness.
11. The HCO has a system for video graphing of consents as and when legally required
12. The HCO respects the Patients' autonomy &right to:
 - a. Seek a second opinion
 - b. Accept or reject whole or part of a care plan
 - c. Refuse treatment
 - d. Privacy & dignity especially during clinical examinations and procedures
 - e. Religious, Spiritual, Cultural, Dietary Or Special Preferences
13. The HCO allows at request discharges
14. All patient related information is treated as confidential by the HCO
15. All patients are allowed access to their Clinical Records within a maximum of 72 hours of request
16. Patients are educated and informed about the discharge process in a language &format they understand and based on collaborative planning &development
17. The Discharge Summary for the Patients contain
 - i. Follow up &review advice
 - ii. Clear medication instructions
 - iii. When &how to obtain urgent care
18. The HCO has a clear cut &convenient visitation policy that:
 - a. Takes the Patient, Family & Hospital requirements into consideration
 - b. Educates Visitors on the need for Infection Control
 - c. Individually reviews &follows up on requests for Children Visitors
19. There is a clear and established procedure for receiving and acting on patient complaints that come to the HCO verbally, through phone, through written complaint forms, through emails or through the Hospital Website
20. The HCO ensures through proper displays and education that all Patients &their Relatives are aware of these complaint procedures
21. All complaints received are acted upon within a stipulated period, with the results of such actions informed back to the concerned patients
22. The HCO has arrangements to help patients and their attendants with their travel needs
23. The HCO has arrangements in place at the Hospital to help attendants with their stay, food &water, communication & laundry needs.

<p>III. The HCO has a programme for ensuring patient friendliness</p>	<ol style="list-style-type: none"> 1. The HCO regularly monitors patient satisfaction and takes steps for improving it. 2. Patient Satisfaction Surveys are conducted internally by a dedicated team on a regular basis, atleast weekly. 3. External, Third Party Surveys are conducted by recognised Agencies to validate the Internal Survey Results and provide more insights on patient satisfaction, atleast once in 6 months. 4. All the Satisfaction Surveys cover areas including Reception, Registration, Appointment, Laboratory, Radiology, Pharmacy, Wards, Consultation, Nursing, Billing & Discharge, House keeping, Linen and laundry services, Kitchen and Food services and an Overall Patient Satisfaction.
	<ol style="list-style-type: none"> 5. The HCO has a Senior Level Committee established exclusively to analyse and act on the survey results in a time bound manner. 6. All Staff at the Hospital interacting with the Patients are trained in the required skills for handling and satisfying Patients 7. The HCO regularly monitors patient waiting times and takes steps to reduce same in areas including: <ol style="list-style-type: none"> a. Registration b. Outpatient Consultation c. Laboratory d. Radiology and other Imaging Centres e. Pharmacy f. Billing g. Discharge 8. The HCO carries out Employee Satisfaction Surveys atleast once a year and utilizes the survey findings to further improve working conditions.
<p>IV. HCO shall put in place all measures to provide quality care</p>	<ol style="list-style-type: none"> 1. The HCO has an established and documented Quality Improvement Programme (QIP) 2. The QIP regularly records and monitors Quality and Safety indicators 3. As part of the QIP, the HCO has in place a Quality Committee that includes Senior Management and Departmental Heads who critically analyse cases of suboptimal care, plan and take steps to prevent recurrence through timely corrective and preventive actions
<p>V. The HCO shall provide safe care</p>	<ol style="list-style-type: none"> 1. There is an established and documented Hospital wide Safety Programme, covering Laboratory safety, Radiology safety, Facility safety and Patient safety. 2. The HCO provides necessary resources for proactive risk management & risk reduction activities as per the Hospital Safety Program. 3. There is in place a Safety Committee including Senior Management and Departmental Heads at the Hospital to analyse all safety related incidents, plan and take corrective actions.

<p>VI. The HCO shall be legal in its day to day operations</p>	<ol style="list-style-type: none"> 1. The HCO is conversant with and adheres to all State and Central Laws & Regulations applicable to Hospitals, relevant to its day to day operations 2. The HCO obtains all necessary licenses, registrations and certificates and keeps them updated as and when necessary. These include for: <ol style="list-style-type: none"> a. Fire Safety b. Air, water and noise environment protection c. Biomedical Waste Management d. Radiation Safety e. PNDT Act compliance f. Medical Termination Of Pregnancy g. Organ Donation (Brain Death) h. NACO Guidelines
	<ol style="list-style-type: none"> 3. The HCO is registered with Local Authorities as a Clinical Establishment providing health care 4. The HCO has defined, documented and communicated to all its Employees, a list of their Rights & Responsibilities
<p>VII. The HCO shall be ethical in its day to day operations</p>	<ol style="list-style-type: none"> 1. In all its activities, the HCO shall always keep its Patients' interests foremost, seeking to exceed their expectations at all times 2. The HCO has a documented, established and publicised Patient Charter that includes:: <ol style="list-style-type: none"> a. Commitment to ethical management b. Disclosure of Ownership & Organogram of Senior Management c. Vision, Mission, Values and Service Standards disclosures d. Strategic & operational plans including short term & long term e. Published results of Quality and Safety Indicators f. Portrayal of services which it can and cannot provide g. Portrayal of services that are outsourced h. Portrayal of its currently valid affiliations & accreditations
	<ol style="list-style-type: none"> 3. The HCO Has defined, documented and displayed its Patient Rights & Responsibilities and; <ol style="list-style-type: none"> a. Informs Patients of the same, through prominent displays b. Ensures all Staff are aware & trained to protect patients from abuse of their rights c. Reviews such incidents of abuse & takes prompt and necessary steps to prevent their recurrence 4. The HCO has a defined, documented and implemented Corporate Social Responsibility Program 5. The HCO categorically states that it follows the Code of Medical Ethics, 2002 published by the Medical Council Of India. 6. The HCO declares that it Is an equal opportunity employer and offers employment irrespective of race, gender, religion, caste, community, sexual orientation or HIV status

	<ol style="list-style-type: none">7. The HCO has a defined, documented and implemented “Green initiative” programme that limits utilization of natural resources like air, water, electricity, fossil fuels and paper and also limits waste generation.8. As part of the Green Initiative the HCO actively takes steps to reduce green house gas generation and global warming because of its activities.
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PATIENT FRIENDLY STANDARDS SELF ASSESSMENT CHECKLIST AND SCORING SYSTEM

	Patient Friendly Standards	YES	NO	Maximum	Scoring guide
I	The HCO has a Patient Friendly Structure				
1	The HCO has in place Systems to provide correct, updated information on its Services through website, telephone and to patients, relatives and others enquiring in person. These information include:				
	a. Services provided			1	
	b. Names, qualifications and relevant details of Doctors and their availability			1	
	c. Appointment Booking			1	
	d. Room and Bed availability position and procedure for reservation			1	Room & Bed availability; procedure
	e. Emergency Services			1	
	f. Visiting Hours & Special Visitations			1	
	g. Status on pending reports, certificates, claim forms			1	
	h. Ambulance booking			1	
	i. Corporate and Insurance affiliations.			1	
2	The main entrance of the Hospital is easily accessible from public road.			1	
3	The entrance has clearly marked directions for Out Patients and Emergency Patients			1	
4	The entrance allows easy access for Patients coming on foot or by wheel chairs, stretchers or ambulance			4	Foot, wheelchair, stretcher, ambulance
5	There is adequate space provided near the Emergency entrance for receiving the Ambulance and for its turn around			2	Space for receiving; space for turnaround

6	The HCO has displayed clear and visible, bilingual signage across the Hospital premises that informs, directs and cautions patients, staff, attendants and visitors			4	Information signage, caution signage - bilingual, direction signage;
7	Assistance is provided to vulnerable Patients and those who find it difficult to follow signs			4	Availability at entrance / reception area of a trained person dedicated to assisting vulnerable patients.
8	Arrangements are in place for safe parking of two and four wheelers of Patients, Staff & Visitors			4	Identified parking areas each for 2 & 4 wheelers for patients' visitors, for staff
9	The parking area is provided with:				
	a. Clear signs directing patients and attenders to OP, IP & Emergency Areas, using Lifts, Stairs and Ramps			1	
	b. Adequate security staff and parking attendants are provided for facilitating the smooth parking and regulation of traffic in the parking area and for ensuring safety of the vehicles parked there.			1	
	c. Valet Parking is provided as an alternative, when the parking lot is full			1	
10	There is availability of adequate wheel chairs and stretchers near entrance			2	Wheel chair, stretcher
11	The HCO displays important information at main entrance of the Hospital including:				
	a. List of Services			1	
	b. Service timings			1	
	c. List Of Doctors & their availability			2	
	d. Special Clinic timings			1	
	e. Important contact numbers for customer services, complaints, service requests for Ambulance, etc.			3	Contact details - customer service, complaints, Ambulance request

12	The Reception and 'May I Help You' Counters are prominently located and easily identifiable. They are staffed by suitably trained personnel			2	Prominent location, ease of identification, staffing, training
13	Details of consultation charges, fees and tariff list for the various services are made available at these Reception and 'May I Help you' counters			2	Availability at Reception & 'May I Help You' counter
14	The HCO has provided adequately spaced, comfortable, clean, well lit & ventilated waiting areas for				
	a. Reception, Registration, Admissions & Billing			2	
	b. Out Patients Doctors Consultation Chambers			1	
	c. Emergency and Casualty Patients and Attenders			1	
	d. ICUs			1	
	e. Operation Theatres			1	
	f. Dialysis			1	
	g. Radiology & Imaging Services			1	
	h. Laboratory Services			1	
	i. Radiotherapy Services			1	
15	Modern equipment and facilities are available at the Hospital that ensures continuous availability of cold, hot and potable water, electricity, medical gases and vacuum.			6	Back-up provision for each of these 6 items
16	The Hospital Design has incorporated suitable building materials, colours and lighting to provide a good ambience in OP and IP areas that promotes comfort, ease of stay, wellbeing and an early recovery of the Patients.			4	Temperature control (thru' AC / Fans), Lighting at appropriate places, Comfortable chairs, Beds.
17	The Hospital Design has considered all patient and staff safety aspects including:				

	a. The use of grab bars, hand rails and anti skid floors for averting falls			4	Grab bars at toilets, hand rails at Ramp / narrow pathways, suitable non clippery floor / floor tiles
	b. The control and prevention of infections in critical patient care areas				
	I. By ensuring right air quality, using proper ventilation and air filtration systems.			2	Ventilation and filtration (AHU & HEPA)
	II. By using surfaces that can be easily cleaned and decontaminated			2	OT / ICU wall surfaces - materials used like stainless steel
	III. By providing sufficient sinks for hand washing and / or hand rubs			2	Sink with elbow taps, hand rubs
18	The Hospital Design has provided suitable layout of the hospital facility that				
	a. Ensures quickest and most rapid response to patient needs			2	Mock evacuation proof / Code Blue response times to be recorded. Locations of Nursing stations in wards
	b. Facilitates better and more efficient clinical care			2	Layout, sterile zoning in OT, ICU,
19	The HCO ensures timely and good quality availability of pharmacy, laboratory and radiology services commensurate with its scope, the services being provided in house or through authenticated outsourcing.			6	Availability & Quality covering 3 services: pharmacy, Lab, Radiology
20	The HCO promotes use of Single Rooms and Variable-acuity Rooms for better patient comfort and sleep, reduced infection, reduced delirium and faster healing.			4	Single rooms, Variable acuity rooms

21	Modern methods are used in the Hospital to provide good quality and safe housekeeping, laundry and linen services and kitchen and food services.			4	Cleaning materials used, non hazardous, non toxic. Not to use those that are manufactured with carcinogens, mutagens and teratogens aerosols; asthma-causing agents (asthmagens), respiratory irritants, and chemicals that aggravate existing respiratory conditions (taken from proposed AHPI Green Hospital Standards)
22	There is a system for properly documenting and safely storing patient clinical information in the form of Medical Records, both for Out Patients and In Patients, including Emergency Patients			3	Medical record storage for: OP, IP, Emergency
II	The HCO has Patient Friendly Processes in place				
1	There are established and smooth processes across the Hospital for				
	a. Out Patient Registration & Appointments			1	
	b. In Patient Registration & Admission			1	
	c. Obtaining general consent			1	
	d. Quick turn around of beds			1	
	e. Quick transfer of admitted patients to their wards			1	
	f. Care for patients' personal effects			1	
2	The HCO gives an informative booklet to all In-Patients that covers:				
	a. Patient Rights & Responsibilities			1	
	b. Patient Do's & Don'ts			1	

	c. Accommodation & Facilities			1	
	d. Daily Schedule of:			1	
	1) Doctor Rounds			1	
	2) Medication			1	
	3) Toilet, Room, Ward and Corridor cleanings			1	
	4) Linen Change			1	
	5) Washing and Bath			1	
	e. Visiting Hours			1	
	f. Safety & Security Advice			1	
	g. Common Contact Numbers				
	1) Security			1	
	2) Billing			1	
	3) House Keeping			1	
	4) Diet Kitchen			1	
	5) Guest Kitchen			1	
	6) Customer Service Executives' phone numbers			1	
	h. Procedure for lodging Complaints & making Suggestions			1	
3	There is an established and smooth process for receiving and settling in the In-patients, with a designated Nurse, Ward-in-Charge or Ward Secretary responsible for:				
	a. Checking in the Patient to the Room / Ward			1	
	b. Providing an orientation on the Room / Ward facilities like:				
	i. Location and working of switches, sockets; television			1	
	ii. Working of air-conditioner, hot & cold water supply			1	
	iii. Toilet location			1	
	iv. Presence of patient safety features like side /hand rails, nurse call system, anti-skid floors etc.			1	

	c. The person responsible would also explain:				
	i. Contents of the Patient Information Booklet			1	
	ii. Need for securing personal belongings			1	
	d. The person responsible would make repeated checks to ensure patient is comfortably settled in and safe.			1	
4	The Senior Doctor responsible for the care provided to the Patient would inform & educate the patient / relatives by :				
	a. Informing and clarifying all important aspects of the disease process including the history, complications and risks			3	Verified through Independent Patient Surveys
	b. Explaining the results of Laboratory, Radiology, Imaging & Other Tests carried out on the Patient			2	
	c. Clear consultations			1	
	d. Providing information on duration of treatment, expected results, possible complications and preventive aspects			4	
	e. Explaining the Care Plan and later explaining any changes in the same based on change in condition of the Patient.			2	
	f. Providing information on the expected costs of treatment and updating this information promptly as and when there is a change in patient's condition or treatment setting, warranting a change in the treatment and related costs.			2	
5	The HCO provides a Help Desk dedicatedly to help Patients who come under Private and Government run Health Insurance Schemes			1	

6	The HCO has an established process for obtaining informed consent for:				
	a. Surgeries and all invasive procedures			1	
	b. Anesthesia			1	
	c. Blood transfusion			1	
	d. PNDT related issues			1	
	e. Brain Dead and Organ Donation			1	
	f. Organ Transplantation			1	
	g. HIV Testing (Pre & Post Test Counseling)			1	
	h. Initiation of Research Activities and Protocols			1	
7	The Informed Consent Form describes:				
	a. Nature of procedure, indications, risks, benefits, alternatives			5	
	b. Name of the person performing procedure			1	
	c. Use of anesthesia or any pain relief during procedure			1	
8	The Informed Consent should be obtained only by the person performing the procedure			1	
9	The Patients sign the Consent Form when they are competent. When not, the Consent Form can be signed by legal heir.			1	
10	All Consent Forms are countersigned signed by the witness.			1	
11	The HCO has a system for video graphing of consents as and when legally required			1	
12	The HCO respects the Patients' autonomy & right to:				
	a. Seek a second opinion			1	
	b. Accept or reject whole or part of a care plan			1	
	c. Refuse treatment			1	

	d. Privacy & dignity especially during clinical examinations and procedures			1	
	e. Religious, Spiritual, Cultural, Dietary Or Special Preferences			1	
13	The HCO allows at request discharges			1	
14	All patient related information is treated as confidential by the HCO			1	
15	All patients are allowed access to their Clinical Records within a maximum of 72 hours of request			1	Signage informing patients of this right
16	Patients are educated and informed about the discharge process in a language & format they understand and based on collaborative planning & development			1	
17	The Discharge Summary for the Patients contain				
	i. Follow up & review advice			1	
	ii. Clear medication instructions			1	
	iii. When & how to obtain urgent care			2	
18	The HCO has a clear cut & convenient visitation policy that:				
	a. Takes the Patient, Family & Hospital requirements into consideration			1	
	b. Educates Visitors on the need for Infection Control			1	
	c. Individually reviews & follows up on requests for Children Visitors			1	
19	There is a clear and established procedure for receiving and acting on patient complaints that come to the HCO verbally, through phone, through written complaint forms, through emails or through the Hospital Website			3	Availability of means for complaint communication: complaint forms, emails, website
20	The HCO ensures through proper displays and education that all Patients & their Relatives are aware of these complaint procedures			2	Displays, patient education

21	All complaints received are acted upon within a stipulated period, with the results of such actions informed back to the concerned patients			2	Action within stipulated period, results intimation to concerned patients
22	The HCO has arrangements to help patients and their attendants with their travel needs			1	
23	The HCO has arrangements in place at the Hospital to help attendants with their stay, food & water, communication & laundry needs.			4	Stay, food & water, communication, laundry
III	The HCO has a programme for ensuring patient friendliness				
1	The HCO regularly monitors patient satisfaction and takes steps for improving it.			2	Monitoring, improving
2	Patient Satisfaction Surveys are conducted internally by a dedicated team on a regular basis, atleast weekly.			2	Dedicated team, regular basis
3	External, Third Party Surveys are conducted by recognised Agencies to validate the Internal Survey Results and provide more insights on patient satisfaction, atleast once in 6 months.			3	Third party survey, insights on patient satisfaction, periodicity
4	All the Satisfaction Surveys cover areas including Reception, Registration, Appointment, Laboratory, Radiology, Pharmacy, Wards, Consultation, Nursing, Billing & Discharge, House keeping, Linen and laundry services, Kitchen and Food services and an Overall Patient Satisfaction.			15	
5	The HCO has a Senior Level Committee established exclusively to analyse and act on the survey results in a time bound manner.			3	Committee availability, analysis, action within time lines
6	All Staff at the Hospital interacting with the Patients are trained in the required skills for handling and satisfying Patients			1	
7	The HCO regularly monitors patient waiting times and takes steps to reduce same in areas including:				

	a. Registration			2	
	b. Outpatient Consultation			2	
	c. Laboratory			2	
	d. Radiology and other Imaging Centres			2	
	e. Pharmacy			2	
	f. Billing			2	
	g. Discharge			2	
8	The HCO carries out Employee Satisfaction Surveys atleast once a year and utilizes the survey findings to further improve working conditions.			2	Survey, improve working conditions
IV	HCO shall put in place all measures to provide quality care				
1	The HCO has an established and documented Quality Improvement Programme (QIP)			2	
2	The QIP regularly records and monitors Quality and Safety indicators			4	Quality & safety indicators - each recording & monitoring
3	As part of the QIP, the HCO has in place a Quality Committee that includes Senior Management and Departmental Heads who critically analyse cases of suboptimal care, plan and take steps to prevent recurrence through timely corrective and preventive actions			3	Quality committee, critical analysis of care, steps taken for CAPA
V	The HCO shall provide safe care				
1	There is an established and documented Hospital wide Safety Programme, covering Laboratory safety, Radiology safety, Facility safety and Patient safety.			4	
2	The HCO provides necessary resources for proactive risk management & risk reduction activities as per the Hospital Safety Program.			2	Resource provision for proactive risk management, risk reduction

3	There is in place a Safety Committee including Senior Management and Departmental Heads at the Hospital to analyse all safety related incidents, plan and take corrective actions.			3	Safety committee, critical analysis of safety incidents, steps taken for CAPA
VI	The HCO shall be legal in its day to day operations				
1	The HCO is conversant with and adheres to all State and Central Laws & Regulations applicable to Hospitals, relevant to its day to day operations			5	Copies of licenses and certificates to be examined.
2	The HCO obtains all necessary licenses, registrations and certificates and keeps them updated as and when necessary. These include for:				
	a. Fire Safety			1	
	b. Air, water and noise environment protection			1	
	c. Biomedical Waste Management			1	
	d. Radiation Safety			1	
	e. PNDT Act compliance			1	
	f. Medical Termination of Pregnancy			1	
	g. Organ Donation (Brain Death)			1	
	h. NACO Guidelines			1	
3	The HCO is registered with Local Authorities as a Clinical Establishment providing health care			1	
4	The HCO has defined, documented and communicated to all its Employees, a list of their Rights & Responsibilities			4	Defined, documented, communicated
VII	The HCO shall be ethical in its day to day operations				
1	In all its activities, the HCO shall always keep its Patients' interests foremost, seeking to exceed their expectations at all times			5	Verified through Independent Patient Surveys
2	The HCO has a documented, established and publicised Patient Charter that includes::				

	a. Commitment to ethical management			1	
	b. Disclosure of Ownership & Organogram of Senior Management			1	
	c. Vision, Mission, Values and Service Standards disclosures			1	
	d. Strategic & operational plans including short term & long term			2	Strategic, operational
	e. Published results of Quality and Safety Indicators			2	Quality, safety
	f. Portrayal of services which it can and cannot provide			2	It can, it can not
	g. Portrayal of services that are outsourced			1	
	h. Portrayal of its currently valid affiliations & accreditations			2	Affiliation, accreditation
3	The HCO Has defined, documented and displayed its Patient Rights & Responsibilities and;				
	a. Informs Patients of the same, through prominent displays			1	
	b. Ensures all Staff are aware & trained to protect patients from abuse of their rights			1	
	c. Reviews such incidents of abuse & takes prompt and necessary steps to prevent their recurrence			2	Review, action taken
4	The HCO has a defined, documented and implemented Corporate Social Responsibility Program			3	Defined, documented, implemented
5	The HCO categorically states that it follows the Code of Medical Ethics, 2002 published by the Medical Council Of India.			1	
6	The HCO declares that it Is an equal opportunity employer and offers employment irrespective of race, gender, religion, caste, community, sexual orientation or HIV status			2	Declaration, practice

7	The HCO has a defined, documented and implemented "Green initiative" programme that limits utilization of natural resources like air, water, electricity, fossil fuels and paper and also limits waste generation.			3	Defined, documented, implemented
8	As part of the Green Initiative the HCO actively takes steps to reduce green house gas generation and global warming because of its activities.			1	
	TOTAL MAXIMUM SCORE			300	
	GRADING				
	> 95%	Most Patient Friendly		E	Excellent
	90 to 95%			A+	Very Good
	80 to 89%			A	Good
	60 to 79 %			B	Satisfactory
	50 to 59 %			C	Fair
	< 50%	Most patient Un-Friendly		D	Poor