

A Study on Awareness and Knowledge of NABH Procedures among staff members in a single specialty Hospital, Coimbatore

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Abstract - National Accreditation Board for Hospitals & Healthcare Providers, shortened as NABH. It's a constituent board of the Quality Council of India, set up to establish and operate a delegation program for healthcare associations and also provides guidelines for hospitals & healthcare to enable quality healthcare services. The idea of this work is to dissect the mindfulness and knowledge about NABH procedures among workers. The study employed a check questionnaire design, with a convenience sample that assessed the staff members' familiarity with NABH norms, the delegation process, and quality enhancement enterprise. The findings would reveal the current position of mindfulness and knowledge of NABH procedures among staff members and identify areas for enhancement. The study highlights the need for healthcare associations to give regular training and education programs to enhance the mindfulness and knowledge of NABH procedures among their staff members.

Key Words: Accreditation, Knowledge, NABH procedures, quality improvement, training, NABH (National Accreditation Board for Hospitals and Healthcare Providers)

1. INTRODUCTION

NABH (National Accreditation Board for Hospitals & Healthcare Providers) is a quality assurance standard for healthcare associations in India. It's important for staff members to have mindfulness and knowledge of NABH procedures in order to ensure that their association meets the needed norms for quality and patient safety. The NABH delegation process involves a comprehensive evaluation of a healthcare association's compliance with the NABH norms. These norms cover colorful aspects of healthcare delivery, including patient safety, case rights, infection control, clinical issues, and staff qualifications and training. In terms of mindfulness and

knowledge of NABH procedures, healthcare associations, and their staff are anticipated to have a thorough understanding of the NABH norms and the delegation process. This includes mindfulness of the conditions for maintaining delegation, similar to regular internal checkups and nonstop quality enhancement enterprise. Training programs are available to help healthcare associations and staff develop the necessary knowledge and chops to achieve and maintain NABH delegation. The NABH delegation process involves a comprehensive evaluation of a healthcare association's compliance with the NABH norms. These norms cover colorful aspects of healthcare delivery, including patient safety, case rights, infection control, clinical issues, and staff qualifications and training. Its primary end is to promote quality and safety in healthcare delivery by setting norms and assessing the compliance of healthcare providers. NABH delegation is considered a mark of excellence in healthcare assiduity in India.

2. OBJECTIVES

1. To know the level of awareness and knowledge of NABH procedures among staff members in a single specialty hospital, Coimbatore.
2. To understand the extent to which the employees of in hospital have realized the importance of NABH in their hospital.
3. To suggest measures to improve the awareness of NABH procedure among the staff members and its benefits to the hospital.

3. LITERATURE REVIEW

According to Sivagnanam (2019), the knowledge and station of nursing staff toward the NABH delegation in a private tertiary care sanitarium in Tamil Nadu. The study set up that nursing staff had a moderate position of knowledge regarding NABH delegation, but there was a need to ameliorate their understanding of specific NABH norms. The study suggested the

need for regular training sessions and shops to ameliorate the knowledge and station of nursing staff towards NABH delegation.

According to **Gupta** (2018) a study to assess the position of mindfulness of NABH delegation among healthcare providers in a tertiary care sanitarium in North India. The study set up that while 60 of the replies were apprehensive of NABH delegation, only 36.3 had a good understanding of its conditions and benefits.

According to **Venkatesan** (2017) the mindfulness and perception of NABH delegation among healthcare professionals in a tertiary care sanitarium in South India. The study set up that while the maturity of healthcare professionals was apprehensive of NABH delegation, there was a lack of knowledge regarding the delegation process and the norms to be met. The study suggested the need for regular training and education programs to ameliorate the understanding of NABH delegation among healthcare professionals.

4. RESEARCH METHODOLOGY

A study on Awareness and knowledge of NABH procedures among staff members in a single specialty hospital, in Coimbatore. It deals with the research approach, research design, population, sample size, sampling techniques the procedure for the data collection, and statistical analysis. A descriptive exploration design is used in the study. Primary data is used in the study. Then the data is collected by circulating questionnaires among workers. The target population comprised of nurses who were working in hospitals and the sample is the true representative of the population where the sample size is 100. The sampling technique used for the present study is simple random sampling. The period of study was made from January 2023 to March 2023. Data completely depends on the replier's views which could be poisoned in nature.

5. ANALYSIS AND INTERPRETATION

The analysis used in the study is a simple percentage analysis

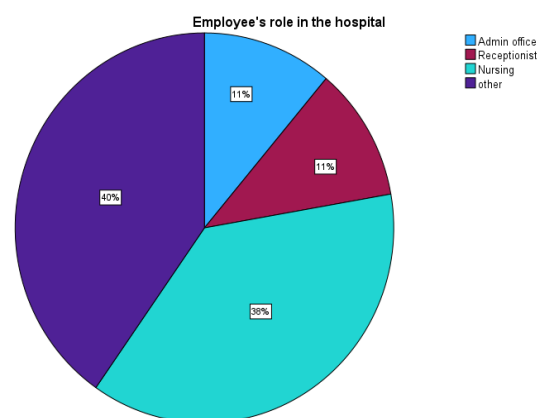
5.1 Simple percentage analysis

Percentage analysis is the method to represent raw streams of data as a percentage (a part of 100 percent) for a better understanding of collected data. Percentage analysis is applied to create a contingency

table from the frequency distribution and present the collected data for better understanding. A percentage is a special kind of ratio. Percentage is used for making comparisons between two or more series of data. Percentage is used to describe relationships and it can also be used to compare in terms of distribution of two or more series of data.

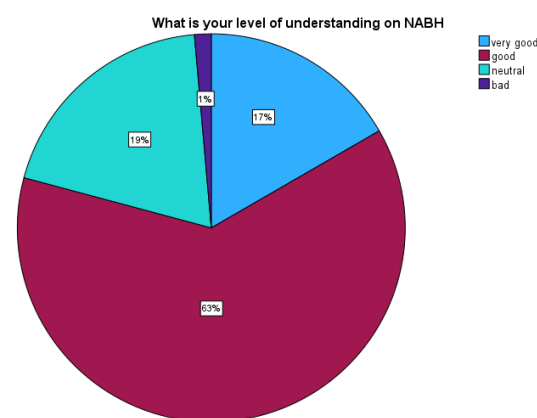
$$\text{Percentage Of Respondents} = \frac{\text{No. Of Responses} \times 100}{\text{Total Respondents}}$$

Chart- I Chart showing the respondent's (employees) responses according to the employee's role in the hospital.



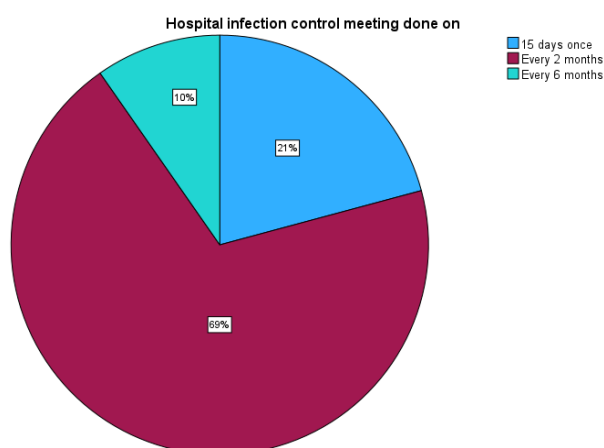
The above chart shows that 40% of employees are in another role in the hospital, 38% of employees are in nursing roles in the hospital, 11% of employees are in the admin office, and 11% of employees are receptionists.

Chart- II Chart showing the respondent's (employees) responses according to the level of understanding of NABH.



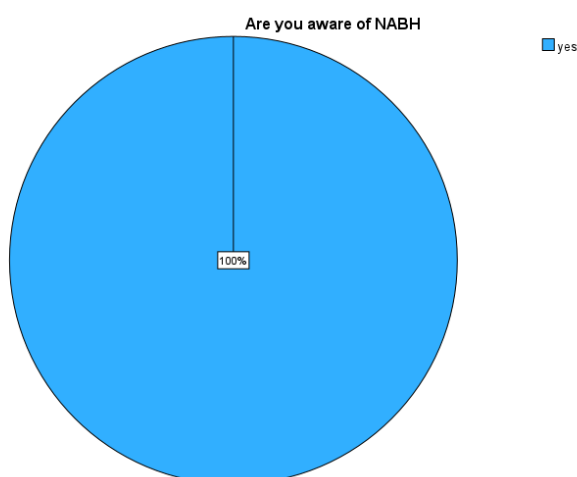
The above chart shows that 63% of employees are good in their level of understanding of NABH, 17% of employees are very good in their level of understanding of NABH, 19% of employees are neutral in their level of understanding of NABH, 1% of employees are bad in the level of understanding on NABH.

Chart-III Chart showing the respondent's (employees) responses towards when the infection control meeting was conducted in the hospital.



The above chart shows that 69% of employees responded every 2 months after the meeting was done, 21% of employees responded 15 days once the meeting was done, and 10% of employees responded every 6 months once the meeting was done.

Chart-IV Chart showing the respondent's (employees) responses on awareness of NABH.



The above chart shows that 100% of the respondents (employees) are aware of NABH in the hospital.

6. FINDINGS AND RECOMMENDATION

- It's Observed 100% of the replies (workers) are apprehensive about NABH in the hospital.
- It set up that most of the workers are in a good position of understanding NABH.
- They can concentrate more on forums or conferences regarding NABH delegation to circulate a thorough knowledge of NABH and its significance in the hospital.
- The hospital authorities can prepare some pamphlets about the significance of NABH and distribute them to their workers.
- The hospital could prepare frequent Training modules and train the workers on the operation of NABH in the area applicable to the job. The feedback session should be arranged to understand the effectiveness of training.

7. CONCLUSION

To conclude that there's a moderate position of Awareness and knowledge among the staff members about the NABH delegation. Although almost all of the staff members have heard about NABH, a significant proportion of them warrant acceptable knowledge about the delegation process, norms, and benefits of NABH delegation. thus, there's a need for nonstop training and education programs to enhance the awareness and knowledge of NABH delegation among the staff members. The study recommends that healthcare associations should develop comprehensive training programs to ameliorate the understanding of NABH norms and processes among their staff members. These programs should be designed to give regular updates on the rearmost NABH guidelines and encourage staff members to laboriously share in the delegation process.

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