

# A STUDY ON AWARENESS OF NABH STANDARDS AMONG NURSING EMPLOYEES, IN ONE OF THE MULTISPECIALITY HOSPITALS IN COIMBATORE

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## ABSTRACT

The study aims to evaluate the awareness of NABH standards among nursing employees. A descriptive study was done to gauge nurses' knowledge of NABH. To take part in this study, 320 nurses were chosen using a Simple random sampling method. Questionnaires were utilized as the data collection instrument to gauge nurses' level of awareness. The expected outcome of this paper is the improvement in already existing policy and framing of new policies and increasing the rate of awareness through different modes. The findings are also expected to pave the way for future research work.

**Keywords:** NABH, Awareness, knowledge, nurses.

## 1.INTRODUCTION:

To create accreditation for healthcare organizations, the National Accreditation Board for Hospitals and Healthcare Providers (NABH) was established. The International Society for Quality in Health Care (ISQua) recognizes NABH as an institutional member. The Board includes members from all parties involved, including the government, the public, and the healthcare sector

The ability of national hospitals to provide high-quality healthcare is increased by accreditation. The National Accreditation System for Hospitals ensures that all hospitals—public, private, national, and international—play their expected roles in the uniform accreditation system for the health care industries. It is overseen by the National Accreditation Board for Hospitals and Health Care Providers (NABH), which is responsible for developing the rules and standards that healthcare institutions must uphold.

The accreditation of a healthcare organization encourages continuous progress. It is easier for the organization to demonstrate its dedication to certification when it has access to reliable and approved information on facilities, infrastructure, and care level. the health .

The nursing staff's familiarity with NABH protocol requirements is important because it forms the basis of hospital patient care. The staff nurses' familiarity with the NABH technique is one of the key components of the Indian healthcare system.

Patients benefit most from NABH accreditation since it promotes high-quality healthcare and patient safety. Medical professionals with appropriate licenses aid the patient. The hospital staff also benefits from it because it provides consistent training and a pleasant working atmosphere.

Knowing the NABH protocol is a crucial part of having access to higher-quality nursing care, according to staff nurses. Improving the healthcare system requires understanding how to evaluate staff nurses' comprehension of the NABH protocol.

The researcher felt compelled to do the study in order to broaden her expertise.

The main objectives of the study are

1. To evaluate the level of NABH awareness among nursing employees
2. To evaluate the reasons for lack of NABH awareness,
3. To suggest some measures to improve the NABH awareness of nursing employees.

## II.REVIEW OF LITERATURE:

Pandit, et al (2018), the study was conducted in an Emergency Hospital located in Hyderabad. This hospital was established in the year 1988. Management decided to find out partial compliance and non-compliance areas in relation to NABH standards and improve those areas. Quality is the essence for any hospital and forms the basis for betterment of any service.

Indra Mani. T, et al (2018). India is expanding in the medical field, and patients from all over the globe are travelling there for care. Only when hospitals uphold the norms is this feasible. There has been a lot of demand to raise the standard of nursing care in India over the last few years. There is always a need to enhance nursing practice because nurses play a significant role in patient care and are an essential part of the hospital.

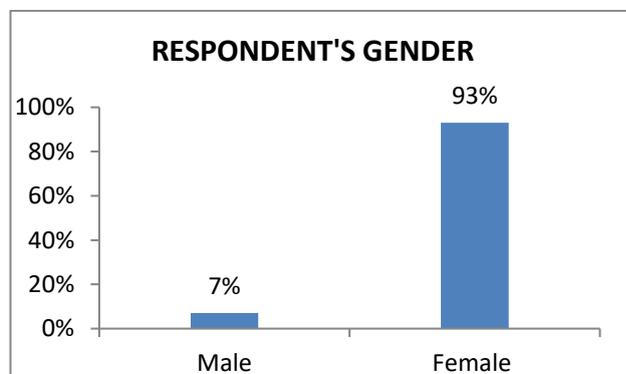
J. Indumathy & M. Ravichandran (2017), the single most significant strategy for raising hospital standards would be accreditation. A government organization called the government Accreditation Board for Hospitals and Healthcare (NABH) is in charge of accrediting hospitals. Nursing care protocols undergo a significant shift as a result of accreditation. Nurses are at the forefront of healthcare delivery, so they need to make significant changes to their daily routine to instill the changes and flawless procedure execution expected of them.

## III.METHODOLOGY

This is a descriptive research that aims on the Nurses of the selected hospital and their awareness on NABH. The simple random sampling is used in order to collect data. About 1900 nurses were present in the hospital and by considering the Morgan's table with 95% confidence and 5% error, 320 data was collected .For this purpose, a questionnaire has been designed. Accordingly the survey tool is a structured questionnaire divided into two parts the first part includes the demographic questions such as Age, Gender, Working experience, Designation etc. and the second part is composed of twelve questions that tests the nurse's awareness.

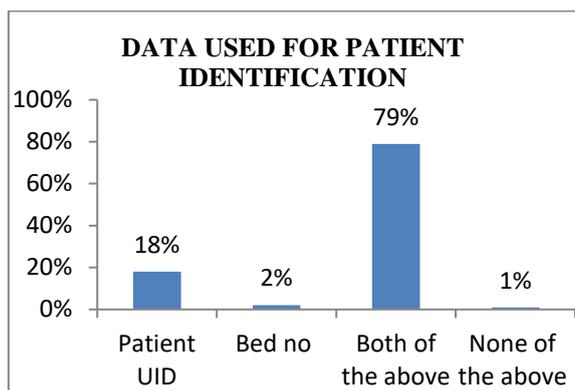
## IV.ANALYSIS

Chart I- Chart showing respondent's Gender



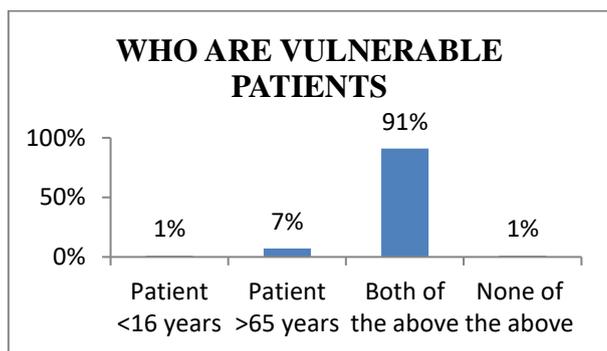
The above chart –I shows the respondent’s gender. It is evident that 7% of the respondents are male staff and 93% of the respondents are female staffs.

**Chart II- Chart showing respondent’s opinion on “Which data should be used for patient identification”**



From the chart II, it is interpreted that majority, 79% of the nurses goes with both the above ,18% of the nurses goes with patient UID, 2% of the nurses goes with bed no and 1% of the nurses goes with none of the above

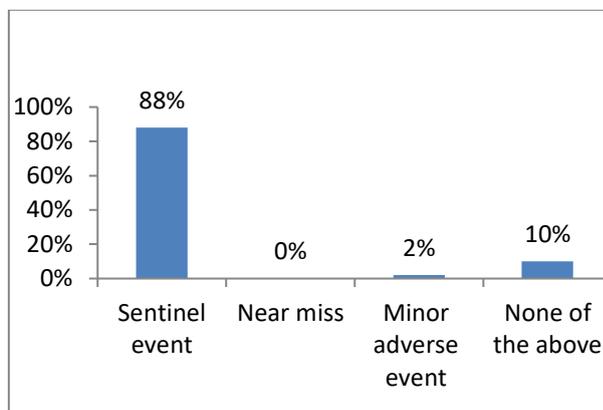
**Chart III- Chart showing respondent’s opinion on “who are vulnerable patients”**



From the chart III, it is interpreted that majority, ”91% of the nurses goes with “Both of the above”, ,7% of the nurses goes with “Patient >65 years”, 1% of the nurses

goes with “Patient <16 years, 1% of the nurses goes with “None of the above”.

**Chart IV – Chapter showing respondent’s opinion on “patient fall in hospital resulting in hip fracture”**



From the chart IV, it is interpreted that majority, ” 88% of the nurses goes with “Sentinel event”,2% of the nurses goes with “Near miss”,10% of the nurses goes with “None of the above”.

**MAJOR FINDINGS**

- Majority, 93% of the respondents were female and only 7% of the respondents were male.
- About 79% of the nurses goes with “Both the Above” Options of patient UID and Bed no
- About, 91% of the respondents goes with “Both the above” options of <16 years and patients >65 years.
- About 82% of the respondents goes with “use of personal protective equipment” for “what are the components of standard precaution”

## SUGGESTIONS

- A survey can be conducted to evaluate Nurse's knowledge regarding NABH
- Training program or classes regarding NABH is to be conducted to nursing staff
- Pre-training and Post training effectiveness can be measured to improve the NABH standard awareness.
- A study can be conducted to assess the barriers to adhere towards NABH standards

## CONCLUSION:

The management and assessment of health care now both depend heavily on quality. In the current economic climate, ensuring patient happiness globally requires careful consideration on how to continuously improve the quality of healthcare services. The health sector in India is one of the largest and fastest-growing industries, and both for-profit and nonprofit hospitals and care facilities place a high priority on patient happiness and quality enhancement. The criteria were established by the National Accreditation Board of Hospitals and Healthcare Providers (NABH) and the Quality Council of India.

Being a nurse and responsible for providing high-quality patient care to patients, society, and the profession motivated the investigator to conduct a study to gauge staff nurses' understanding about NABH accreditation in order to learn more.

According to the study's findings, all of the subjects had a fair amount of knowledge about NABH accreditation. The study had effects on other fields as well as the nursing industry. The study's findings

confirm the necessity of implementing educational courses about NABH accreditation in order to raise the standard of care and ensure that the recommended rules are follow

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