

Clinical quality systems

NABH or JCI first? Build the accreditation roadmap around the service

India and international patient trust

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Start with the service you intend to run

Write the clinical scope before comparing accreditation names. A hospital, a smaller healthcare organisation and a focused outpatient service need their own eligibility checks.

Test the requirement behind the request

An international partner may ask for a particular accreditation. I would request the requirement in writing and establish whether it is a contractual condition, a preference or an assumption repeated in a meeting. Those are different reasons to spend money.

Use the scope-to-evidence checklist

My scope-to-evidence checklist is a working register rather than a new manual. Each entry has the applicable requirement, the existing evidence, the gap, the owner and the review date. It also states what would demonstrate that the action changed practice.

Budget for the months after assessment

I would cost the staff time needed to maintain the system, not just the application and preparation. Include the work of clinical review, incident follow-through, document control, training and the internal checks the service has agreed to perform.

Make the roadmap useful to an overseas patient

India's potential to lead in aesthetic medical tourism gives this work a practical purpose. A patient considering travel should be able to verify the relevant credentials and understand who is responsible for the proposed care.

The full method

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