

## EMPANELMENT NOTICE

National Productivity Council (NPC) and Quality Council of India (QCI), both Apex National bodies in the area of Productivity and Quality under Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Govt. of India signed MOU on 21<sup>th</sup> January, 2020 in order to work together for improving quality and standard of health care and better control of laboratory operations for assuring genuine reports from accurately calibrated testing. This will be achieved through providing assistance to hospitals and clinical laboratories across the country in order to meet pre Entry Level Standards with an aim of making hospitals and laboratories NABH and NABL certified. In order to understand scheme, please refer to <https://hope.qcin.org/pages/index>

NPC intends to empanel suitable agencies/organizations/companies to work under the guidance and supervision of NPC to assist health care facilities and laboratories to provide capacity building, systemic, and hand-holding support in order to enable them to meet pre Entry Level Standards with an aim of making hospitals and laboratories NABH and NABL certified.

Ayushman Bharat and IRDAI have now mandated hospitals to get certified with NABH resulting in better quality and safety of patient care. Hospitals can choose to get certified with any of the three levels of certification with Ayushman Bharat (Bronze, Silver or Gold).

NPC is looking for organizations/consultants that have the capability systems and methodology to support a large number of hospitals in implementing the system.

**Capability Criteria:** The organization/consultant should have following capabilities:

- i. **EXPERIENCE:** The organization should be currently involved in assisting hospitals implement practices that result in NABH certification or accreditation and/or quality assurance in public health care facilities. The organization should be able to demonstrate use of a methodology or approach through which they are in a position to assist and handhold a large number of hospitals/health care facilities to implement quality practices. The organization should furnish a list of hospitals/healthcare facilities which has been assisted so far.
- ii. **RECOGNITION/CERTIFICATION:** The organization should demonstrate that the processes adopted by them have been duly recognized or certified by a certifying agency and/or quality assurance schemes for health care facilities. Preference would be given to organizations who have received NABET certification for consultation to healthcare providers.
- iii. **TECHNOLOGY:** The organization should be able to use digital tools and technology, if necessary, to enable hospitals implement the system. Data on progress of implementation should be shared with NPC on a weekly basis.
- iv. **METHOD:** The organization should demonstrate a robust method through which healthcare providers are trained on quality practices as per the scheme. The method should involve provision of tools and processes to initiate and sustain continuous improvement work culture and monitoring of outcome. Hospitals should be taught to monitor CQI parameters.
- v. **TURNOVER AND MANPOWER CREDENTIALS:** The organization should furnish turnover of last three financial years and profile of key staff. The consultants can provide details of qualification, experience and related activities carried out or in progress.

**Note:**

- 1) NPC would issue a letter of empanelment based on the documents provided and/or face to face interactions.
- 2) NPC would have a separate agreement with empanelled organizations/consultants including TOR and financial implications based on work to be carried out.