Technical Presentation for
**Entry Level Certification for Healthcare Organization (HCO)
and Small Healthcare Organization (SHCO)**

Outline

- About HOPE

- Procedure of Entry Level Certification

- Registration Steps – Desktop Portal

- Key Points to Remember

- Documentation Steps – Mobile Application

- Desktop Assessment Steps

ABOUT HOPE

HOPE-Healthcare Organizations' Platform for Entry Level Certification

QCI has launched HOPE portal and app, which facilitates in certification process of Healthcare Organizations.

The complete Registration, Documentation and Fee Submission process will be carried out on HOPE portal and app for Entry Level Certification.

It is a complete platform for certification process of Healthcare organizations which gives information about simplified Certification process, Requirements and Compliances through Guidebook, Videos and Helpline support.

NABH Entry Level Certification Procedure

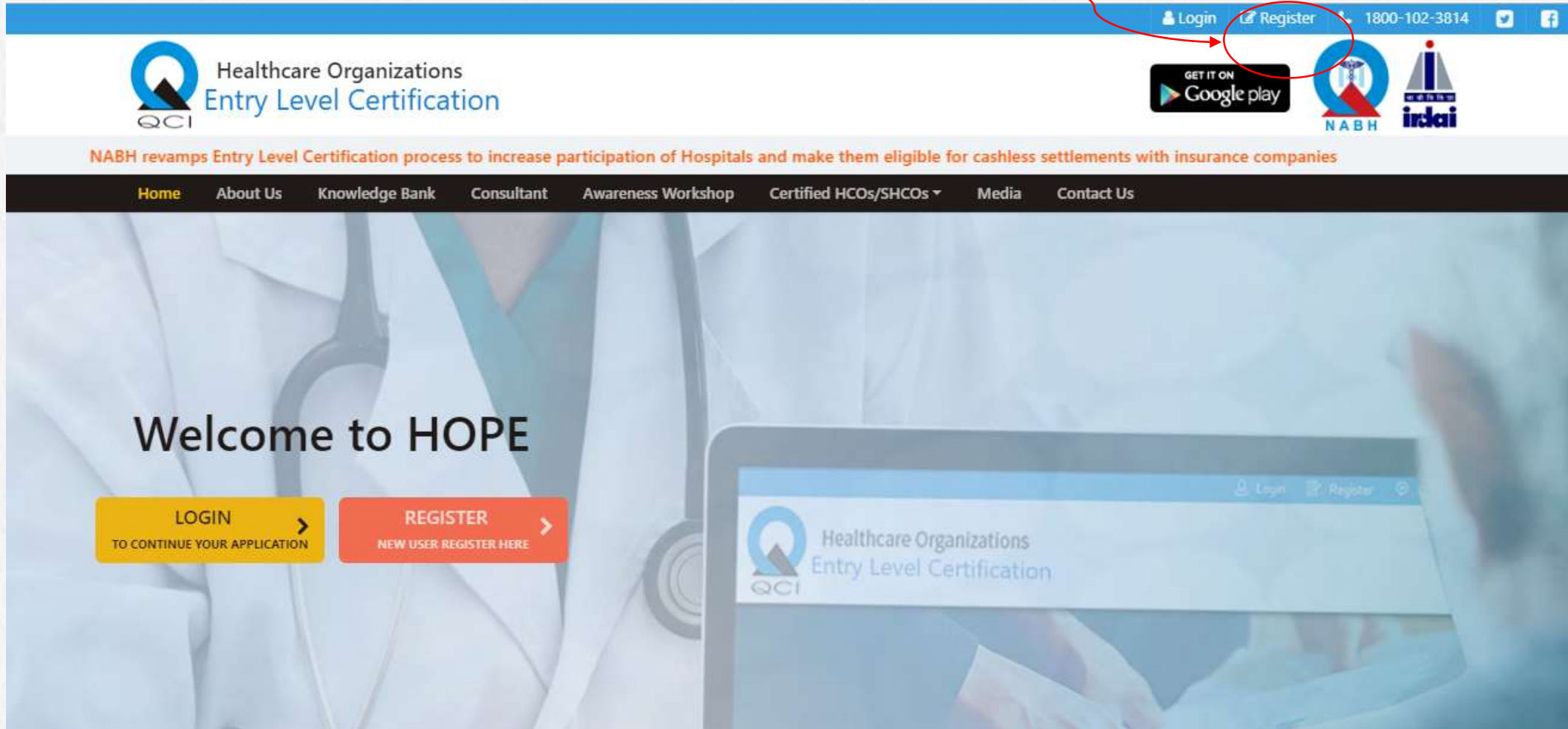Desktop Assessment Process Flow for Entry Level Certification
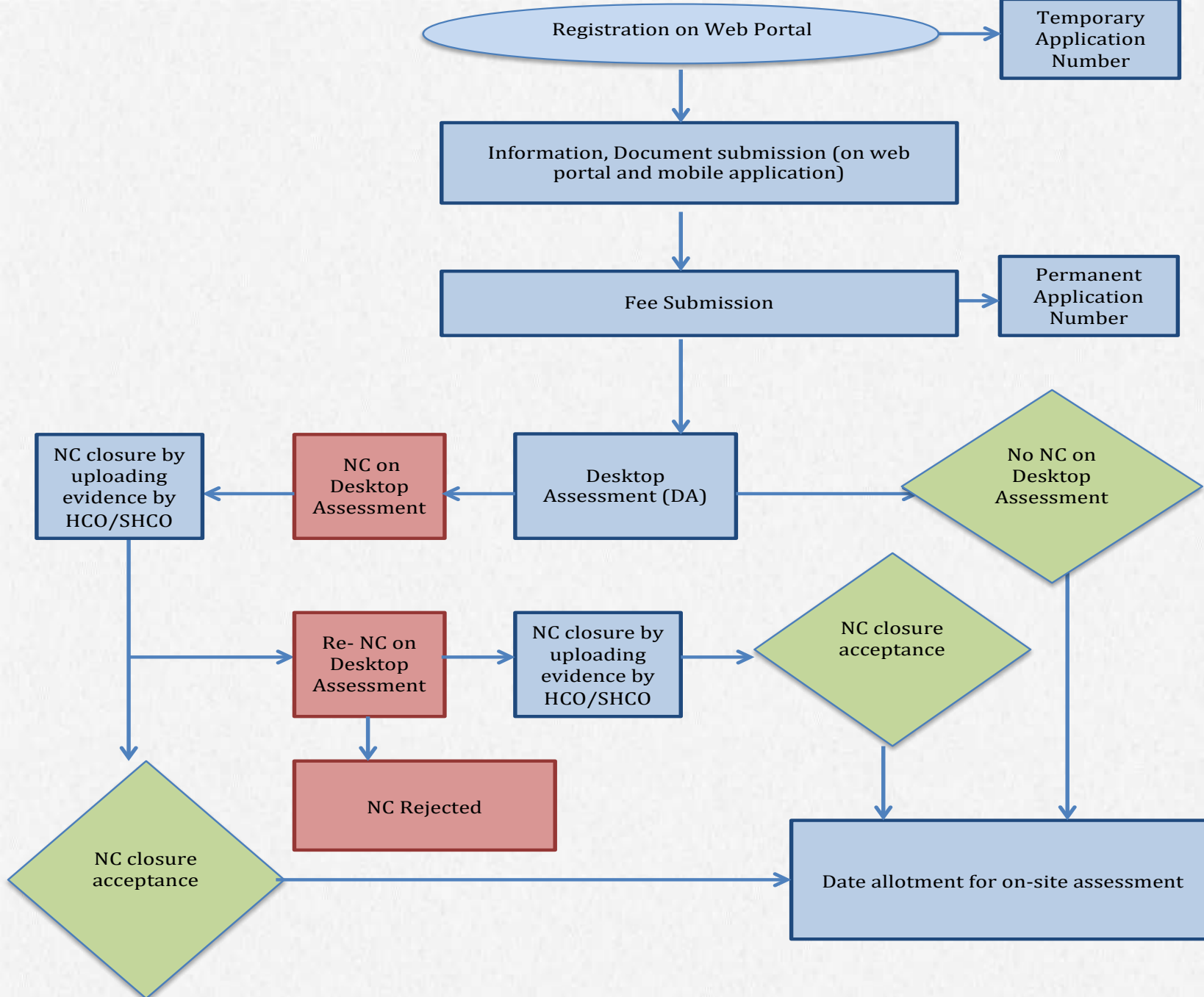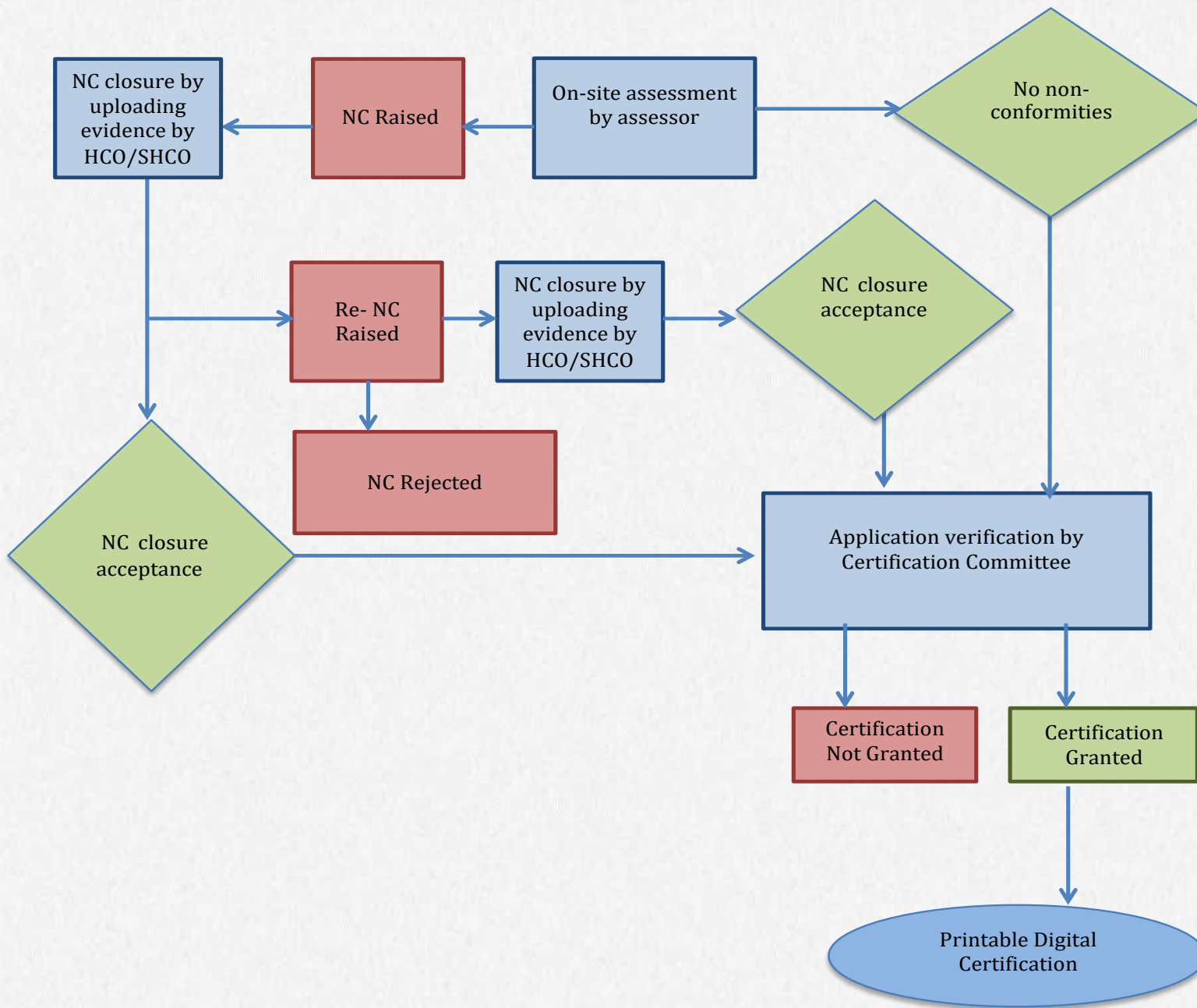
NABH Entry Level Certification Procedure

On-Site Assessment Process Flow for Entry Level Certification
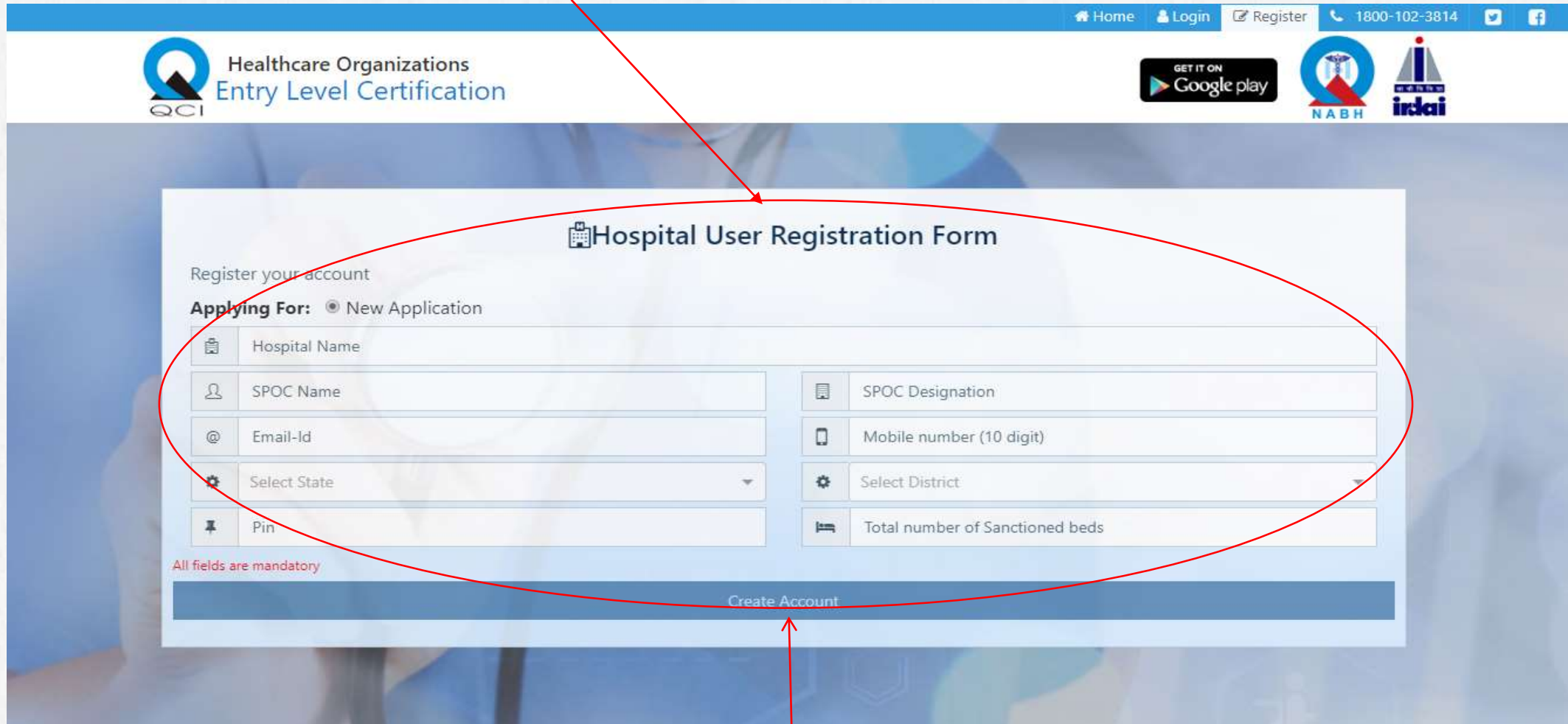
REGISTRATION STEPS

STEPS TO APPLY ONLINE

Go to https://hope.qcin.org to open the web page and click on 'register' tab

STEPS TO APPLY ONLINE

Fill in all the details in the registration form

Then Click on *Create Account*

STEPS TO APPLY ONLINE

On-Screen Pop-Up Appears that confirms successful registration of the HCO/SHCO

www.hope.qcin.org says

Your Temporary application number is TESHCO/2019/00322 Hospital has been successfully registered on Hope Portal. Password to login into the portal has been sent on █████████████████

OK

STEPS TO APPLY ONLINE

Dear █████████

Thank you for your interest in the entry level certification process.

Your healthcare organization ████████ Hospital has successfully been registered on our HOPE portal.

Healthcare Organization Platform for Entry Level Certification(HOPE) is a revision of NABH's current certification process for entry level HCOs/SHCOs, successful completion of which will ensure quality assurance of HCOs and SHCOs across the nation and will allow them to be eligible for NABH accreditation.

Please find the below mentioned login credentials to access the web and mobile application:

User receives email with Username and Password

Username: ████████████@gmail.com
Password: ████████

User receives Temporary application number

Temporary application number has been allotted to you:**TEH/**████████

In case of any queries, please contact HOPE at 1800-1023814 or email us at hope@qcin.org

Best Regards,
Team HOPE

STEPS TO APPLY ONLINE

Login with the registered username and Password as received on mail

Login

Username

███████@gmail.com
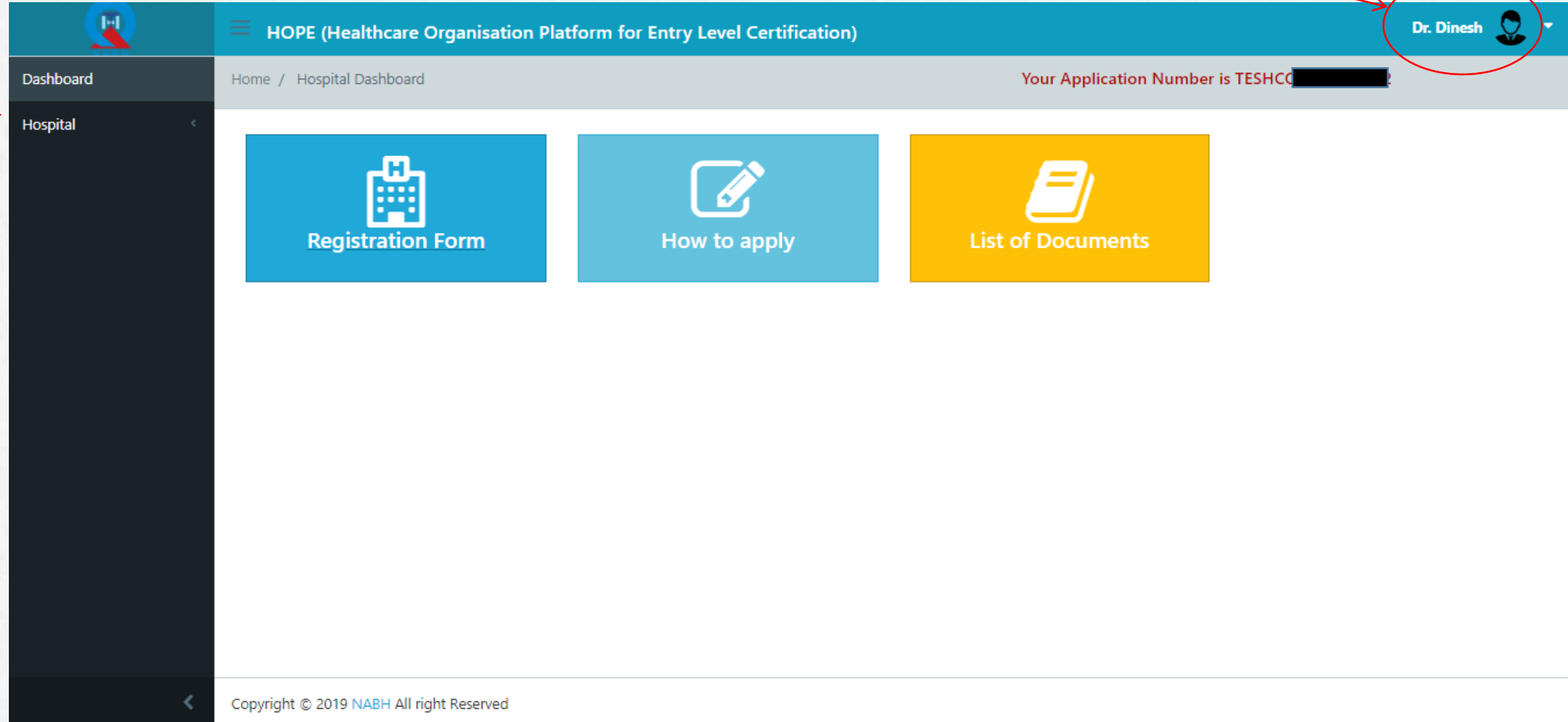
Password

•••••••••

Login   **Forgot Password ?**

*login using credentials shared via mail

STEPS TO APPLY ONLINE

Home Page as appears after logging in

SPOC Name Displayed on the top right
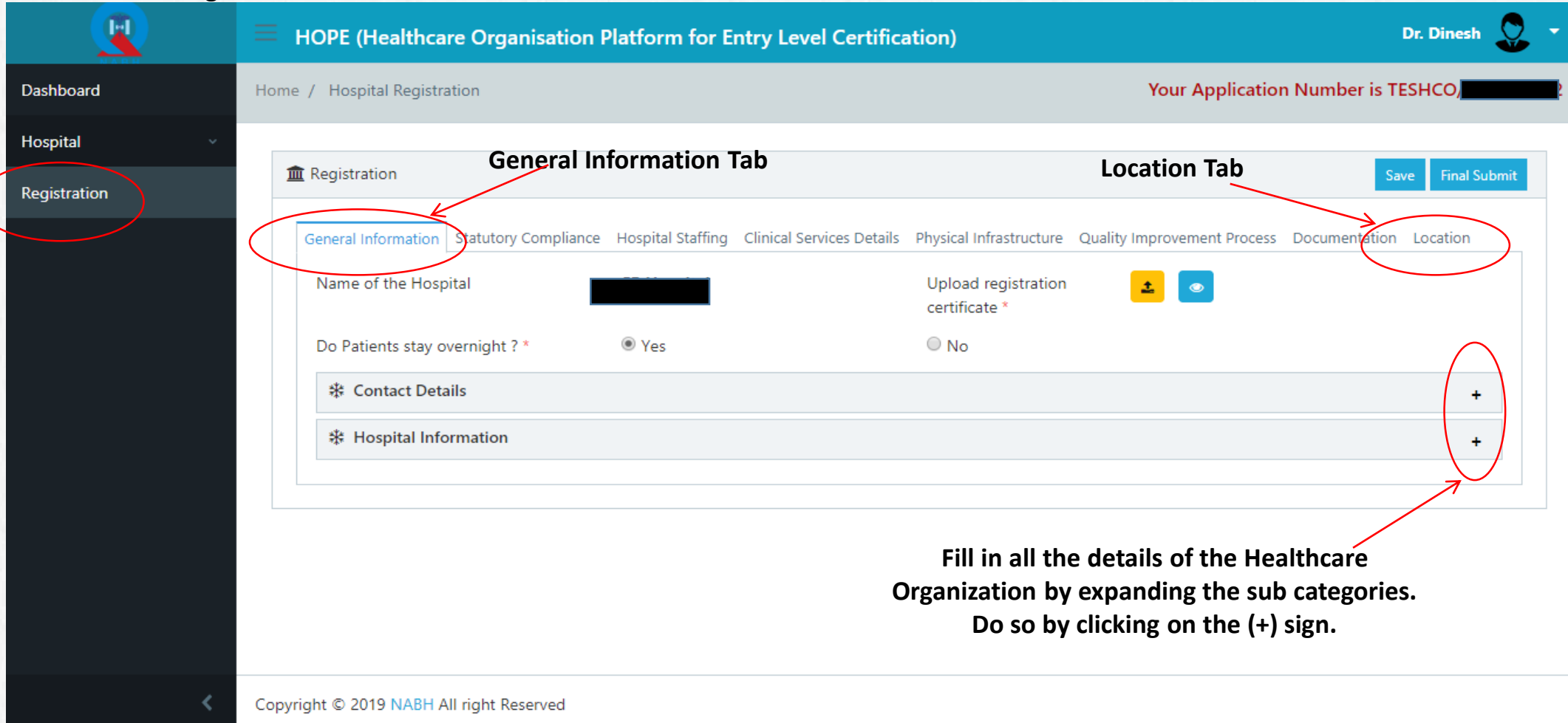
STEPS TO APPLY ONLINE

Home Page after clicking on Registration will show the registration details

General Information Tab

Location Tab

Fill in all the details of the Healthcare Organization by expanding the sub categories. Do so by clicking on the (+) sign.

Difference between web portal and mobile application documentation uploads

Documents that require to be uploaded through the web portal online will have an "Upload any file" icon next to them as highlighted in the image which will turn green after uploading the same.
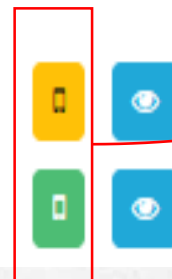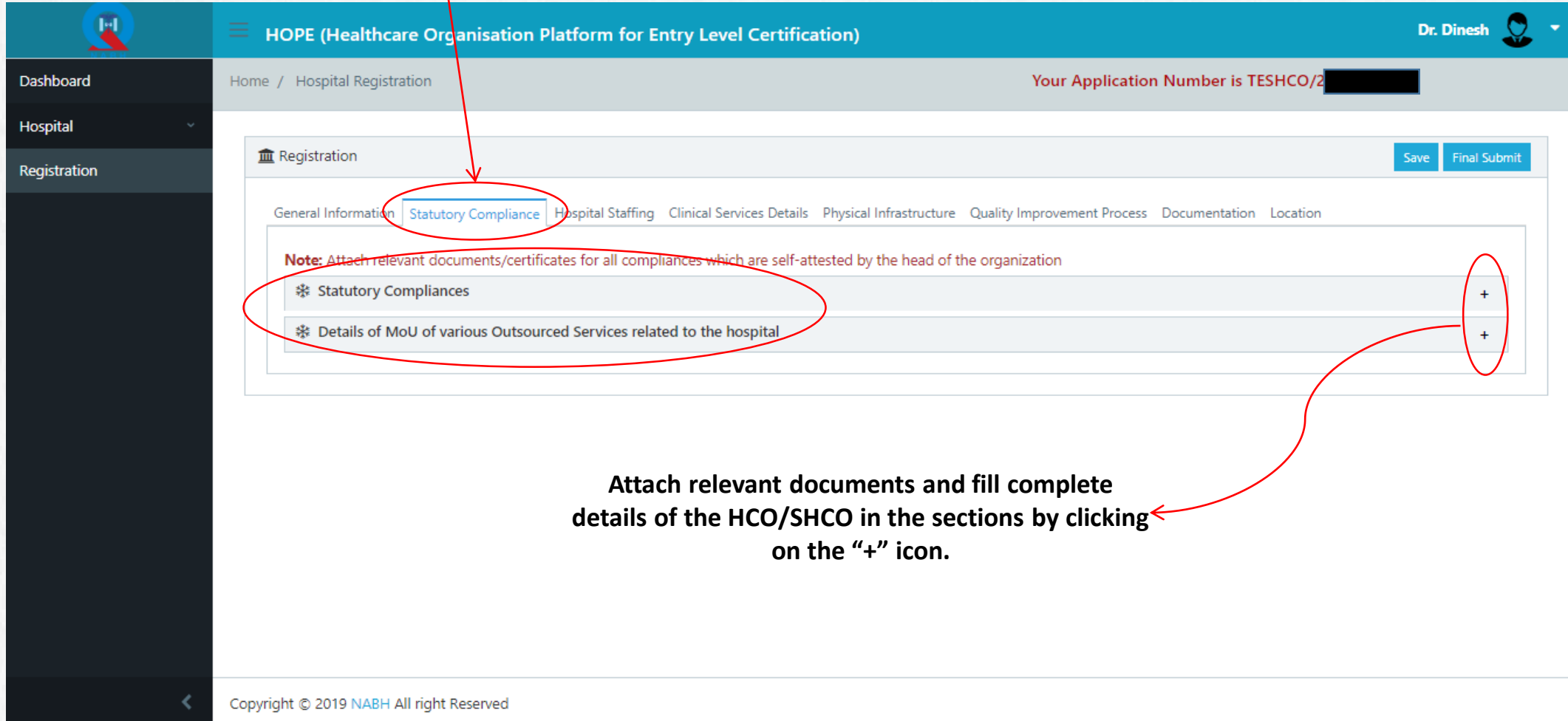
Documents that require to be uploaded through the *mobile application* online will have a "Mobile view" icon next to them as highlighted in the image which will turn green after uploading the same.

STEPS TO APPLY ONLINE

Statutory Compliances Tab

Attach relevant documents and fill complete
details of the HCO/SHCO in the sections by clicking
on the "+" icon.

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STEPS TO APPLY ONLINE

Fill up all the details in the below seven sections highlighted as under

STEPS TO APPLY ONLINE

Applicant can save their progress any time during the process of filling up the application form

STEPS TO APPLY ONLINE

Click on the SPOC name (top right) to find log out button in the drop down.
Remember to save your progress before logging out of the portal.

KEY POINTS TO REMEMBER

1. It is compulsory to save the information on the **Desktop Portal** first before using the **Mobile Application** for further documentation uploads.

2. The applicant can only log in **once** on either the Desktop Portal or the Mobile Application and cannot use both online tools simultaneously.

3. The Mobile Application can only be downloaded on **Android Operating Systems.**

4. It is necessary to make sure that user is connected to an active internet connection while uploading documents on Mobile App.

5. The details entered by applicant for registration on the HOPE website cannot be edited once the details are submitted. Please make sure that the details are filled accurately.

USING THE MOBILE APPLICATION
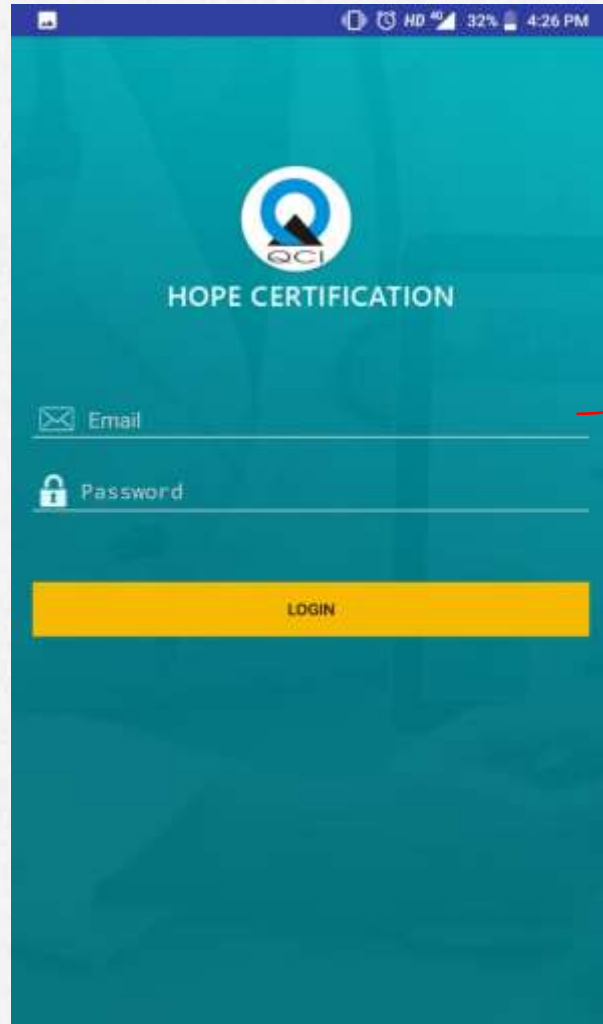
Login to the mobile application with the username and password created through the web portal

STEPS TO UPLOAD DOCUMENTS
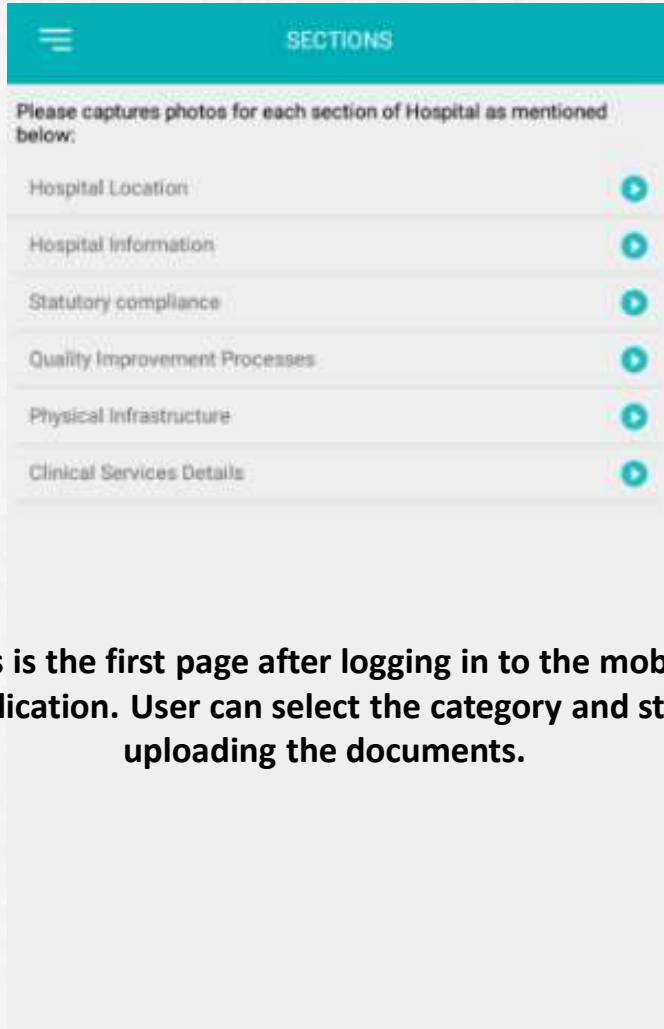
This is the first page after logging in to the mobile application. User can select the category and start uploading the documents.

After Clicking on the "arrow" button

to the right of the section "Hospital Location"
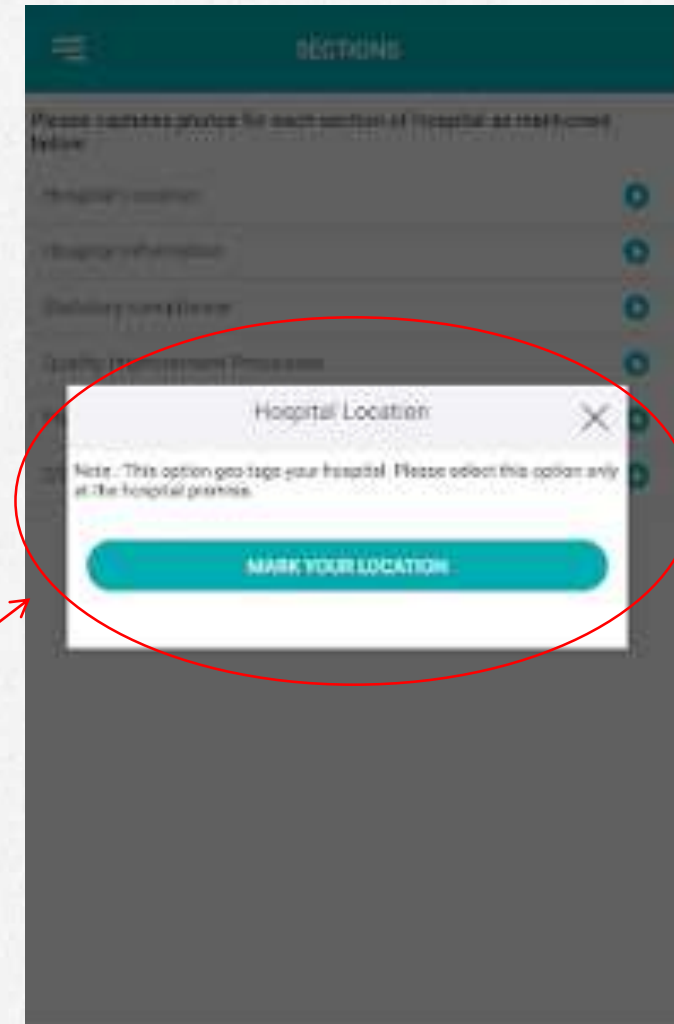
Click on "Mark your Location" before moving to the next section. This must be done at the Hospital Location.

STEPS TO UPLOAD DOCUMENTS
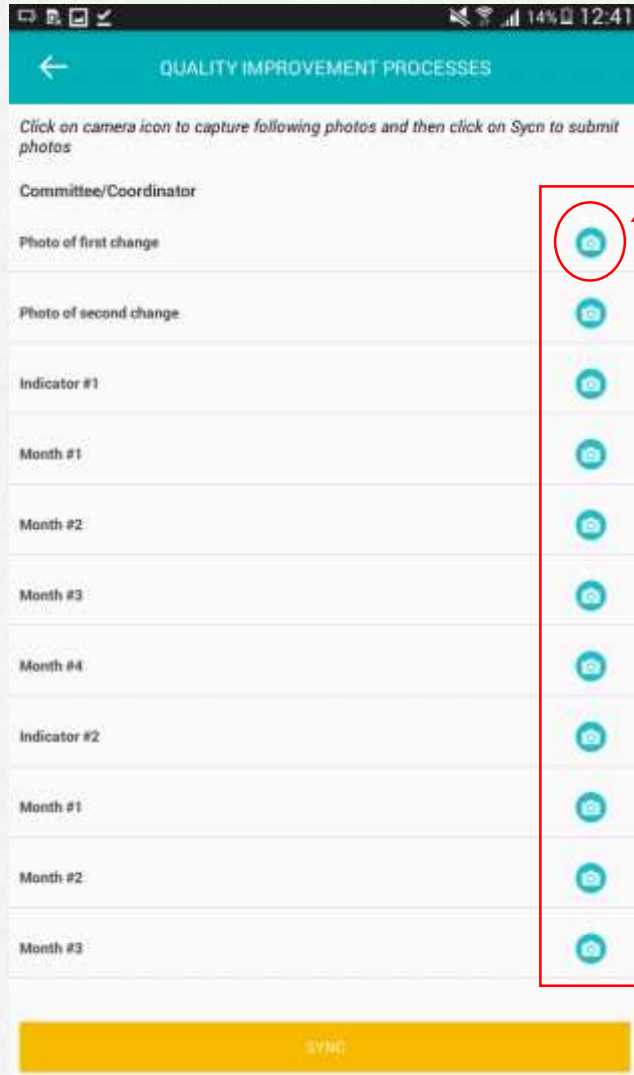
1. A *blue* "camera" icon shows that *NO* photographic evidence has been added to the corresponding parameter yet

2. Upload the documents according to the parameter by clicking on the adjacent "Camera" shaped icon
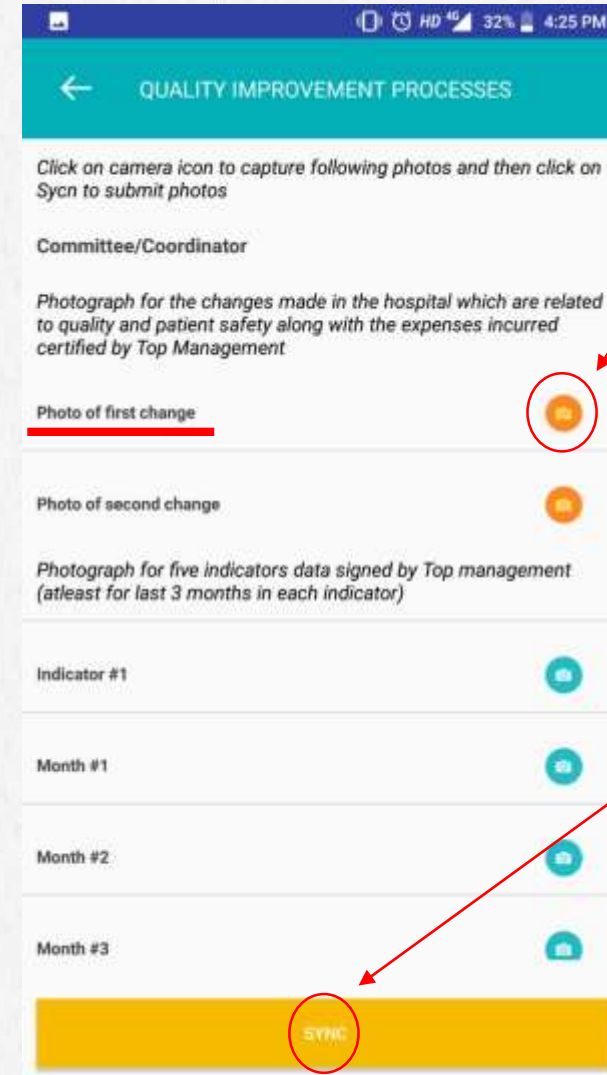
3. The "camera" icon now turns *orange, after* the photographic evidence has been added

4. Tap on the "SYNC" button to upload the photographic evidence to the web portal online

VERIFICATION OF UPLOADED DOCUMENTS ON WEB PORTAL

Icon color will change to green once document has been uploaded through mobile application

Click on the "View the uploaded file" button

VERIFICATION OF UPLOADED DOCUMENTS ON WEB PORTAL

On-Screen Pop-up appears showing the serial number of the file uploaded and "Action" that can be taken to either "Download" the document or "Delete" it as deemed fit.

Document Serial Number

"Download" Button

"Delete" Button

"Action" Buttons

STEPS TO UPLOAD DOCUMENTS
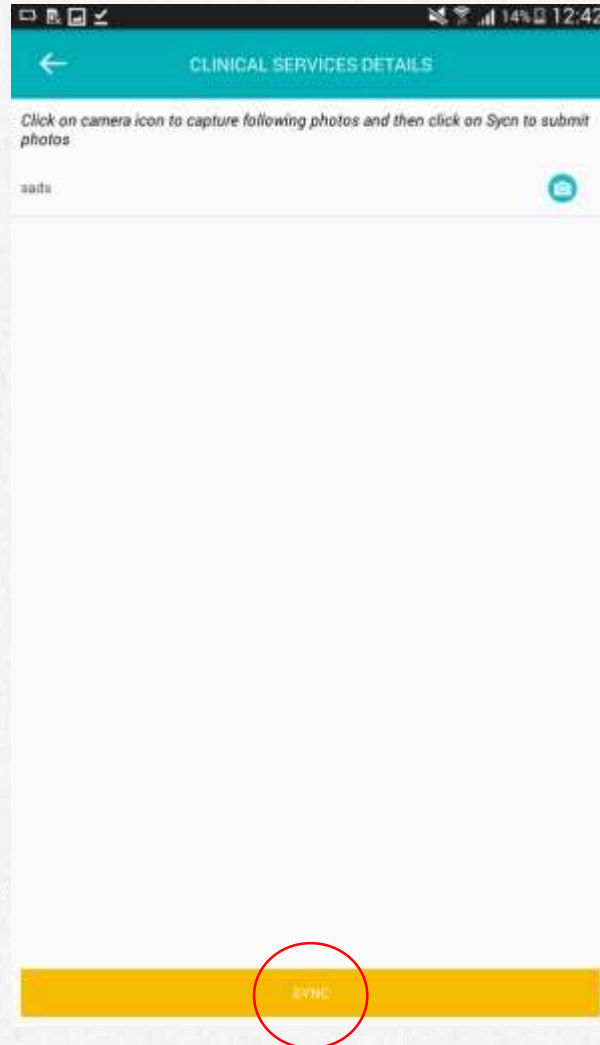
Do not forget to click on the SYNC button to upload the documents to web portal and save your progress

Log out of the mobile application after successfully uploading & syncing all the documents

STEPS TO APPLY ONLINE

After filling up all the necessary details and attaching all the required documents, Click on the "Final Submit" button

Note: The applicant will not be able to make any changes to the form after clicking this button

STEPS TO MAKE PAYMENT
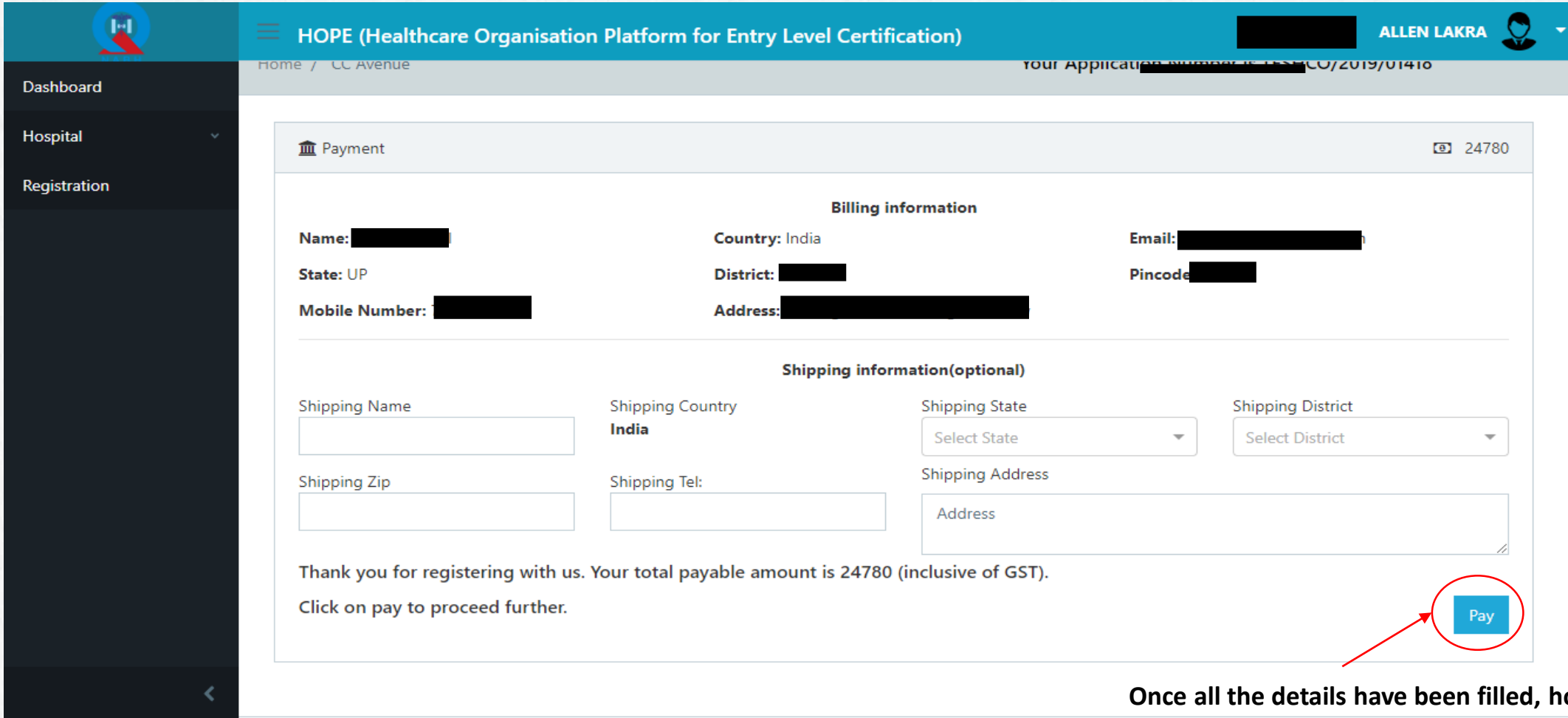
After uploading the documents, hospitals have to submit the fee by clicking on "Make Payment"

Note: The applicant will not be able to make any changes to the form after clicking this button

STEPS TO MAKE PAYMENT

After clicking on "Make Payment", Hospitals have to fill-in all the required field.

Once all the details have been filled, hospitals need to click on "Pay" to proceed with the final payment

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FEES FOR **CERTIFICATION**

HCOs - Hospitals with more than 50 Sanctioned beds

Entry-Level Certification Fee

INR- 52,000 + GST

SHCOs - Hospitals having upto 50 Sanctioned beds

Entry-Level Certification Fee

INR- 21,000 + GST

**This cost includes: Registration fee, Desktop assessment fee, Onsite assessment fee (Assessor lodging and travel cost not included) & certification fee for 2 years.
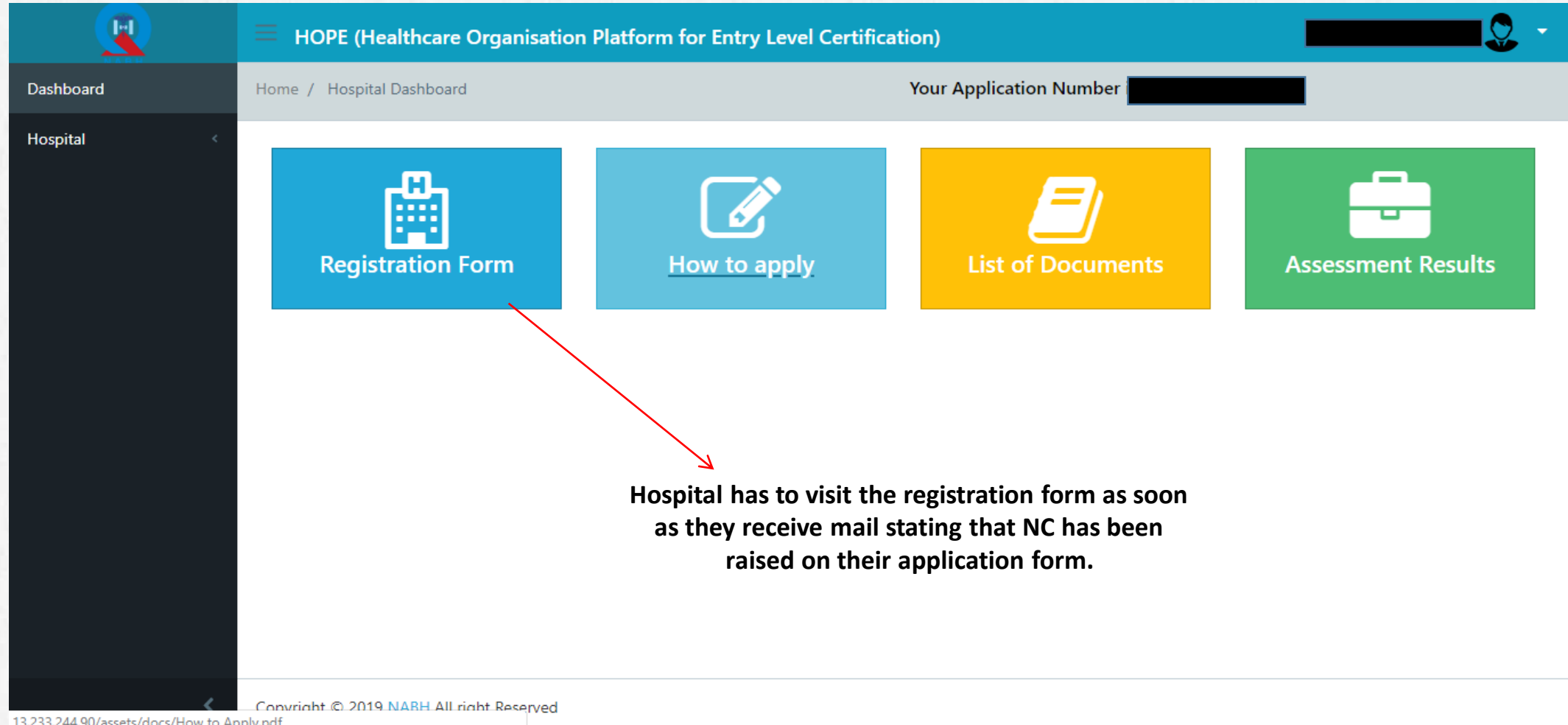
DESKTOP ASSESSMENT STEPS

KEY POINTS TO REMEMBER

1. Once the payment has been made by the applicant, the application will go to the desktop assessment team for verification.

2. Upon verification by the team, applicant will receive a mail for any non-conformity raised in the application.

3. Applicants have to use the same ID and Password, they used while registering, to reply the NC raised.

4. After logging in the web portal, applicant will have to check each tab in which NC is raised.

5. Applicant has to submit reply to all the NCs before the application can move to the on-site assessment stage.

STEPS TO REPLY TO NC RAISED- STAGE 1

Hospital has to visit the registration form as soon as they receive mail stating that NC has been raised on their application form.

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STEPS TO REPLY TO NC RAISED- STAGE 1

Number in front of each tab will indicate total number of NCs raised in that section/tab

Visit every tab in the form to see the NC raised (if any) which will appear like image shown below. -

STEPS TO REPLY TO NC RAISED- STAGE 1

NC reply page after clicking on NC button will show the remarks provided by DA team

DA team remark to see why NC has been raised.

NC

NC   ● Yes   ○ No

NC Remark *

NC Remark :   Not in standard format.

NC Reply (HCOs/SHCOs) *

HCO/SHCO has to submit relevant reply against the NC raised.

NC Reply :   NC Reply

Document :   Choose File   No file chosen   Upload

HCO/SHCO can upload the document to support the reply submitted against the NC raised.
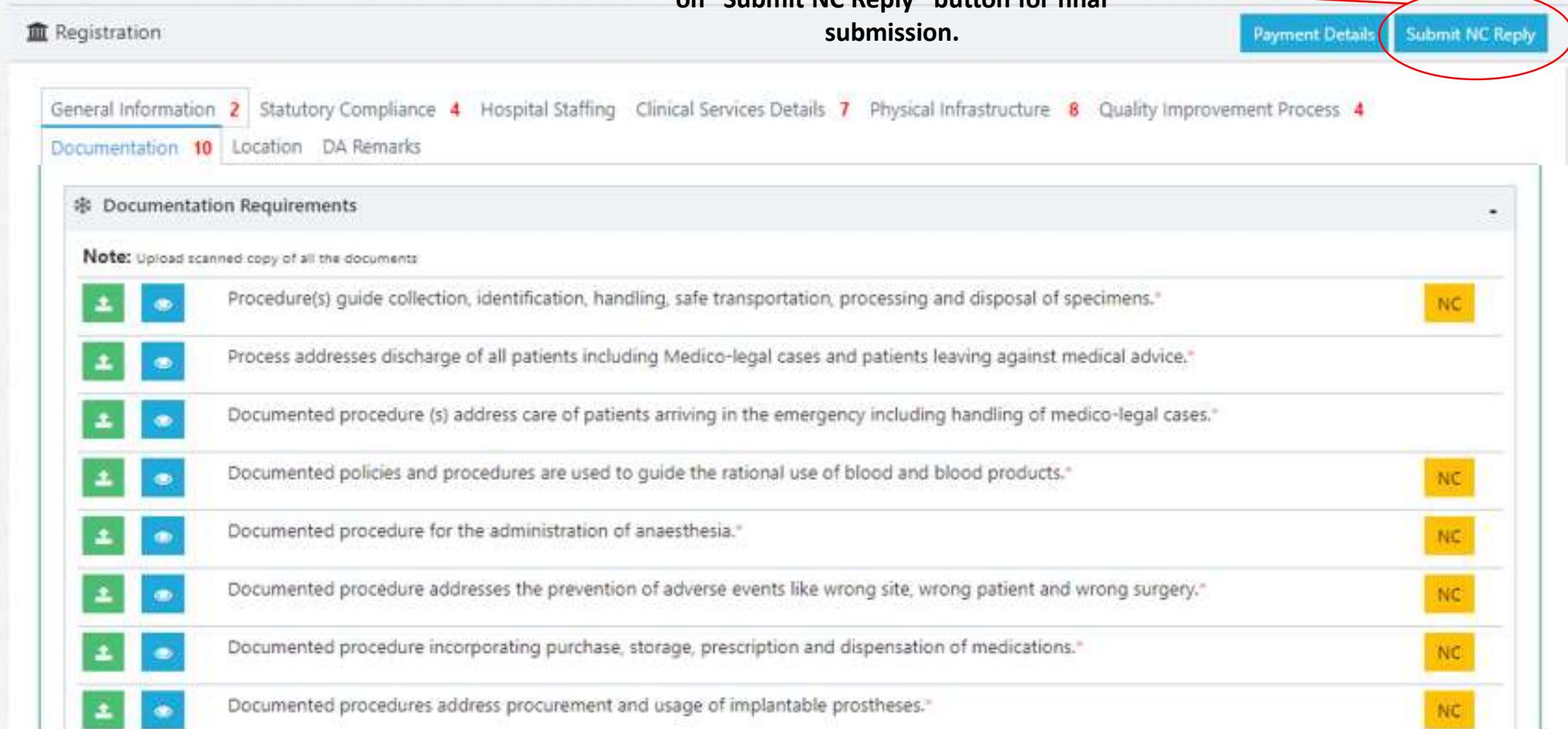
NC Logs *

Assessor	Hospital
Date : 02/04/2019, 2:35 PM	Date :
NC Remark : Not in standard format.	NC Reply :
NC Status : Open	Document :

Save

Save the NC reply details by clicking on the "Save" button

NC Icon color will change to yellow after NC reply has been submitted for that parameter.

After replying to NC and saving the data, response submitted will be shown in the NC log section.

STEPS TO REPLY TO NC RAISED- STAGE 1

STEPS TO REPLY TO NC RAISED- STAGE 1

After replying to all the raised NC, click on "Submit NC Reply" button for final submission.

Note: The applicant will not be able to make any changes to the form after clicking this button

KEY POINTS TO REMEMBER

1. After submission of all the replies to the raised NC, application will again go to Desktop Assessment for verification.

2. The replies and documents will be verified again and if the team find any reply or document unsatisfactory, Re-NC will be raised on that parameter.

3. Hospital will again receive a mail regarding Re-NC raised.

4. Hospital has to follow the same process as done in Stage -1.

STEPS TO REPLY TO NC RAISED- STAGE 2

All the NC replies which are not closed by DA team, will appear in red colored icon. Hospital has to submit replies to all those NCs in the second stage.

All the NC replies verified and closed by DA team will appear in green colored icon.

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STEPS TO REPLY TO NC RAISED- STAGE 2

After replying to all the raised NC, click on "Submit NC Reply" button for final submission. Please note that this will be the last chance to clear all the NCs.

Note: The applicant will not be able to make any changes to the form after clicking this button. This will be last chance to clear all the raised NCs

ONSITE ASSESSMENT STEPS

ONSITE ASSESSMENT STEPS

1. Once the onsite assessment gets over, applicant will receive a mail for any non-conformity raised in the application.

2. Applicants have to use the same ID and Password, they used while registering, to reply to the NCs raised.

3. After logging in the web portal, applicant will have to check assessment result tab in which NC is raised.

4. Applicant has to submit reply to all the NCs before the application can move to the certification committee stage.

STEPS TO REPLY TO NC RAISED- STAGE 1

Hospital has to visit the assessment result tab as soon as they receive mail stating that NC has been raised on their application form.

STEPS TO REPLY TO NC RAISED STAGE 1

Number in front of each tab will indicate total number of NCs raised in that section/tab

Visit every tab in the form to see the NC raised (if any) which will appear like image shown.

Assessor remark to see why NC has been raised

HOPE (Healthcare Organisation Platform for Entry Level Certification)

me / Assessment Result

Your Application Number is

🏛 Assessment Result

Refresh | Submit NC Reply | ← Back

Hospital Name: abc test hospital   Assessor Name: Date: 15-05-2019

General   Laboratory 1   Emergency 1   High D.A 3   Obstetric W.N.P 1   OT/ICU   Wards and Pharmacy 9   Patient/Staff 6   Wards Emergency 2

HRM 8   MRD 5   Housekeeping 5   Sterilization Area 3   Management 9   Maintenance/Bio-medical engineering 3   Maintenance/Facility Checks 4

Safety Management 5   Ambulance Accessibility 1   Uniform Signage 4   Documentation 16   Scope Of Service

Question	Are there expired drugs in any patient care area?
Answer:	No
Remarks:	the property handed over to the coorg hockey association with the following week, so you can also be a bit more about the delay in
NC:	🔓
NC Details:	gsv, the only thing that is the most popular. this is the 50th anniversary. I am going to

Corrective Action   NC Trail

STEPS TO REPLY TO NC RAISED- STAGE 1

Hospitals have to click on "corrective action" for replying to the NC raised.

STEPS TO REPLY TO NC RAISED- STAGE 1

HCO/SHCO has to submit relevant reply against the NC raised

HCO/SHCO can upload the document to support the reply submitted against the NC raised.

Save the NC reply details by clicking on the "Ok" button

STEPS TO REPLY TO NC RAISED- STAGE 1

After replying to all the raised NC, click on "Submit NC Reply" button for final submission.

Corrective action icon color will change to orange after NC reply has been submitted for that parameter.

Click on NC trail to check all the responses.

KEY POINTS TO REMEMBER

1. After submission of all the replies to the raised NC, application will again go to the assessor for verification.

2. The replies and documents will be verified again and if the assessor find any reply or document unsatisfactory, Re-NC will be raised on that parameter.

3. Hospital will again receive a mail regarding Re-NC raised.

4. Hospital has to follow the same process as done in Stage -1.

STEPS TO REPLY TO NC RAISED- STAGE 2

HOPE (Healthcare Organisation Platform for Entry Level Certification)   **Mr Tanveer**

Assessment Result   🔁 Refresh   Submit NC Reply   ← Back

Hospital Name: American Oncology   Assessor Name: Date: 28-03-2019

General   Laboratory **1**   Radiology   Emergency **1**   High D.A **3**   Obstetric W.N.P   OT/ICU   Wards and Pharmacy   Patient/Staff   Wards Emergency

HRM **1**   MRD   Housekeeping   Sterilization Area   Management   Maintenance/Bio-medical engineering   Maintenance/Facility Checks

Safety Management   Ambulance Accessibility   Uniform Signage   Documentation   Scope Of Service

All the NC replies which are not closed by QC team, will appear in red colored icon. Hospital has to submit replies to all those NCs in the second stage.

Question   Are samples collected properly?
Answer: Yes
Remarks:
NC: 🔒
NC Details: Not Correct

Corrective Action

After replying to all the raised NC, click on "Submit NC Reply" button for final submission. Please note that this will be the last chance to clear all the NCs.

NC Trail

Question   Are samples identified properly?
Answer: Yes
Remarks:
NC: 🔓
NC Details: ok

All the NC replies verified and closed by QC team will appear in green colored icon.

THANK YOU

Contact us

Email: hope@qcin.org Call:1800-102-3814