



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.



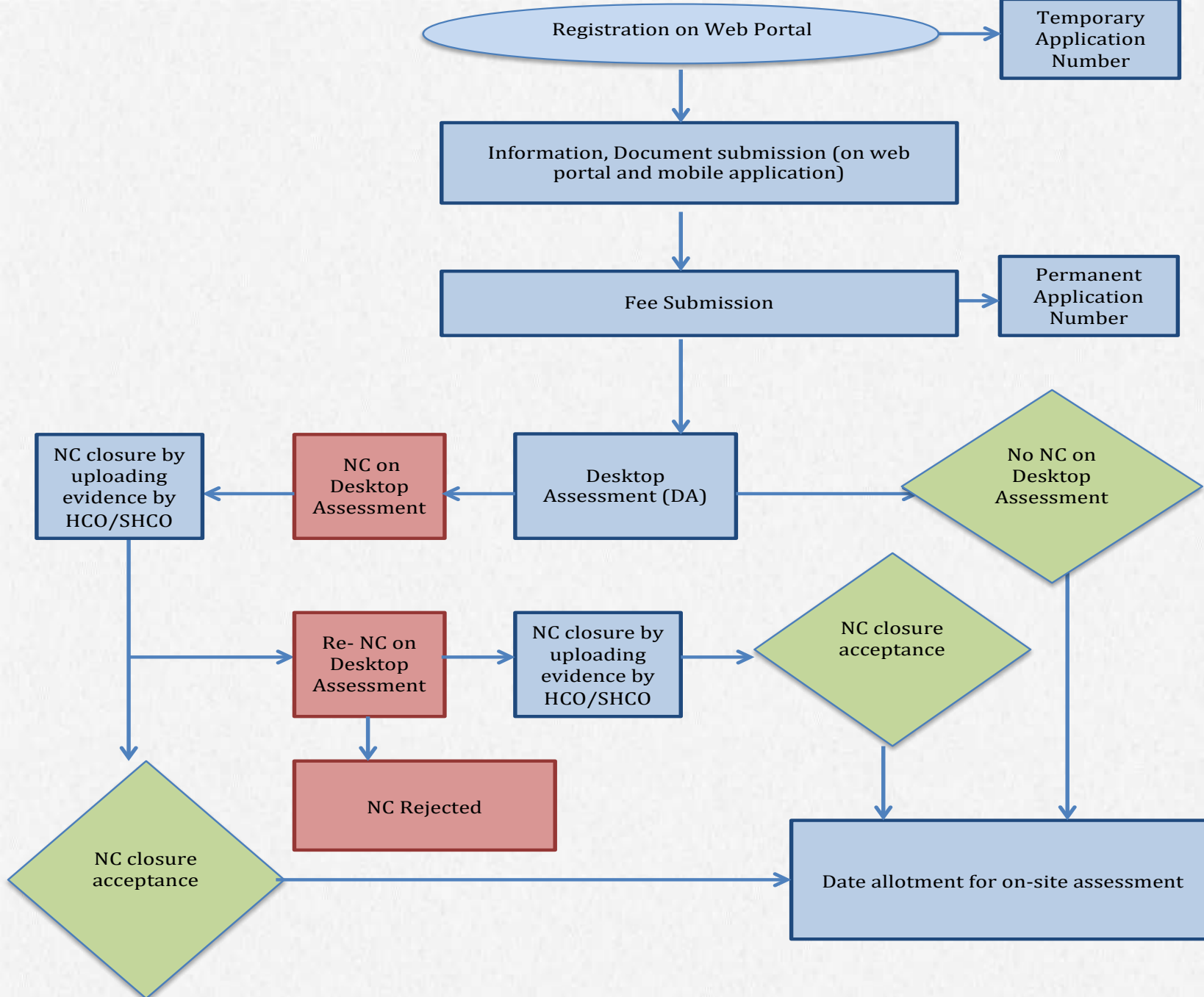
The complete Registration, Documentation and Fee Submission process will be carried out on HOPE portal and app for Entry Level Certification.

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.

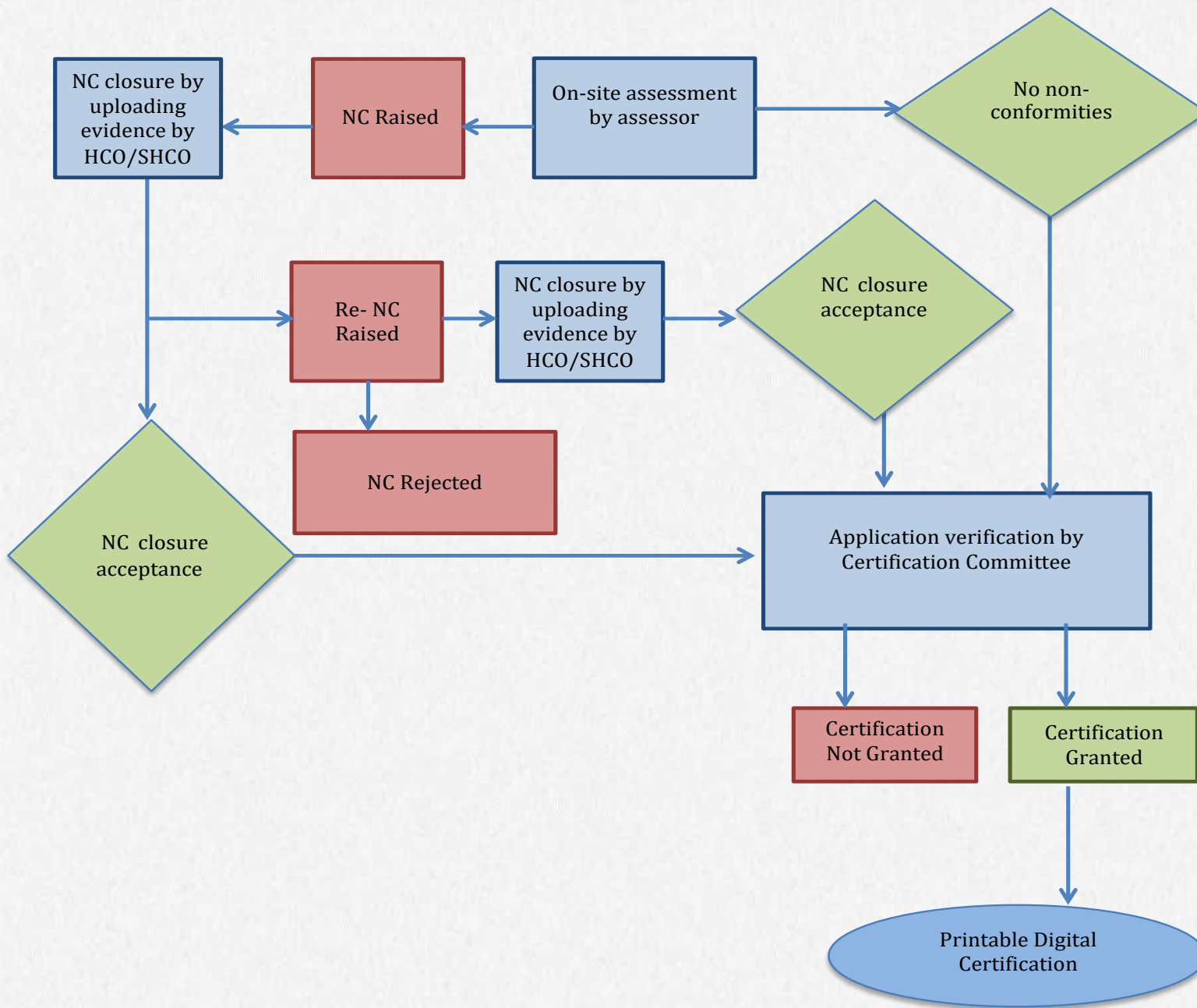


# NABH Entry Level Certification Procedure

## Desktop Assessment Process Flow for Entry Level Certification







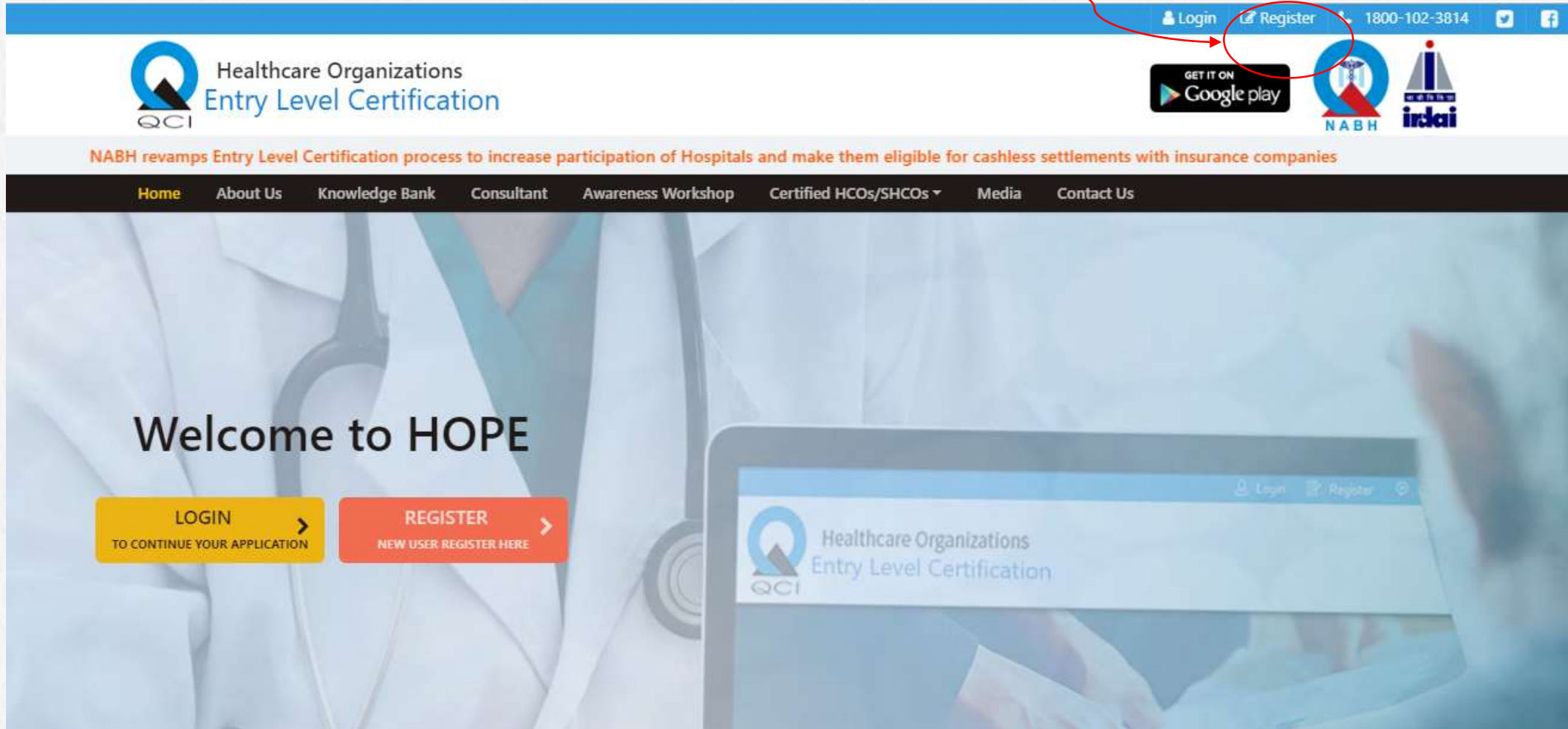
## NABH Entry Level Certification Procedure

## On-Site Assessment Process Flow for Entry Level Certification

# REGISTRATION STEPS

# STEPS TO APPLY ONLINE

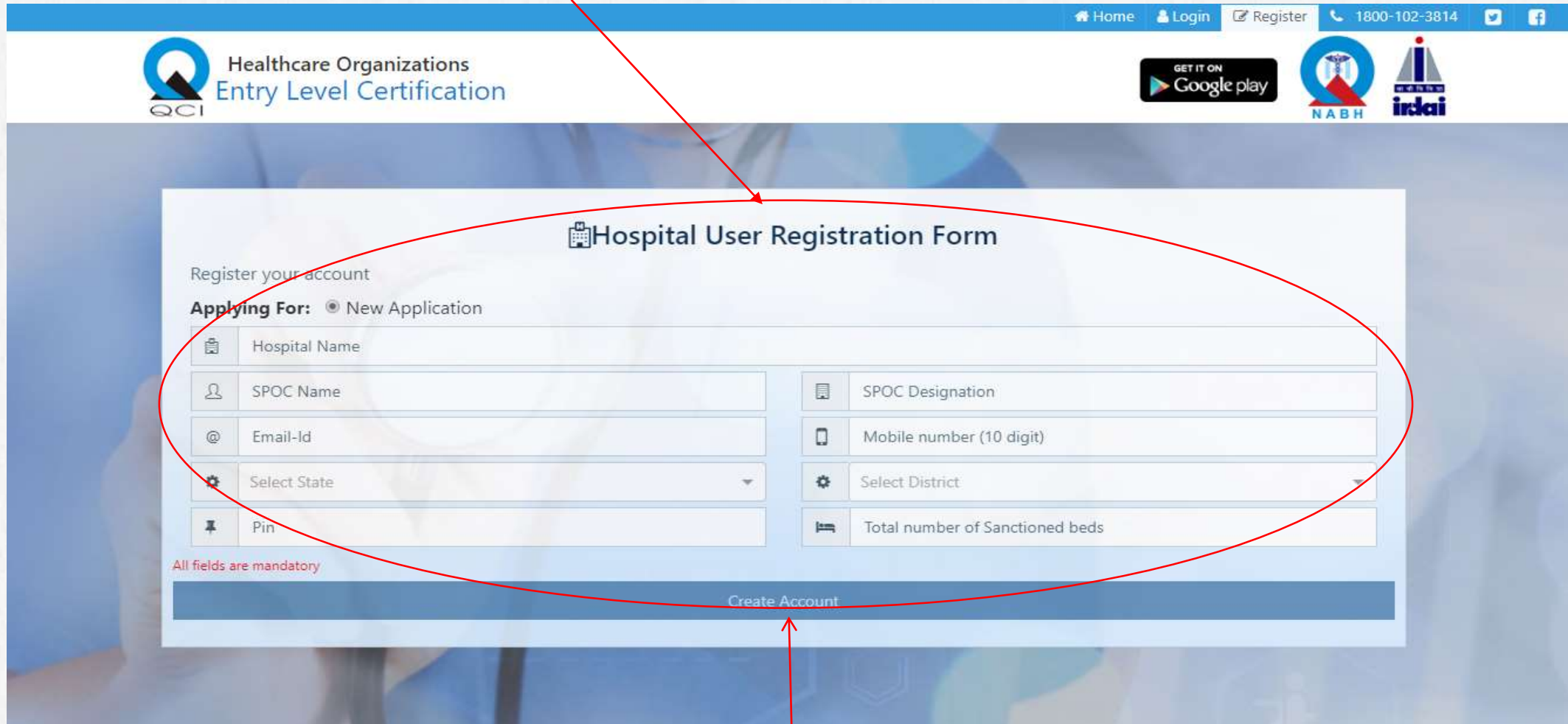
Go to <https://hope.qcin.org> to open the web page and click on 'register' tab



The screenshot shows the homepage of the Healthcare Organizations Entry Level Certification (HOPE) website. At the top, there is a blue navigation bar with 'Login' and 'Register' links, a phone number '1800-102-3814', and social media icons. Below this is a white header with the QCI logo and the text 'Healthcare Organizations Entry Level Certification'. To the right of the header are logos for 'GET IT ON Google play', 'NABH', and 'irjai'. A red circle highlights the 'Register' link in the top navigation bar, with an arrow pointing to the 'REGISTER' button on the main page. Below the header is a light blue banner with the text 'NABH revamps Entry Level Certification process to increase participation of Hospitals and make them eligible for cashless settlements with insurance companies'. A dark blue navigation bar contains links for 'Home', 'About Us', 'Knowledge Bank', 'Consultant', 'Awareness Workshop', 'Certified HCOs/SHCOs', 'Media', and 'Contact Us'. The main content area features a background image of a doctor in a white coat with a stethoscope. The text 'Welcome to HOPE' is centered. Below this are two buttons: a yellow 'LOGIN TO CONTINUE YOUR APPLICATION' button and a red 'REGISTER NEW USER REGISTER HERE' button. A tablet in the foreground displays the website's header.

# STEPS TO APPLY ONLINE

Fill in all the details in the registration form



Healthcare Organizations  
Entry Level Certification

Home Login Register 1800-102-3814

GET IT ON Google play NABH irjai

### Hospital User Registration Form

Register your account

Applying For:  New Application

<input type="text"/>	Hospital Name
<input type="text"/>	SPOC Name
<input type="text"/>	SPOC Designation
<input type="text"/>	Email-Id
<input type="text"/>	Mobile number (10 digit)
<input type="text"/>	Select District
<input type="text"/>	Select State
<input type="text"/>	Total number of Sanctioned beds
<input type="text"/>	Pin

All fields are mandatory

Create Account

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 [REDACTED]

OK

# STEPS TO APPLY ONLINE

Dear [REDACTED]

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

Your healthcare organization [REDACTED] 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:

Username: [REDACTED]@gmail.com  
Password: [REDACTED]

Temporary application number has been allotted to you:TEH/[REDACTED]

In case of any queries, please contact HOPE at 1800-1023814 or email us at [hope@qcin.org](mailto:hope@qcin.org)

Best Regards,  
Team HOPE

User receives email with Username and Password

User receives Temporary application number

# STEPS TO APPLY ONLINE



The screenshot shows a login interface for the Quality Council of India (QCI). The page is titled "Login" and features two input fields: "Username" and "Password". The username field contains a redacted email address ending in "@gmail.com". The password field is filled with dots. Below the fields is a blue "Login" button and a link for "Forgot Password?". A red arrow points from the text "Login with the registered username and Password as received on mail" to the username field. At the bottom of the page, there is a note: "\*login using credentials shared via mail". To the right of the login form is the QCI logo, which consists of a blue circle with a black triangle inside, and the letters "QCI" below it.

**Login**

Username  
[Redacted]@gmail.com

Password  
.....

Login [Forgot Password ?](#)

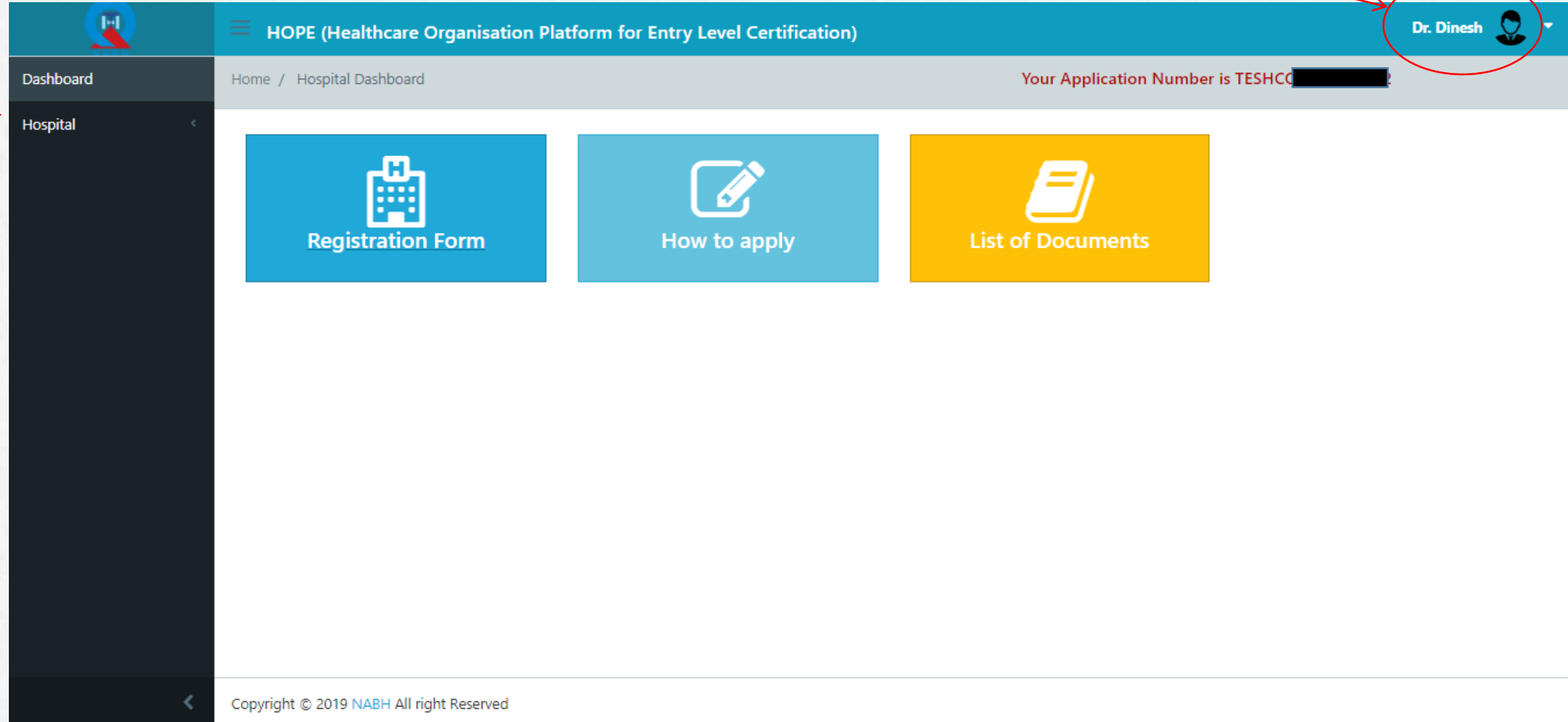
\*login using credentials shared via mail

**QCI**

# STEPS TO APPLY ONLINE

Home Page as appears after logging in

SPOC Name Displayed on the top right



HOPE (Healthcare Organisation Platform for Entry Level Certification)

Dr. Dinesh

Dashboard

Home / Hospital Dashboard

Your Application Number is TESHCC [redacted]

Hospital

Registration Form

How to apply

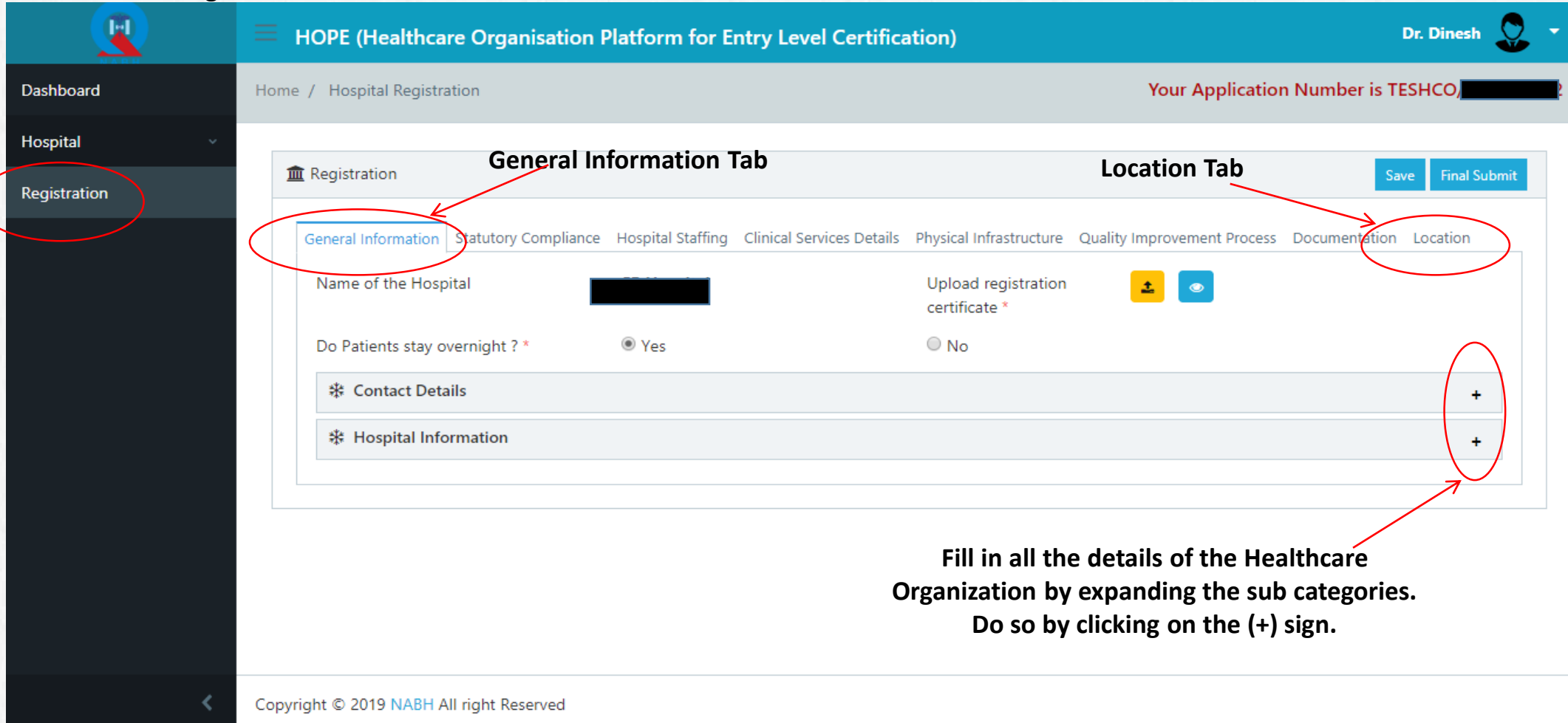
List of Documents

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# STEPS TO APPLY ONLINE

Home Page after clicking on Registration will show the registration details



HOPE (Healthcare Organisation Platform for Entry Level Certification)

Dr. Dinesh

Home / Hospital Registration

Your Application Number is TESHCO [REDACTED]

Registration

General Information Tab

Location Tab

Save Final Submit

General Information Statutory Compliance Hospital Staffing Clinical Services Details Physical Infrastructure Quality Improvement Process Documentation Location

Name of the Hospital [REDACTED] Upload registration certificate \* [Upload Icon] [Eye Icon]

Do Patients stay overnight ? \*  Yes  No





\* Contact Details +

\* Hospital Information +

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

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# Difference between web portal and mobile application documentation uploads

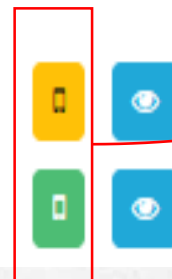
<b>Clinical Bio-Chemistry</b>	Is this service offered? *	Yes	 
Status of Location and Management *	Located Outside Premises and MoU with th		
Address where service is offered *	ABC		
<b>Clinical Microbiology and Serology</b>	Is this service offered? *	Yes	 
Status of Location and Management *	Located Outside Premises and MoU with th		
Address where service is offered *	WAP		

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.

Upload documents for any two changes made in the hospital which are related to quality & patient safety along with the expenses incurred certified by Top Management

Photo of first change \*

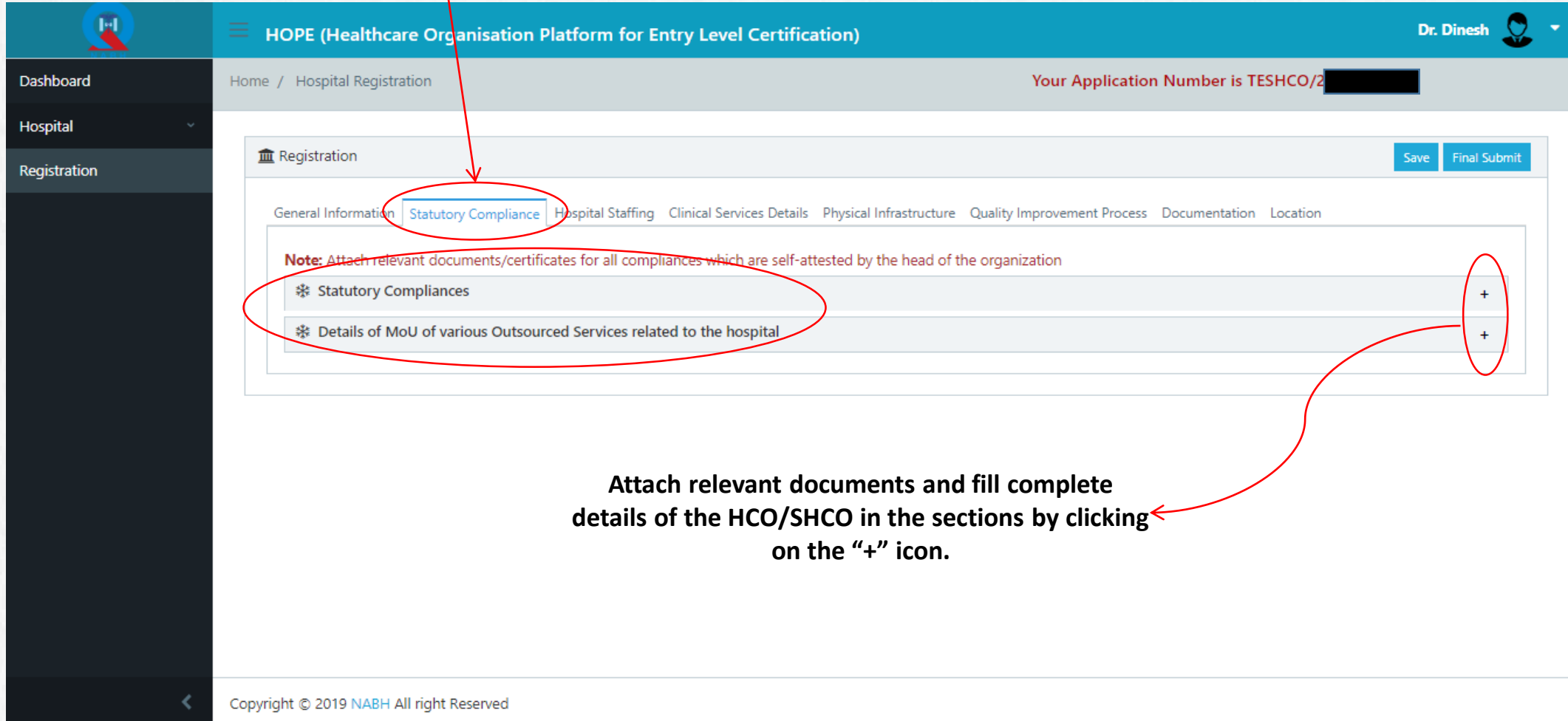
Photo of second change \*



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



HOPE (Healthcare Organisation Platform for Entry Level Certification)

Dr. Dinesh

Home / Hospital Registration

Your Application Number is TESHCO/2 [REDACTED]

Registration

Save Final Submit

General Information Statutory Compliance Hospital Staffing Clinical Services Details Physical Infrastructure Quality Improvement Process Documentation Location

**Note:** Attach relevant documents/certificates for all compliances which are self-attested by the head of the organization

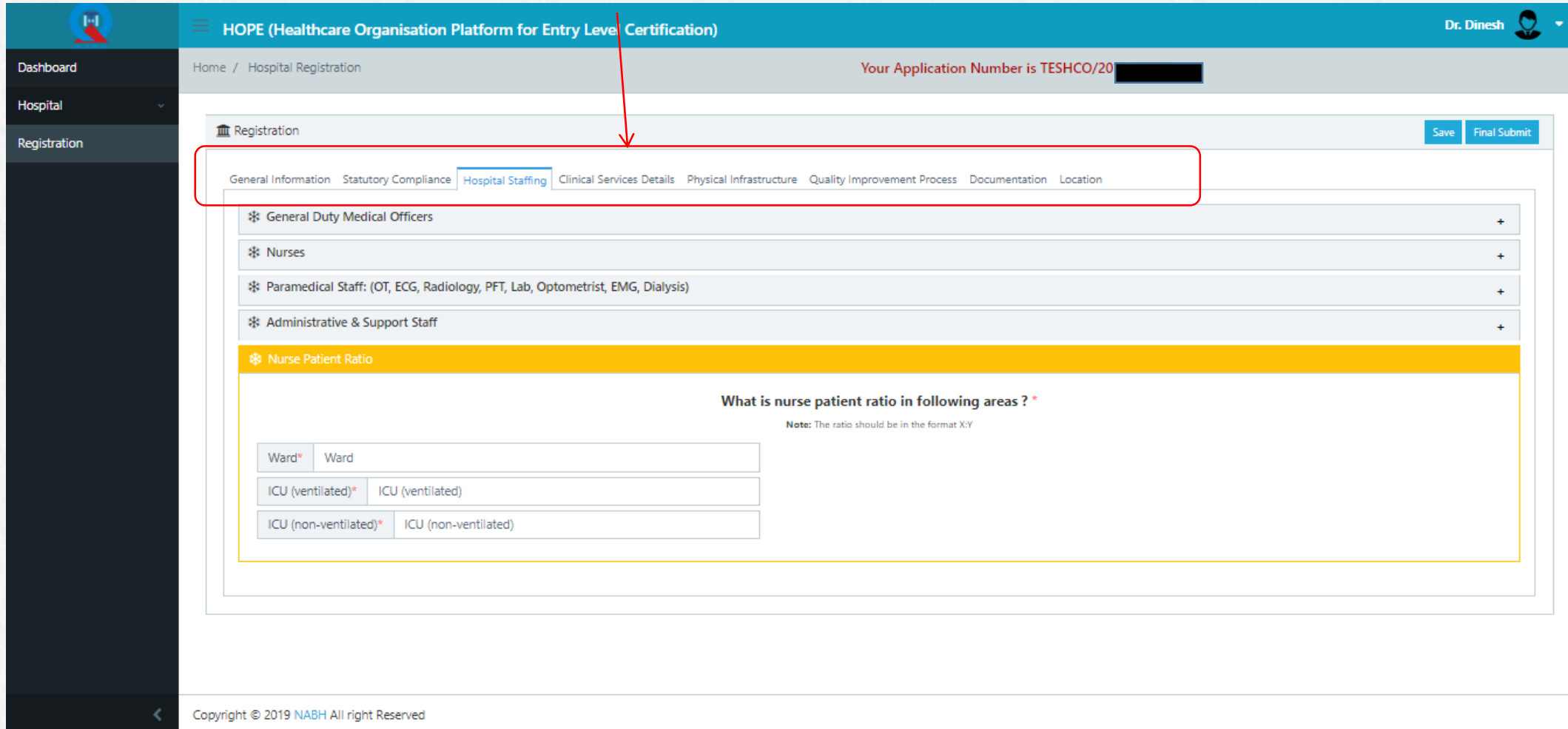
Statutory Compliances	+
Details of MoU of various Outsourced Services related to the hospital	+

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



HOPE (Healthcare Organisation Platform for Entry Level Certification)

Dr. Dinesh

Home / Hospital Registration

Your Application Number is TESHCO/20 [redacted]

Registration

Save Final Submit

General Information Statutory Compliance **Hospital Staffing** Clinical Services Details Physical Infrastructure Quality Improvement Process Documentation Location

- General Duty Medical Officers +
- Nurses +
- Paramedical Staff: (OT, ECG, Radiology, PFT, Lab, Optometrist, EMG, Dialysis) +
- Administrative & Support Staff +
- Nurse Patient Ratio**

**What is nurse patient ratio in following areas ? \***

Note: The ratio should be in the format X:Y

Ward\* Ward

ICU (ventilated)\* ICU (ventilated)

ICU (non-ventilated)\* ICU (non-ventilated)

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# STEPS TO APPLY ONLINE



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

HOPE (Healthcare Organisation Platform for Entry Level Certification)

Dr. Dinesh

Home / Hospital Registration

Your Application Number is TESHC...

Registration

General Information Statutory Compliance Hospital Staffing **Clinical Services Details** Physical Infrastructure Quality Improvement Process Documentation Location

**OPD and IPD data**

Number of OPD patients for the past 12 months \*  
No. of OPD patients for the past 12 months

Number of admissions in the past 12 months \*  
No. of admissions in the past 12 months

**Average Occupancy Rate**

Number of inpatient days in a month \*  
No. of inpatient days in a month

Number of available bed days \*  
No. of available bed days

**Note:** Take data of the past 3 months for the month average

**ICU data**

Number of ICU inpatient days \*  
No. of ICU inpatient days

Number of available ICU bed days \*  
No. of available ICU bed days

**Note:** Take data of the past 3 months for the month average

**Ten most frequent clinical services where admissions take place \***

1 *	Clinical Service Name	2 *	Clinical Service Name	3 *	Clinical Service Name
4 *	Clinical Service Name	5	Clinical Service Name	6	Clinical Service Name
7	Clinical Service Name	8	Clinical Service Name	9	Clinical Service Name

Save Final Submit

# STEPS TO APPLY ONLINE

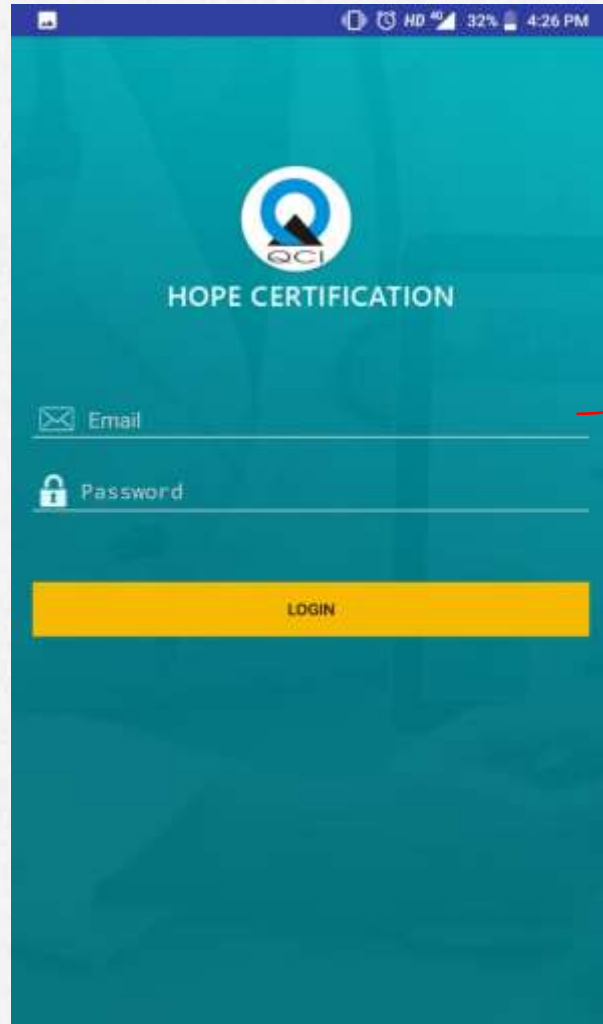


**Click on the SPOC name (top right) to find log out button in the drop down.  
Remember to save your progress before logging out of the portal.**

# 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.

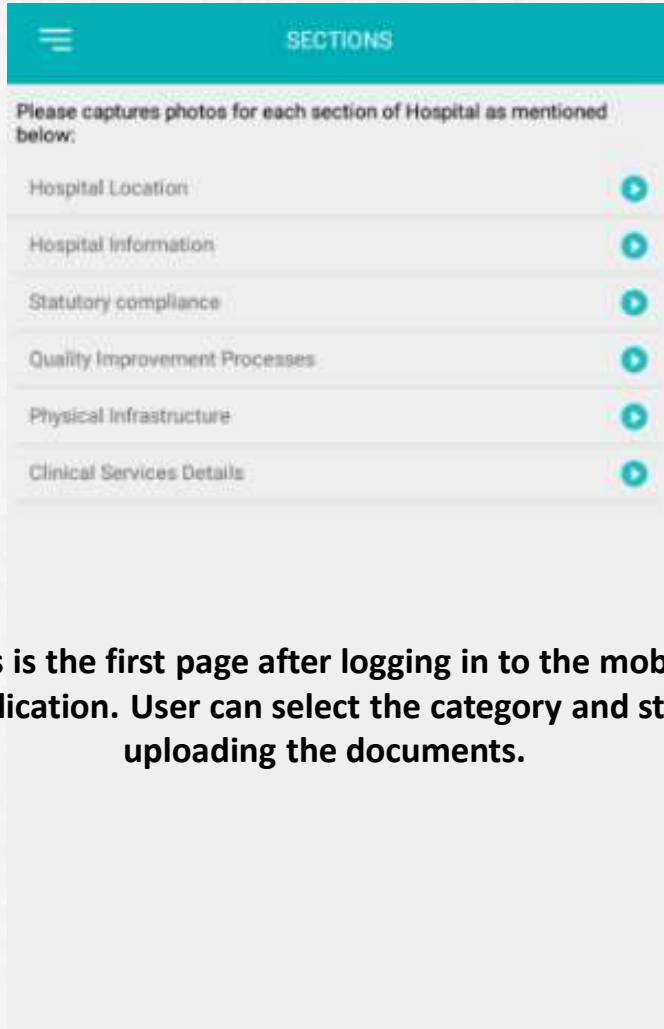
# USING THE MOBILE APPLICATION



Login to the mobile application with the username and password created through the web portal

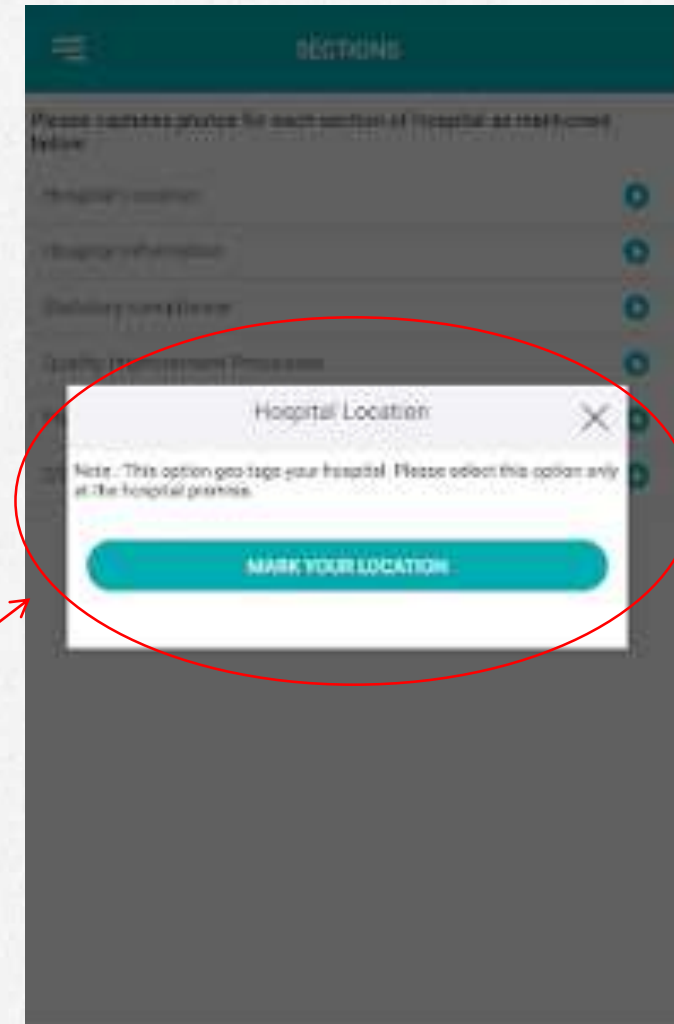


# STEPS TO UPLOAD DOCUMENTS



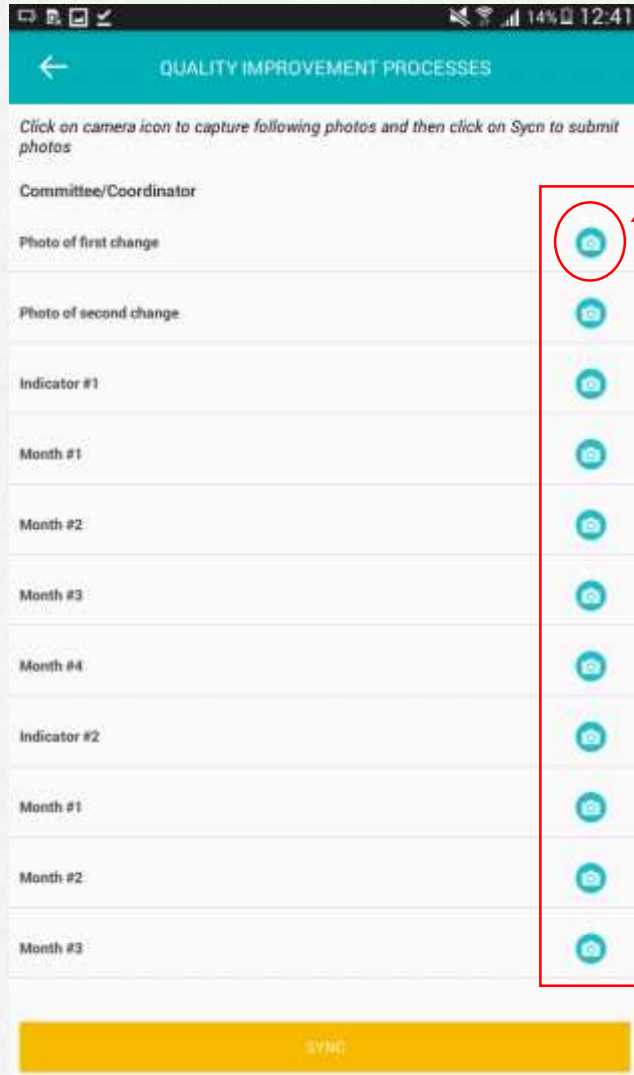
This is the first page after logging in to the mobile application. User can select the category and start uploading the documents.

After Clicking on the “arrow” button  
to the right of the section  
“Hospital Location”



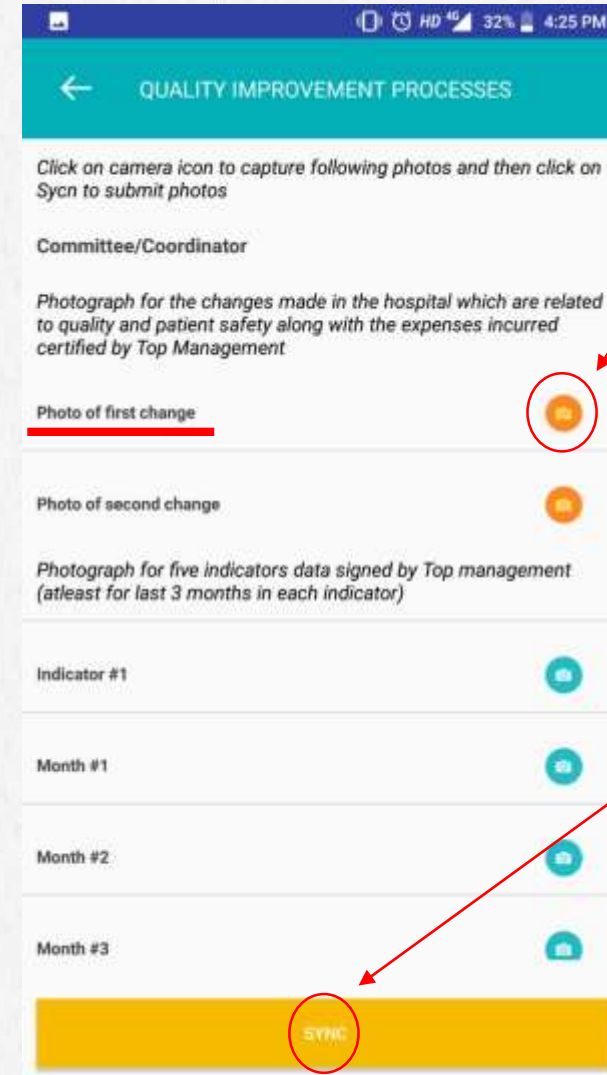
Click on “Mark your Location”  
before moving to the next  
section. This must be done at  
the Hospital Location.

# 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



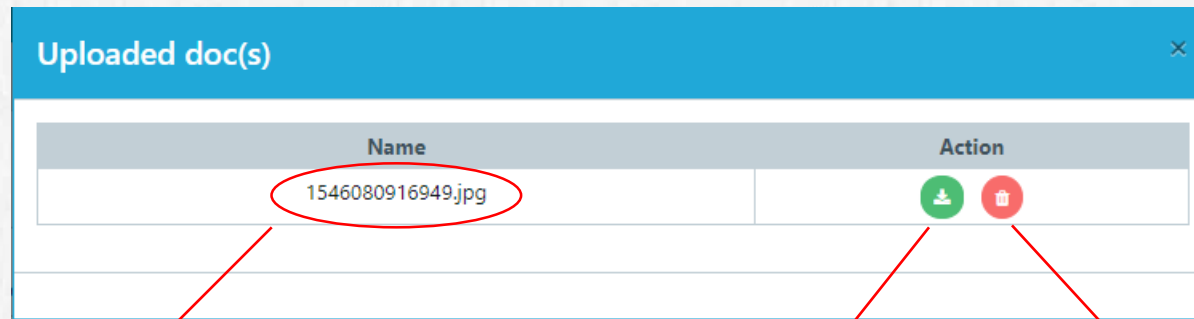
The screenshot displays the HOPE (Healthcare Organisation Platform for Entry Level Certification) web portal. The user is logged in as 'Damandeep ji'. The main content area is titled 'Registration' and includes a navigation menu with options like 'General Information', 'Statutory Compliance', 'Hospital Staffing', 'Clinical Services Details', 'Physical Infrastructure', 'Quality Improvement Process', 'Documentation', and 'Location'. The 'Quality Improvement Process' tab is active, showing a section for 'Committee/Coordinator' with dropdown menus for 'Quality & Safety', 'Pharmacy & Therapeutic', 'Blood Transfusion', 'Infection Control', and 'Medical Record', all set to 'Yes'. Below this, there are two sections for document uploads: 'Photo of first change' and 'Photo of second change', each with a green square icon and a blue eye icon. A note specifies that data for at least three preceding months must be uploaded. At the bottom, there are three rows for 'Indicator #1' for 'Month #1', 'Month #2', and 'Month #3', each with a green square icon and a blue eye icon. Red circles highlight the green square icons and blue eye icons for the first two photo uploads and the first three indicator uploads. Red arrows point from these icons to explanatory text on the right.



**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.



Name	Action
1546080916949.jpg	 

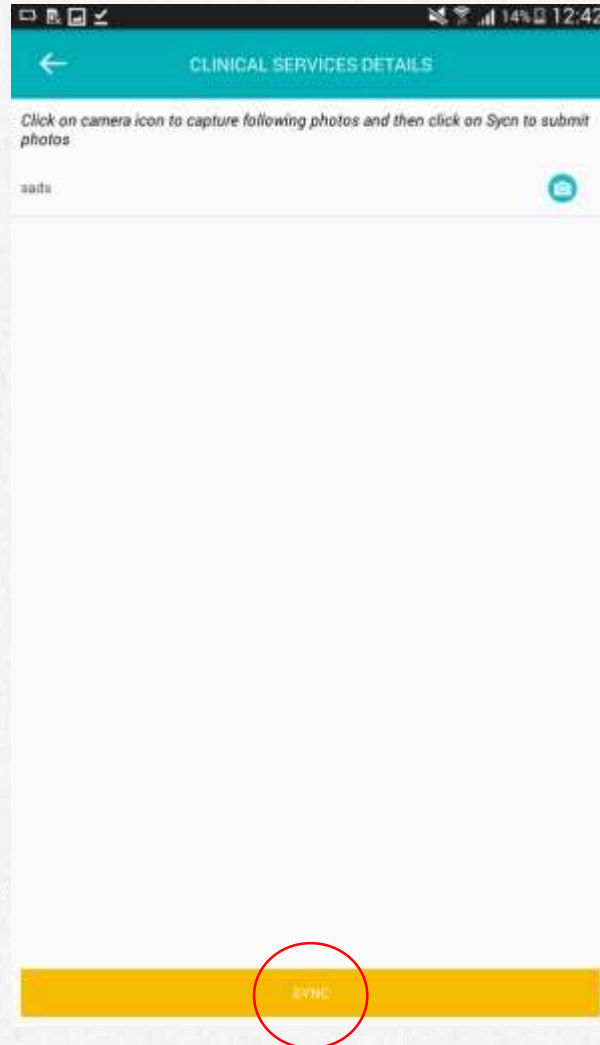
Document Serial Number

“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



HOPE (Healthcare Organisation Platform for Entry Level Certification)

Rakesh

Home / Hospital Registration

Your Application Number is TEH/[redacted]

Registration

Save Final Submit Make Payment

General Information Statutory Compliance Hospital Staffing Clinical Services Details Physical Infrastructure Quality Improvement Process Documentation Location

**Documentation Requirements**

**Note:** Kindly provide the confirmation for the availability of below mentioned documents

- Procedure(s) guide collection, identification, handling, safe transportation, processing and disposal of specimens.\*
- Process addresses discharge of all patients including Medico-legal cases and patients leaving against medical advice.\*
- Documented procedure (s) address care of patients arriving in the emergency including handling of medico-legal cases.\*
- Documented policies and procedures are used to guide the rational use of blood and blood products.\*
- Documented procedures govern transfusion of blood and blood products.\*
- Documented procedure for the administration of anaesthesia.\*
- Defined criteria to transfer the patient from the recovery area.\*
- Documented procedure addresses the prevention of adverse events like wrong site, wrong patient and wrong surgery.\*
- Documented procedure incorporating purchase, storage, prescription and dispensation of medications.\*
- Documented procedures address procurement and usage of implantable prostheses.\*

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

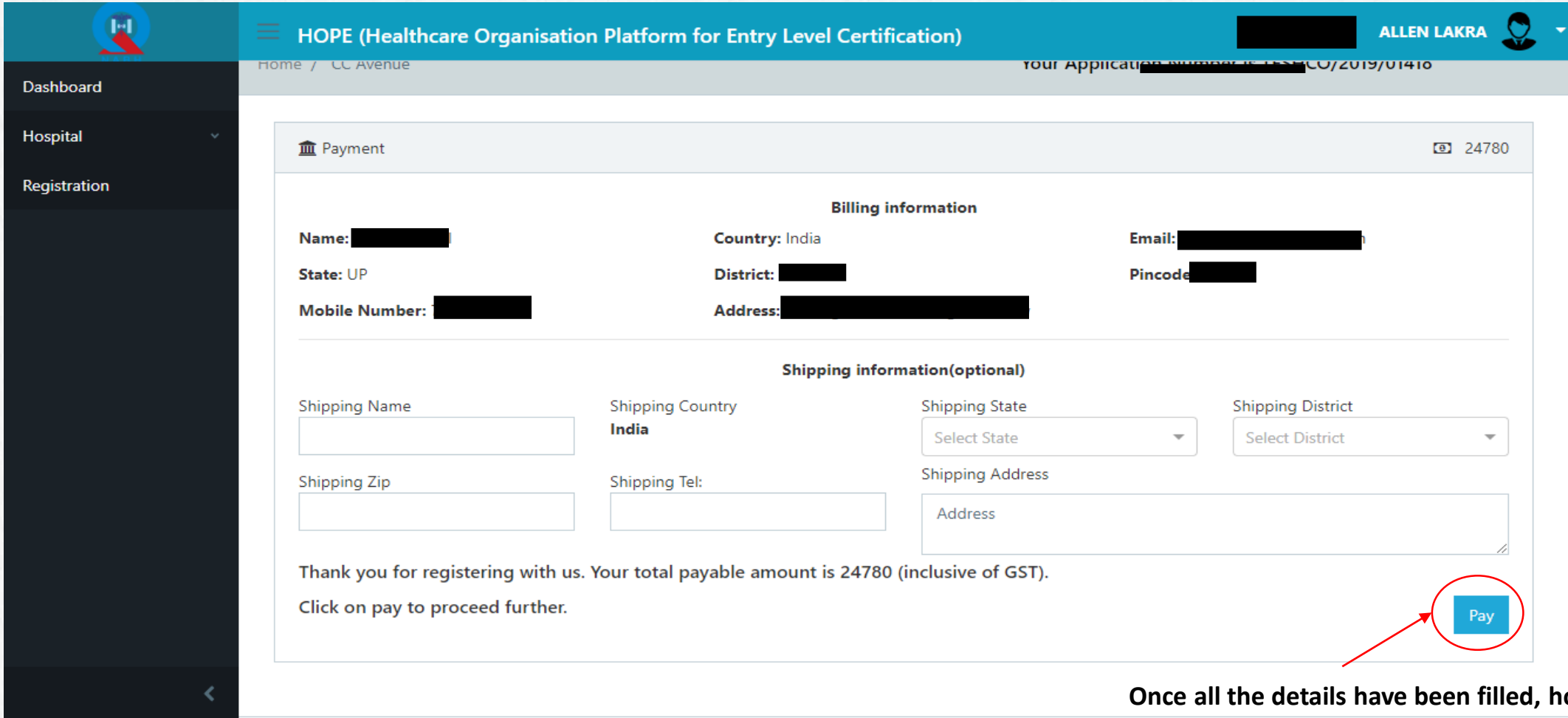


After uploading the documents, hospitals have to submit the fee by clicking on “Make Payment”

**\* 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.



HOPE (Healthcare Organisation Platform for Entry Level Certification)

Allen Lakra

Home / CC Avenue

Your Application Number: ESSECO/2019/01410

Payment 24780

**Billing information**

Name: [Redacted] Country: India Email: [Redacted]  
State: UP District: [Redacted] Pincode: [Redacted]  
Mobile Number: [Redacted] Address: [Redacted]

**Shipping information(optional)**

Shipping Name Shipping Country India Shipping State Select State Shipping District Select District  
Shipping Zip Shipping Tel: Shipping Address Address

Thank you for registering with us. Your total payable amount is 24780 (inclusive of GST).  
Click on pay to proceed further.

Pay

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

# 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.

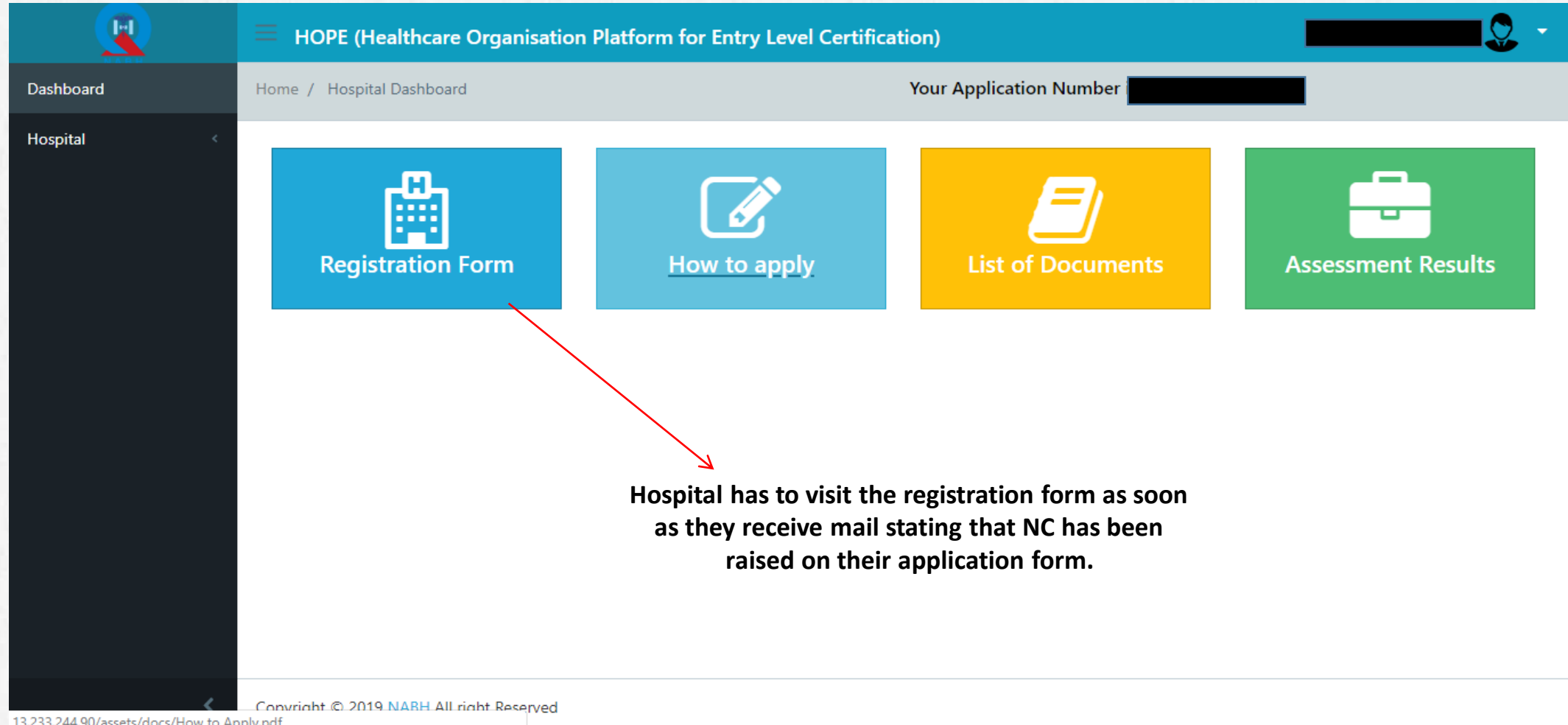


# DESKTOP ASSESSMENT STEPS

# 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



HOPE (Healthcare Organisation Platform for Entry Level Certification)

Home / Hospital Dashboard

Your Application Number [REDACTED]

Registration Form

How to apply

List of Documents

Assessment Results

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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13.233.244.90/assets/docs/How to Applv.pdf

# 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

Registration Submit DA Review DA Completed

















General Information **2** Statutory Compliance **4** Hospital Staffing Clinical Services Details **7** Physical Infrastructure **8** Quality Improvement Process **4**

Documentation **10** Location DA Remarks

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

**Documentation Requirements**

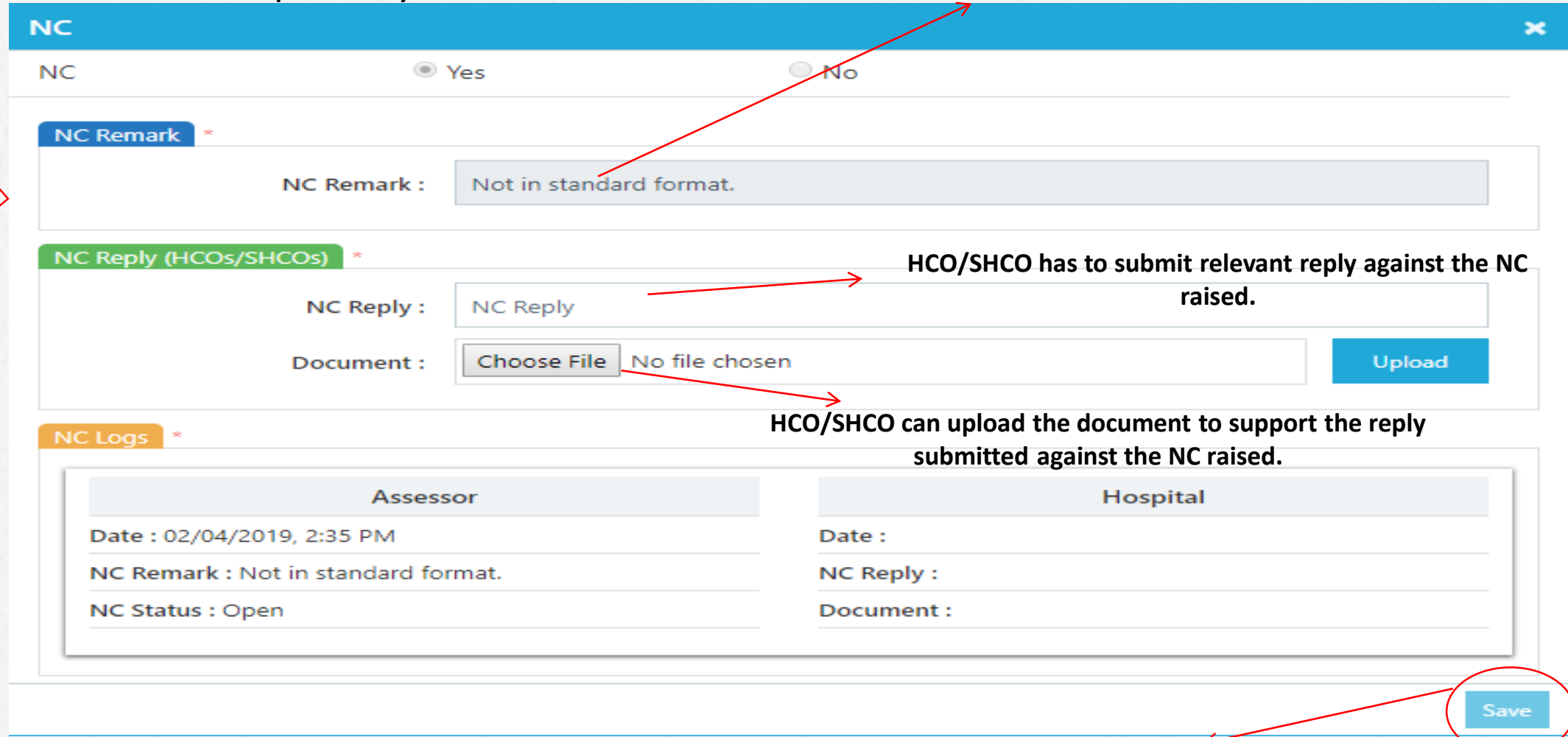
**Note:** Upload scanned copy of all the documents

		Procedure(s) guide collection, identification, handling, safe transportation, processing and disposal of specimens.*	NC
		Process addresses discharge of all patients including Medico-legal cases and patients leaving against medical advice.*	NC
		Documented procedure (s) address care of patients arriving in the emergency including handling of medico-legal cases.*	NC
		Documented policies and procedures are used to guide the rational use of blood and blood products.*	NC
		Documented procedures govern transfusion of blood and blood products.*	NC
		Documented procedure for the administration of anaesthesia.*	NC
		Defined criteria to transfer the patient from the recovery area.*	NC
		Documented procedure addresses the prevention of adverse events like wrong site, wrong patient and wrong surgery.*	NC

# 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.



The screenshot shows a web interface for replying to a Non-Conformance (NC). At the top, there are radio buttons for 'Yes' (selected) and 'No'. Below this, there are three main sections:

- NC Remark:** A text box containing the remark 'Not in standard format.' A red arrow points from this text to the annotation 'DA team remark to see why NC has been raised.'
- NC Reply (HCOs/SHCOs):** A text box containing 'NC Reply'. A red arrow points from this text to the annotation 'HCO/SHCO has to submit relevant reply against the NC raised.' Below this is a document upload section with a 'Choose File' button (showing 'No file chosen') and an 'Upload' button. A red arrow points from the 'Choose File' button to the annotation 'HCO/SHCO can upload the document to support the reply submitted against the NC raised.'
- NC Logs:** A table with two columns: 'Assessor' and 'Hospital'. The 'Assessor' column contains 'Date : 02/04/2019, 2:35 PM', 'NC Remark : Not in standard format.', and 'NC Status : Open'. The 'Hospital' column contains 'Date :', 'NC Reply :', and 'Document :'. A red arrow points from the 'Save' button at the bottom right to the annotation 'Save the NC reply details by clicking on the "Save" button'.

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



# STEPS TO REPLY TO NC RAISED- STAGE 1























Registration Payment Details Submit NC Reply

General Information 2 Statutory Compliance 4 Hospital Staffing Clinical Services Details 7 Physical Infrastructure 8 Quality Improvement Process 4

Documentation 10 Location DA Remarks

### Documentation Requirements

**Note:** Upload scanned copy of all the documents

		Procedure(s) guide collection, identification, handling, safe transportation, processing and disposal of specimens.*	
		Process addresses discharge of all patients including Medico-legal cases and patients leaving against medical advice.*	
		Documented procedure (s) address care of patients arriving in the emergency including handling of medico-legal cases.*	
		Documented policies and procedures are used to guide the rational use of blood and blood products.*	
		Documented procedure for the administration of anaesthesia.*	
		Documented procedure addresses the prevention of adverse events like wrong site, wrong patient and wrong surgery.*	
		Documented procedure incorporating purchase, storage, prescription and dispensation of medications.*	
		Documented procedures address procurement and usage of implantable prostheses.*	

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

# STEPS TO REPLY TO NC RAISED- STAGE 1

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

**NC** ✕

NC  Yes  No


**NC Remark** \*

NC Remark : Not in standard format.


**NC Reply (HCOs/SHCOs)** \*

NC Reply : Relevant Document has been uploaded.

Document :  No file chosen

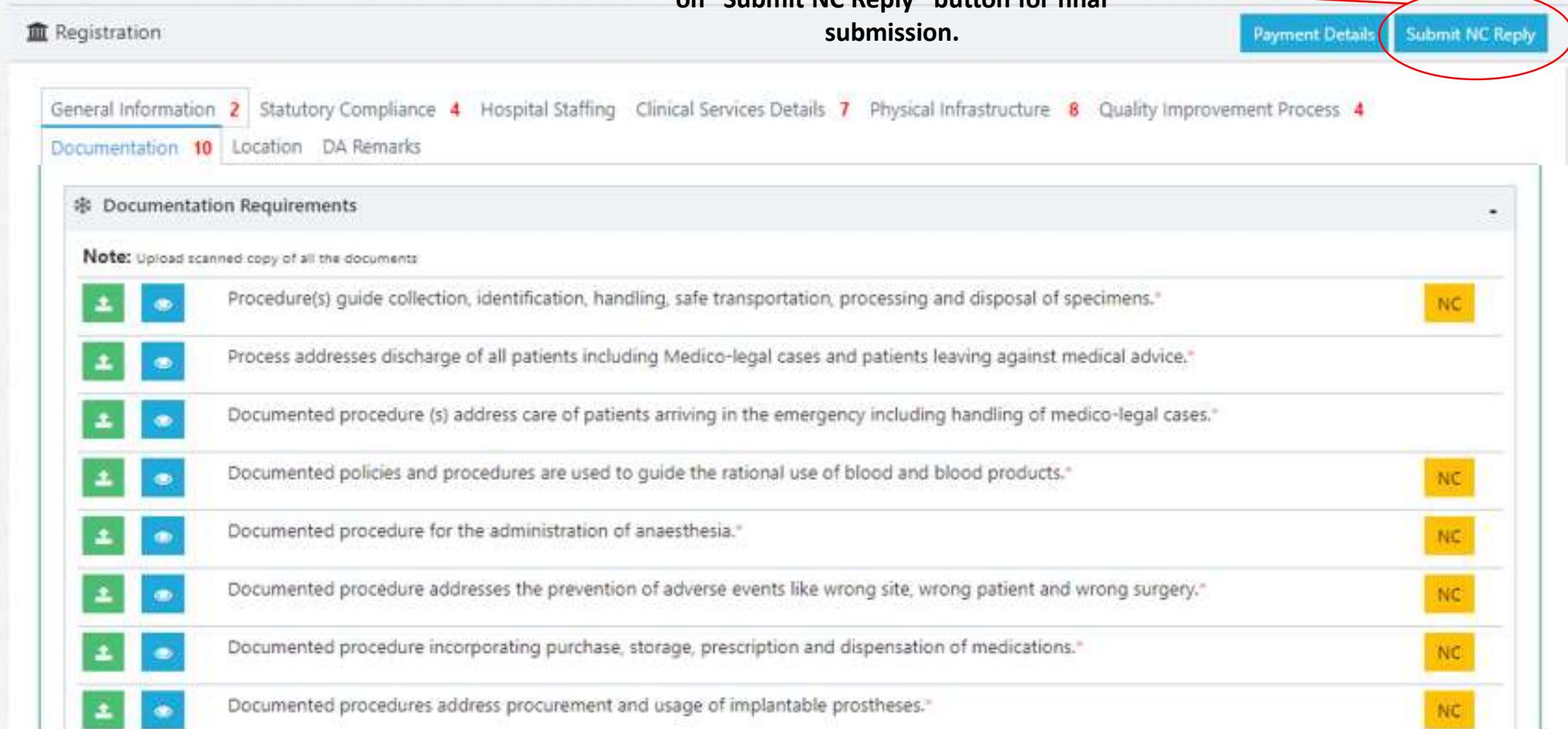
**Add Building Details.xlsx** ✕ 

**NC Logs** \*

Assessor	Hospital
Date : 02/04/2019, 2:35 PM	Date : 12/04/2019, 11:46 AM
NC Remark : Not in standard format.	NC Reply : Relevant Document has been uploaded.
NC Status : Open	Document : <b>Add Building Details.xlsx</b> 

# STEPS TO REPLY TO NC RAISED- STAGE 1

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



Registration

















Payment Details Submit NC Reply

General Information 2 Statutory Compliance 4 Hospital Staffing Clinical Services Details 7 Physical Infrastructure 8 Quality Improvement Process 4

Documentation 10 Location DA Remarks

**Documentation Requirements**

**Note:** Upload scanned copy of all the documents

		Procedure(s) guide collection, identification, handling, safe transportation, processing and disposal of specimens.*	NC
		Process addresses discharge of all patients including Medico-legal cases and patients leaving against medical advice.*	
		Documented procedure (s) address care of patients arriving in the emergency including handling of medico-legal cases.*	
		Documented policies and procedures are used to guide the rational use of blood and blood products.*	NC
		Documented procedure for the administration of anaesthesia.*	NC
		Documented procedure addresses the prevention of adverse events like wrong site, wrong patient and wrong surgery.*	NC
		Documented procedure incorporating purchase, storage, prescription and dispensation of medications.*	NC
		Documented procedures address procurement and usage of implantable prostheses.*	NC

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

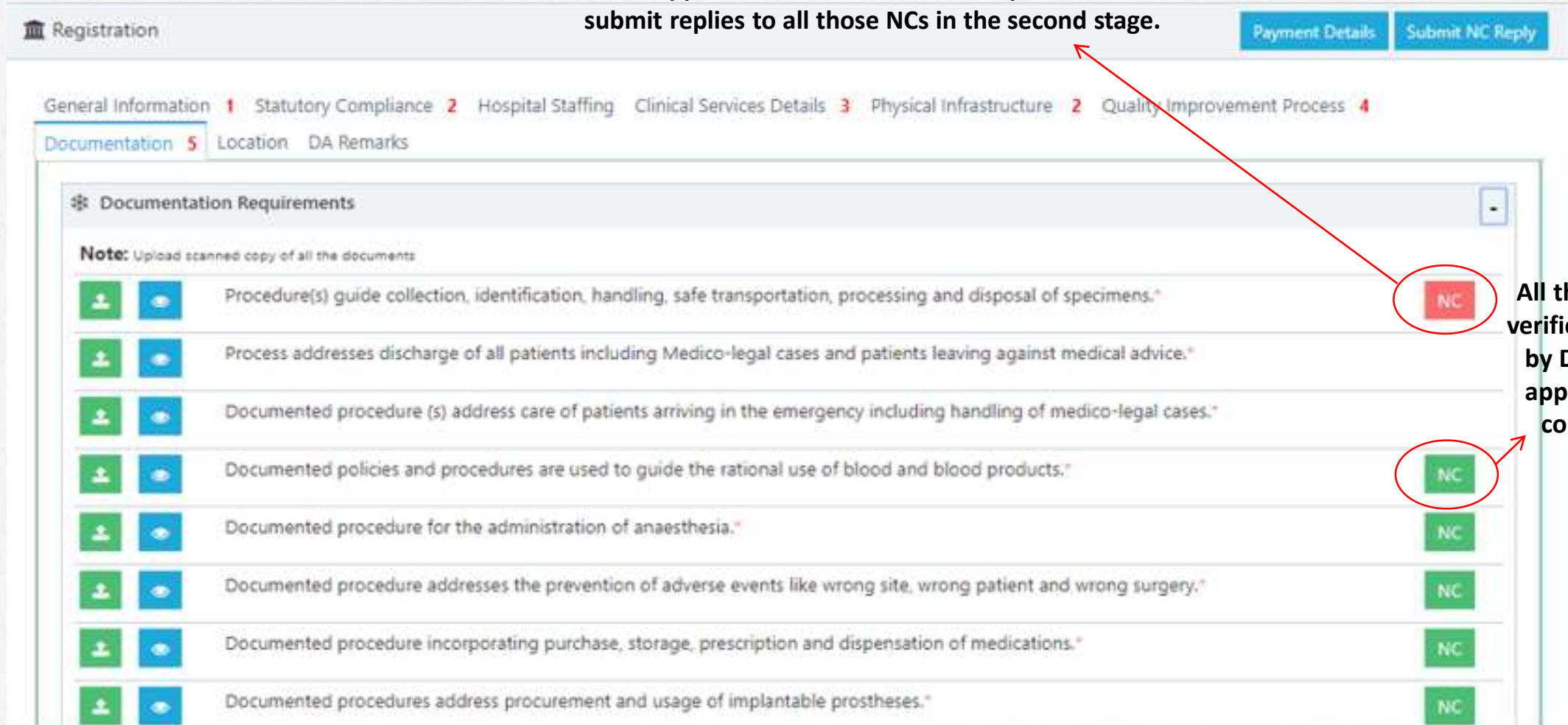
# KEY POINTS TO REMEMBER

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.



The screenshot shows the 'Documentation Requirements' section of the NABH portal. It lists eight requirements, each with a green 'NC' icon. A red arrow points from the text above to the red 'NC' icon in the first row. Another red arrow points from the text on the right to the green 'NC' icon in the second row.

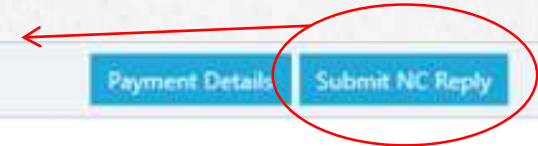
Requirement	NC Status
Procedure(s) guide collection, identification, handling, safe transportation, processing and disposal of specimens.*	NC (Red)
Process addresses discharge of all patients including Medico-legal cases and patients leaving against medical advice.*	NC (Green)
Documented procedure (s) address care of patients arriving in the emergency including handling of medico-legal cases.*	NC (Green)
Documented policies and procedures are used to guide the rational use of blood and blood products.*	NC (Green)
Documented procedure for the administration of anaesthesia.*	NC (Green)
Documented procedure addresses the prevention of adverse events like wrong site, wrong patient and wrong surgery.*	NC (Green)
Documented procedure incorporating purchase, storage, prescription and dispensation of medications.*	NC (Green)
Documented procedures address procurement and usage of implantable prostheses.*	NC (Green)

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



# 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.



















Registration

General Information 1 Statutory Compliance 2 Hospital Staffing Clinical Services Details 3 Physical Infrastructure 2 Quality Improvement Process 4

Documentation 5 Location DA Remarks

Documentation Requirements

**Note:** Upload scanned copy of all the documents

		Procedure(s) guide collection, identification, handling, safe transportation, processing and disposal of specimens.*	NC
		Process addresses discharge of all patients including Medico-legal cases and patients leaving against medical advice.*	
		Documented procedure (s) address care of patients arriving in the emergency including handling of medico-legal cases.*	
		Documented policies and procedures are used to guide the rational use of blood and blood products.*	NC
		Documented procedure for the administration of anaesthesia.*	NC
		Documented procedure addresses the prevention of adverse events like wrong site, wrong patient and wrong surgery.*	NC
		Documented procedure incorporating purchase, storage, prescription and dispensation of medications.*	NC
		Documented procedures address procurement and usage of implantable prostheses.*	NC

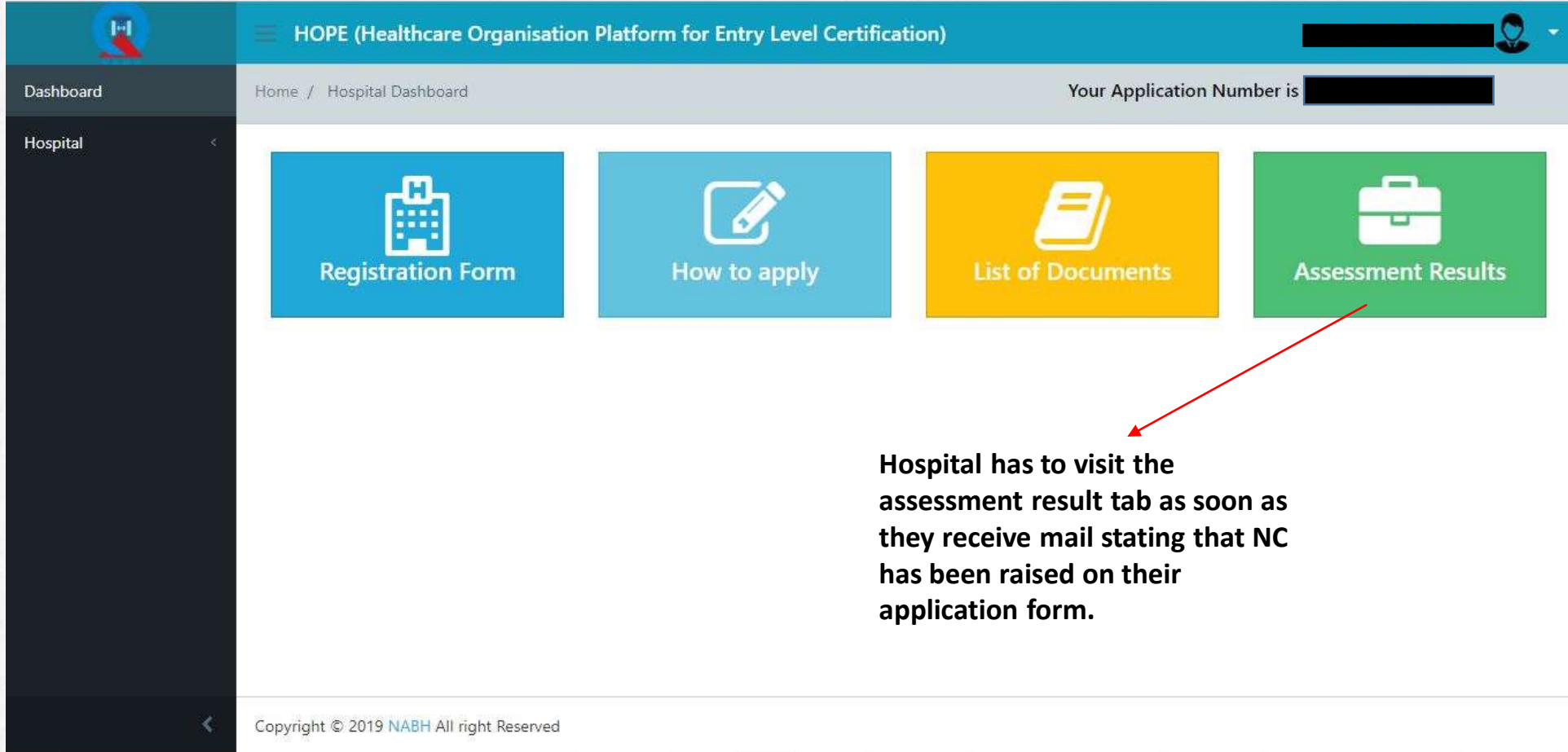
**\* Note: The applicant will not be able to make any changes to the form after clicking this button. This will be last chance to clear all the raised NCs**

# 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



HOPE (Healthcare Organisation Platform for Entry Level Certification)

Dashboard Home / Hospital Dashboard Your Application Number is [REDACTED]

Hospital

- Registration Form
- How to apply
- List of Documents
- Assessment Results

Hospital has to visit the assessment result tab 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

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



me / Assessment Result. Your Application Number is [REDACTED]

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

Assessment Result Refresh Submit NC Reply Back

Hospital Name: abc test hospital Assessor Name: Wards and Pharmacy 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

<b>Question</b>	Are there expired drugs in any patient care area?	
<b>Answer:</b>	No	
<b>Remarks:</b>	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	
<b>NC:</b>		
<b>NC Details:</b>	gsv, the only thing that is the most popular. this is the 50th anniversary. I am going to	

[Corrective Action](#) [NC Trail](#)

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



# STEPS TO REPLY TO NC RAISED- STAGE 1

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

me / Assessment Result Your Application Number is [REDACTED]

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



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

# STEPS TO REPLY TO NC RAISED- STAGE 1

**Corrective Action** ✕

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

No file chosen

S.No.	File Name	Action
1	Capture.JPG	 

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



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

me / Assessment Result **After replying to all the raised NC, click on "Submit NC Reply" button for final submission.** Your Application Number is [REDACTED]

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

<b>Question</b>	Are services being provided as per laid down Norms?	
<b>Answer:</b>	Yes	
<b>Remarks:</b>		
<b>NC:</b>		
<b>NC Details:</b>	Okkkkk	

Corrective Action NC Trail

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 

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**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

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

**NC Trail**

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



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.

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.

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





# THANK YOU

Contact us

Email: [hope@qcin.org](mailto:hope@qcin.org) Call: 1800-102-3814

