

**Information Brochure for Empanelment
of Medical Value Travel Facilitator**



May 2016

1st Edition



1. Medical Value Travel Facilitator Empanelment Program

Empanelment is the provision by an independent body of written assurance (a certificate) that the services being provided by the facilitator meets specific requirements.

Medical Tourism in India is playing a vital role in improving the economic and social status of the society. A large and growing population, a booming economy, rapid urbanization which has expanded the middle class, and awareness on emerging new diseases, lifestyle diseases & their burden has enabled the medical tourism industry to grow at much higher rate.

The objective of NABH is to initiate programs focusing on patient safety through process of self and external evaluation in order to test the accountability and reliability of the facilitators.

The empanelment criteria's are not expected to be prescriptive. They only lay down the requirements and it is up to organization to come out with the systems, processes and modes of measuring performance indicators which can demonstrate compliance to the requirements as specified in the empanelment criteria.

The certificate issued shall be valid for two years. The organization should apply for renewal six months before the expiry of validity.

Scope of the Program:

This document explains the process of evaluation under the scheme for voluntary empanelment of Medical Value Travel Facilitator (MVTF). It describes the requirement that should be followed in order to obtain and maintain the certificate of empanelment.



2. Benefits of Empanelment

Benefits for Clients/ Patients

Clients/ patients are the biggest beneficiary among all the stakeholders. The empanelment criteria's are crucial for ensuring patients safety and the quality of services being offered. Any unethical practices carried out by facilitator might have deep consequences in the outcome of the treatment. Empanelment results in the promotion of safe, effective, competent and ethical procedure for medical value travel facilitator. They all are serviced by credential staff and their rights are respected and protected.

Benefits for Organization

Empanelment to Facilitator stimulates continuous improvement. It enable organizations in demonstrating commitment to quality. It raises community confidence in the services provided by them. The other advantages of empanelment are as follows:

- **Improve Safety, Accountability of services offered and patient Care**
- **Earn a Credible Mark of Compliance with empanelment Criteria**
- **Achieve Greater Efficiency, Profitability, and More Productive Operations**
- **Become More Competitive, Gain Public Recognition, and Grow Revenue**
- **Improves patients and Employee Satisfaction**
- **SIES benefits under IEC and RCMC scheme**
- **Standardised vision, mission and policy statement formed**

Benefits for Staff

The staff in an empaneled organization is satisfied a lot as it provides for continuous learning, good working environment and leadership. It improves overall professional development of all the staffs irrespective of their professional background.



3. About NABH

National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a constituent board of Quality Council of India, set up to establish and operate accreditation programme for healthcare organizations. The board is structured to cater to much desired needs of the consumers and to set benchmarks for progress of health industry. The board while being supported by all stakeholders including industry, consumers, government, have full functional autonomy in its operation.

NABH is an institutional member of the International Society for Quality in Health Care (ISQUA). ISQUA is an international body which grants approval to Accreditation Bodies and their standards in the area of healthcare.

Currently, NABH offers accreditation to Hospitals, Small Healthcare Organizations, Blood Banks, Blood Storage Centre, PHC/CHC, Wellness Centre, AYUSH Hospitals, Medical Imaging Services, Allopathic Clinics and Dental Facilities.

In addition to the above accreditation programs, NABH also offers following Certification programs:

- A) NABH-Safe I certification program
- B) Medical Laboratory certification program
- C) Nursing Excellence certification program
- D) Entry Level Hospitals & Small Healthcare Organisations

NABH has launched a new program called '**Empanelment of Medical Value Travel Facilitator (MVTF)**'.

This information brochure is specifically prepared to give information about Medical Value Travel Facilitator Empanelment program.



3. About NABH Continued

International Society for Quality in Healthcare (ISQua) has accredited “Standards for Hospitals”, 4th Edition, December 2015 developed by National Accreditation Board for Hospitals & Healthcare Providers (NABH, India) under its International Accreditation Program for a cycle of 4 years (April 2016 to March 2020). The approval of ISQua authenticates that NABH standards are in consonance with the global benchmarks set by ISQua. The hospitals accredited by NABH have international recognition. This will provide boost to medical tourism.



ISQua is an international body which grants approval to Accreditation Bodies in the area of healthcare as mark of equivalence of accreditation program of member countries.



NABH is an Institutional Member as well as a member of the Accreditation Council of the International Society for Quality in HealthCare (ISQua). NABH is the founder member of Asian Society for Quality in Healthcare (ASQua)



4. About Medical Tourism & Facilitator

Medical tourism is the attempt on the part of a tourist facility or destination to attract tourists by deliberately promoting its healthcare services and facilities, in addition to its regular tourist amenities. International medical tourism refers to cross-border travel made by people for medical facilities either to leverage costs back home or to avail quality treatment from medically advanced Nations.

A **Medical Tourism Facilitator** is an agency involved in managing and coordinating all the activities related to care of the patients and their treatments while travelling abroad. Medical tourism agencies and facilitators are an important part of the medical tourism industry, helping patients to engage in medical tourism.

Why Medical Tourism

- Medical treatment that was unavailable in their own communities.
- High cost of health care.
- Some treatments may not be legal in the home country, such as some fertility procedures.
- Improvements in both technology and standards of care in many countries.
- The avoidance of waiting times.

Factors for choosing Medical Tourism Destination

- Rich cultural heritage & tourism potential.
- Availability of advanced equipment & medical experts.
- Reputation for age-old medicines and therapies such as ayurveda, homoeopathy, Unani, naturopathy and yoga.
- Wellness tourism: large number of tourist places for tourist attractions.
- Cost-effective and qualitative advanced healthcare.
- Availability of the procedures.
- Religious and cultural affinity.
- Political climate.
- Credentials of health care providers.
- The vacation package offered along with clinical care.



4. About Medical Tourism & Facilitator Continued

Why India as a Favorite destination?

- High savings
- No wait-lists
- High quality treatment
- World class facilities
- Access to latest technology
- Best surgeons
- Customer care
- Travel opportunities
- Rich Cultural Heritage

Advantages of Medical Tourism

Inarguably medical tourism is an economic tool for nations striving to boost their economies through direct benefits such as:

- ✓ Increase in revenue, employment opportunities, investment in tourism avenues etc.
- ✓ Indirect benefits that include spillover effects leading to growth in other industries.
- ✓ Rise in living standards of people associated with tourism.
- ✓ Need for education, demand for related educational courses, growth of ancillary industries, and so on.

Role of Healthcare Accreditation in Medical Tourism

- Hospital accreditation and standardization is a vital component in any well-ordered society. It has been defined by the academic community as an external assessment and self-assessment process, in relation to established standards, to accurately assess the level of performance and the implement action plans to improve.



4. About Medical Tourism & Facilitator Continued

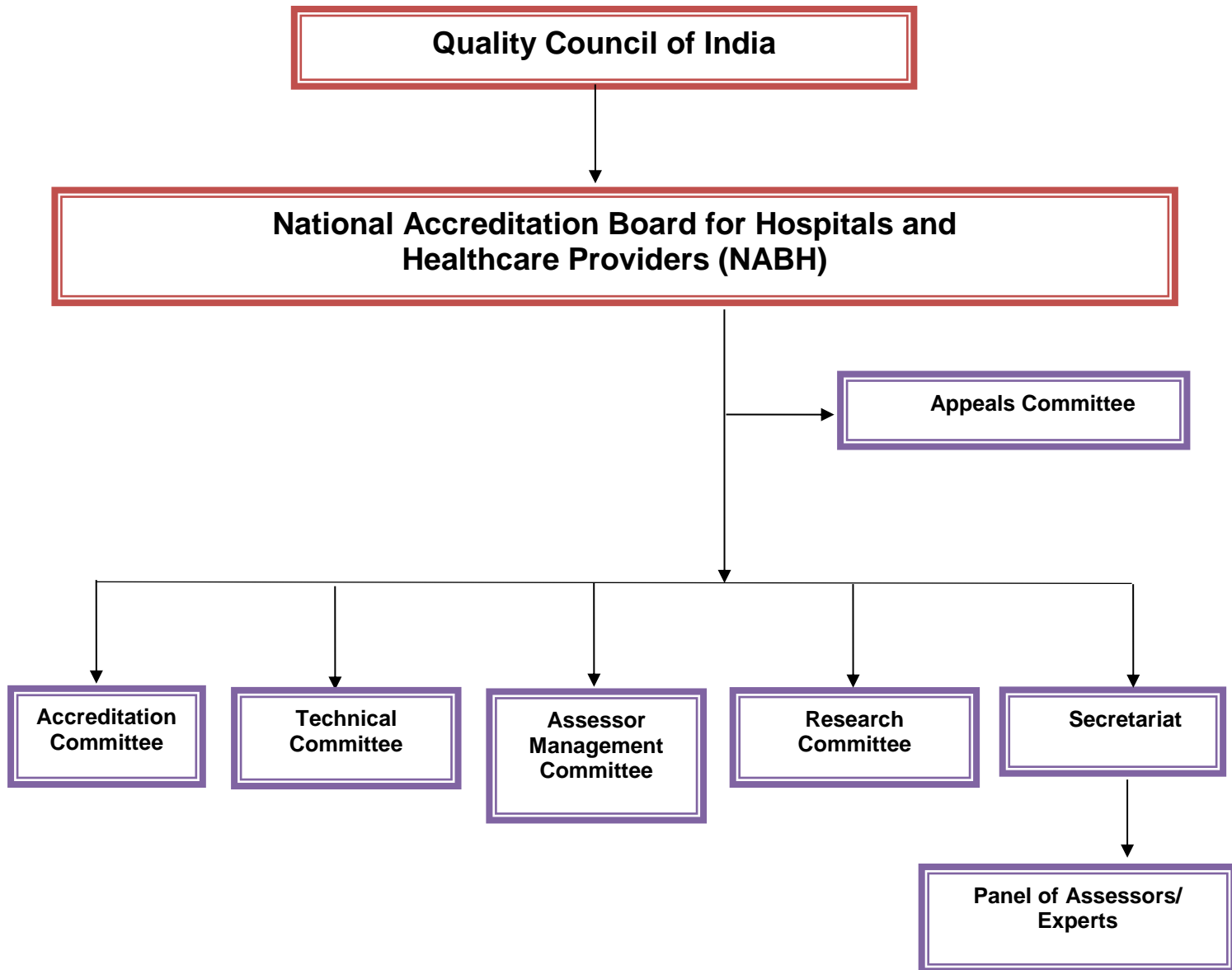
Need of Healthcare Accreditation in Medical Tourism

- Medical tourism requires a strong presence of accreditation of healthcare due to a certain amount of unethical situations. There has been an increase in the demand for low-cost insurance products in this rapidly developing market as well as for medical travel websites, associations and agencies that help patients to find hospitals abroad.
- So it is necessary for the patient to research and observe that the lack of accreditation might have deep consequences, not only in the outcome of the treatment itself but also in the quality of the service.



NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)

5. Organizational Structure



5. Organizational Structure Continued

Empanelment Committee

The main functions of Empanelment Committee are as follows:

- Recommending to board about grant of empanelment or otherwise based on evaluation of assessment reports & other relevant information.
- Approval of the major changes in the scope of empanelment including enhancement and reduction, in respect of empaneled Medical Value Travel Facilitator.
- Recommending to the board on launching of new initiatives

Technical Committee

The main functions of Technical Committee are as follows:

- Drafting of empanelment criteria and other documents
- Periodic review of Empanelment Criteria

Appeals Committee

The Appeal Committee addresses appeals made by the medical value travel facilitator against any adverse decision regarding evaluation taken by the NABH. The adverse decisions may relate to the following:

- Refusal to accept an application.
- Refusal to proceed with an assessment.
- Corrective action requests.
- Changes in scope of empanelment.
- Decisions to deny, suspend or withdraw empanelment, and
- Any other action that impedes the attainment of empanelment.



5. Organizational Structure Continued

NABH Secretariat

The Secretariat coordinates the entire activities related to NABH empanelment for Medical Value Travel Facilitator.

Panel of Assessors and Experts

NABH has a panel of trained and qualified assessors for assessment of Medical Value Travel Facilitator.

Assessors

NABH has empaneled experts for assessment of Medical Value Travel Facilitator. They are trained by NABH on medical value travel facilitator empanelment criteria and various assessment techniques. The assessors are responsible for evaluating the medical value travel facilitator compliance with NABH empanelment criteria.



6. NABH Empanelment Criteria

NABH Empanelment criteria for Medical Value Travel Facilitator prepared by technical committee contains complete set of criteria for evaluation of Medical Value Travel Facilitator for grant of Empanelment.

The empanelment criteria provide framework for quality of care for patients and quality improvement for medical value travel facilitator. The empanelment criteria help to build a quality culture at all level and across all the functions of Medical Value Travel Facilitator.

Outline of Empanelment Criteria for Medical Value Travel Facilitator (MVTF):
NABH for empanelment of Medical Travel Facilitator has 7 sections.

Summary of Empanelment criteria for Medical Value Travel Facilitator

- Technical and infrastructure specifications of the Organization
- Statuary Compliance Information
- Organization Information
- Facilities Provided by the Organization
- Privacy Policy & Procedures
- General Policy & Procedures
- Organization Responsibilities



7. Assessment criteria & Methodology

Medical Value Travel Facilitator willing to be empaneled by NABH must ensure the implementation of NABH empanelment Criteria.

The assessment team will check the implementation of NABH empanelment criteria by the Medical Value Travel Facilitator. Medical Value Travel Facilitator shall be able to demonstrate to NABH assessment team that all NABH empanelment criteria, as applicable, are followed.

NABH Secretariat on intimation from the Medical Value Travel Facilitator about the preparedness to take up assessment, appoints an assessor from the pool of empaneled assessors.

Following documents are provided to the assessment team for carrying out the assessment:

- Copy of application form.
- Applicable documents (SOPs, Protocol, and Policy & Procedures) of the Organization.
- Empanelment criteria
- Confidentiality form

In order to obtain evidence on compliance with respect to NABH empanelment criteria and applicable rules & regulations, different methodology for onsite assessment is practiced which includes facility inspection, documents and records review & interview of staffs.

During assessment, assessment objectives are discussed with the Medical Value Travel Facilitator and a copy of detailed report is handed over to the management of the organization at the end of the assessment.



8. Preparing for NABH Accreditation

Medical Value Travel Facilitator shall first decide about getting empanelment from NABH. It is important for a facilitator to make a definite plan of action for obtaining empanelment and nominate a responsible person to co-ordinate all activities related to seeking empanelment. An official nominated should be familiar with existing quality assurance system.

Medical Value Travel Facilitator shall procure a copy of empanelment criteria from the NABH official website by downloading it. Further clarification regarding empanelment criteria can be got from NABH Secretariat in person, by post, by e-mail or on telephone.

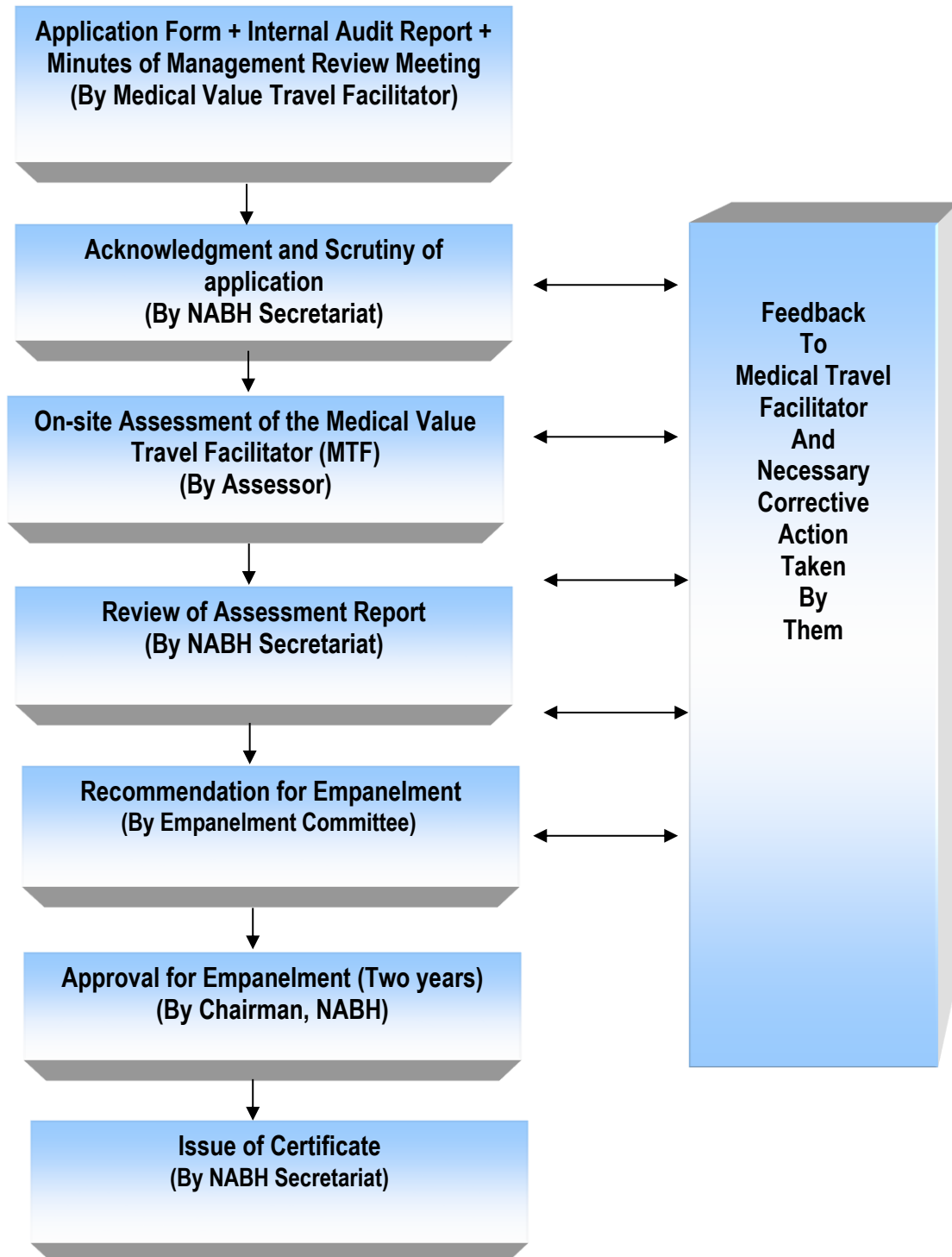
Medical Value Travel Facilitator for empanelment shall understand the NABH assessment procedure and ensure that the empanelment criteria required are implemented in the organization.

Medical Value Travel Facilitator can download the application form for NABH empanelment from the web-site and must be ready for maintaining compliance before submission of application and must ensure that it complies with NABH requirement for empanelment.



NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)

9. NABH Empanelment Procedure



9. NABH Empanelment Procedure continued

Application for Certification:

Medical Value Travel Facilitator shall apply to NABH for empanelment by practicing following steps:

- Filling online application form
- Pay application fee as detailed in the application form
- Attach copy of last internal audit report
- Attach copy of minutes of last management review meeting

Scrutiny of application:

Application form is scrutinized at NABH Secretariat and if it is found to be complete in all respects, a unique reference number is issued to the Centre. The Medical Value Travel Facilitator shall be required to quote this reference number in all future correspondence with NABH.

Appointment of Assessor:

NABH shall appoint Assessor who shall have the overall responsibility of conducting the assessment for the Medical Value Travel Facilitator. He/ She will conduct the on-site assessment of the Organization.

On-site Assessment:

The date of on-site assessment shall be agreed upon by the organization management and assessor. Assessment shall be conducted on all the facilities/services of the Facilitators. The assessor reviews the documented management system and verifies its compliance to the NABH empanelment criteria. The documented quality system, SOPs, work procedures etc. shall be assessed for their implementation and effectiveness. The technical competence of the organization shall also be evaluated.

Based on the assessment by the assessment team, the assessment report is prepared in a prescribed format. The details of nonconformity observed any during the assessment are handed over to the organization by the assessment team and detailed assessment report is sent to NABH.



9. NABH Empanelment Procedure continued

Issue of Accreditation Certificate

NABH shall issue an empanelment certificate to the Medical Value Travel Facilitators with a validity of two years. The certificate has a unique number and date of validity. The certificate is accompanied by scope of services.

The applicant must make all payment due to NABH, before the issue of the assessment visit.

All decision taken by NABH regarding grant of empanelment shall be open to appeal by the organization, to chairman NABH.

Follow up

Medical Value Travel Facilitator shall have a maximum of 30 days to close all the non-conformities and submit corrective actions to NABH. A copy of such corrective actions shall be forwarded to Assessor for their comments, whether to accept or otherwise



10. Assessment criteria, Fees structure & Payment details

Assessment criteria and Fee structure

Assessment	Site visit	Application Fees	Certification Fees
Medical Value Travel Facilitator	1x1 man-days	5,000/-	20,000/-

Service Tax: A service tax as applicable from time to time will be charged on all the above fees. You are requested to please include the service tax in the fees accordingly while sending to NABH.

Guidance notes:

1. Application shall be considered only when complete details of the facilitator is provided. Assessment shall be done comprehensively. There shall be one person coordinating all the activities of the Organization.
2. Application form duly filled shall be submitted online along with relevant documents and application fees.
3. Fees shall be paid only through online mode (Credit card or Debit card), Bank transfer and is non-refundable.
4. The accreditation fee does not include expenses on travel, lodging/ boarding of assessors, which will be borne by the applicant on actual basis.
5. The first year annual fees shall be payable before the assessment visit.
6. The second year annual fee shall be paid at the start of second year of accreditation.
7. The certification, once granted shall be valid for two years.
8. The organization shall apply for renewal six months before the expiry of validity in the prescribed form with application fee for consecutive cycle.
9. NABH may call for an un-announced visit, which could be a Surprise Assessment or based on any concern/ feedback/ complaint reported by any individual or organization or media and expenses on such visit shall be borne by NABH.

