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Level of knowledge regarding national accreditation board for hospitals and health care providers (NABH) accreditation among staff nurses

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Abstract

Background: Health care system of India is currently operating within rapid social, economic, technological environment, and hospitals are an integral part of health care system. The objective of the study is to assess the knowledge regarding NABH accreditation among staff nurses and to associate the knowledge with selected demographic variables.

Methods: This was a hospital- based, descriptive research approach of 100 staff nurses. A set of self-questionnaires assessing knowledge regarding NABH accreditation were used.

Results: 72% of the staff nurses were having average knowledge, 23% of staff nurses were having good knowledge & only 5% of staff nurses had poor knowledge regarding NABH accreditation.

Conclusion: Staff nurses are the most important resource of hospital and health care system. The goal of nursing resource management is to acquire, provide and retain and maintain competent nursing staff in right members to meet the patient's need. So there is the actual need of the time is to improve the knowledge among staff nurses regarding NABH accreditation to provide the patients with quality services.

Keywords: Knowledge, staff nurses, NABH accreditation, Quality Standards

Introduction

Quality has become an important part of the management and evaluation in health care service. The continuous improvement of quality service in healthcare center has become a prior consideration to ensure satisfaction of the patient across the world in the modern economic situation. Quality management methods, often followed directly and unchanged, from service area and manufacturing settings, have often not lived up to their promise in terms of improved health care workers performance and hospital competitiveness.

In India, health care sector is one of the widest and fastest growing sector in which both the government and private health care providers and hospitals insist much on quality improvement and patient satisfaction. Along with Quality Council of India National Accreditation Board of Hospitals and Healthcare Providers (NABH) they provided the criteria which quality standard of hospitals are determined well [1].

NABH is a constituent board of Quality Council of India (QCI), has set up with co-operation of the Ministry of Health & Family Welfare, Government of India and the Indian Health Industry. NABH accreditation system is a method for assurance to quality enhancement throughout the whole of the health care delivery system in India. It involves all professional and health care service, groups to ensure that high quality in health care is achieved, while minimizing the inherent risks associated with modern health care delivery [2].

An integral part of Quality Council of India (QCI) is an National Accreditation Board for Hospitals and Healthcare Providers (NABH) which set up to establish and operate accreditation program for healthcare organizations. NABH was established in the year 2006 [3].

"Quality" has become an important aspect of the healthcare industry with a valid reason. Quality in hospital encompasses everything. It includes service catering by hospitals for patients, ensuring the health and safety of each of its patients and employees, and contributing to the overall health and well-being of communities [4-6].

The nursing staffs play a pivotal role in the health care delivery system. Today the highest benchmark standard for hospital quality in India is the National Board for Hospitals and Health care providers (NABH) standards [7].

Material and methods

This study was conducted with the objective to assess the knowledge regarding NABH accreditation among staff nurses and to associate the knowledge with selected demographic variables (ex: Education qualification, work experience, Place of work & exposure to NABH inspection).Research approach was quantitative research design was used to conduct the study. The data for this study were collected from 100 staff nurses from the selected hospitals in Chennai.

This was the descriptive study in which self-structured questionnaire were administered by researcher to survey socio- demographic profile, basic knowledge regarding NABH accreditation among staff nurses. Purposive sampling method was used to select the sample. Content validity of the tool was done by giving to various experts from Hospitals, Nursing colleges & quality Consultant departments. Reliability of the data collection was checked by using Spilt half method and the reliability co-efficient was 0.80.

The data was collected in July 2021, and was approved by the ethics committee of Saveetha institute of medical and technology (SIMATS), Chennai. The objectives of the study and its protocol were clearly explained to the participants, and written informed consent was obtained from them.

Major finding of the study

Table 1: Characteristics of Sample population (n=100)

S. No.	Demographic variable	Frequency (f)	Percentage (%)
1.1	**Age**		
	21-25	60	60%
	26-30	27	27%
	31-35	10	10%
	36-40	3	3%
1.2	**Qualification**		
	ANM	26	26%
	GNM	36	36%
	B.SC. NURSING	38	38%
1.3	**Experience**		
	1-3yrs	75	75%
	4-6yrs	5	5%
	7-9yrs	7	7%
	10-12yrs	13	13%
1.4	**Exposure to NABH**		
	Yes	6	6%
	No	94	94%

Section-II: Knowledge Regarding NABH Accreditation
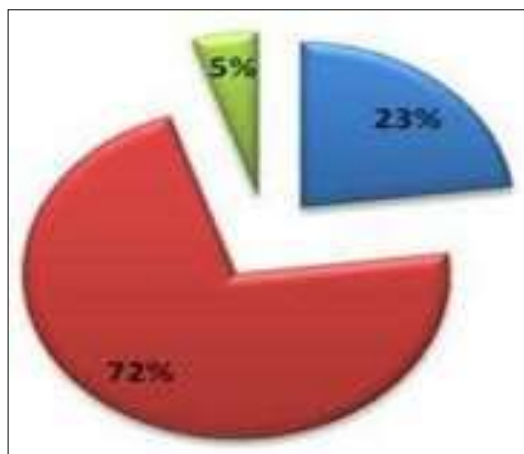
Fig 1: Knowledge score of staff nurses

Section-III: Association of knowledge with selected demographic variable

Table 2: Characteristics of demographic variable

S. No.	Demographic Variable	Good	Average	Poor	Chi-square	D.f	P
	Age						
1]	21 – 25	4	44	12			
	26 – 30	1	17	9	3.72	6	0.715
	31 – 35	0	8	2			
	36 – 40	0	3	0			
	Qualification						
2]	ANM	1	20	5			
	GNM	3	26	7	3.398	4	0.494
	B.sc	1	26	11			

3]	Experience						
	1–3yrs	4	56	15	6.558	6	0.364
	4–6yrs	0	1	4			
	7–9yrs	1	5	1			
	10–12yrs	0	10	3			
4]	Exposure To NABH						
	Yes	1	2	3	5.086	2	0.079
	No	4	70	20			

Conclusion

Quality has become an essential part of the management and evaluation of health care. The gradual improvement of quality service in healthcare sector has become a prior consideration to ensure satisfaction of the patient across the world in this modern economic situation.

Quality management methods, often followed directly and unchanged, from service and manufacturing sector set up, have not often lived up to their description in terms of improved hospital competitiveness and health care provider performances. In India, health sector is one of the widest and fastest growing area in which both the governmental and non-governmental care providers and hospitals put more effort on quality assurance and patient safety and satisfaction.

National Accreditation Board of Hospitals and Healthcare Providers (NABH) along with Quality Council of India provided the criteria based on which quality standard of hospitals is determined. Quality Assurance will help to improve effectiveness, efficiency, cost management, and should stress on accountability and the necessity to reduce various errors and improve safety in the system.

Result and discussion

Major findings of this study indicates that majority of the subjects were having average knowledge regarding NABH accreditation. The study had mentioned not only in the field of nursing, but also in other disciplines.

The study samples was limited to small size and only for 100 staff nurses. The result of the study supports the need for educational programmes conduction regarding NABH accreditation to increase the quality of care and adherence to the given policies. Thus in future more studies related to topic can be conducted.

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