



SAMS Hospital Consulting Services

Enabling Quality in
Healthcare



STRATEGIC ALLIANCE
MANAGEMENT SERVICES PVT. LTD.

SAMS Hospital Consulting Services

Strategic Alliance Management Services Pvt. Ltd. (SAMS), established in September 1995, is a premier consultancy organisation focussed on Procurement & Supply Chain Management, Human Resource Management and Capacity Building for the Health and Development Sectors in India.

SAMS recently ventured into providing Quality Management Services for the country's private healthcare sector, especially with respect to Quality Assurance and NABH/NABL accreditation for Health care providers and Diagnostic Laboratories both in the private and public sectors. Our Quality Management vertical in the healthcare sector enables Hospitals/Laboratories to benchmark with the best, to deliver quality healthcare with **improved services, effective treatment** and **increased patient satisfaction**.

National Accreditation Board for Hospitals and Healthcare Providers (NABH) in India has developed Standards and Protocols for Hospitals in consonance with global benchmarks prescribed by International Society for Quality in Healthcare (ISQua). Insurance Regulatory and Development Authority (IRDA) has made it mandatory for hospitals to have NABH Accreditation or at least **NABH Pre-accreditation entry level certification** for empanelment with Insurance agencies. Compliance to these standards demonstrates our commitment to Quality Care.

SAMS as your **Quality** Partner

SAMS facilitates implementation of NABH Standards and Protocols for **Pre-accreditation Entry Level Certification and NABH/NABL Accreditation for Hospitals and diagnostics labs**.

SAMS facilitates healthcare organizations in building competency in the areas of HR, equipment, infrastructure, facilities, documentation processes and services rendered and assists them in achieving quality standards at par with internationally accepted standards.



Patient Focus

Develop patient-centric processes, ensuring quality treatment and maximum patient satisfaction.

How **Accreditation** helps



Enhanced Empanelment Opportunities

Accreditation/ Pre-entry level Certification helps in empanelment of Hospital for cashless treatment under medical insurance and other health schemes.



Fewer Hassles in Medico-Legal Cases

Standardization of processes and high quality of documentation maintained in a certified /accredited hospital insulates the service provider from legal hassles in instances of Medico Legal Cases.



Boost for Medical Tourism

India is fast becoming a medical tourism hub due to inexpensive world class medical facilities. Global patients prefer accredited hospitals for their treatment.



Value for Money

A hospital certified or accredited by NABH ensures that prescribed levels of service quality is maintained, enabling higher patient footfall resulting in higher revenues.





How we Deliver



Conduct Gap Analysis

In-depth gap analysis is carried out to identify level of compliance and gaps in systems and processes followed in a hospital, vis-à-vis the NABH standards.



Develop Action Plan

Based on the gap analysis, an action plan is developed by SAMS in consultation with the healthcare provider to carry out modifications in infrastructure and suggest process improvements to make them **NABH** compliant.



Streamline Documentation

SAMS assists in designing of Forms and Formats of documents as per NABH requirements and ensures standardization of documentation processes.



Develop Monitoring & Analysis Tools

Quality indicators and parameters are defined to analyze, measure and monitor the key processes as per prescribed benchmarks in line with the NABH Quality standards.



Capacity Building and Training

SAMS' team of experts facilitates development of SOPs for all key processes and undertakes capacity building of key staff and master trainers as per training calendar and curriculum developed.



Facility Inspection

Periodical Facility Inspection is carried out to review compliance and ensure timely course correction as per NABH Standards.



Regular Monitoring System

Our team has developed an online monitoring system to review the progress at regular intervals. The access of this system is also available to each NABH Client to monitor performance.



Internal Audits/ Assessments

Assessments and Audits are conducted on periodical basis to assess continued compliances; Root Cause Analysis is done for corrective action and preventive action.



Application for Accreditation

SAMS facilitates application through HOPE registration for pre-accreditation entry level registration and NABH accreditation.



Addressing Non-Compliances (NCs) and ensure closure

Immediate corrective action is taken on receipt of NCs and documents/evidences are submitted. **SAMS** ensures closure of all NCs and furnishes closure report to NABH for approvals, culminating in issuance of Entry level Certification or full accreditation.

Conformity



Facilitate Systems/Processes compliant with Quality Standards mandatory for NABH/ NABL accreditation.

Our Team

SAMS team of experts comprises of Specialists and Consultants who bring diverse range of skills and expertise from healthcare management sectors. Our NABH team, currently comprising of +10 consultants, is led by a Public Health Professional with +30 years of experience donning lead roles in flagship national health programs across the country. **SAMS** leadership is committed to creating a niche in Hospital Services Consulting ensuring right skills, timelines and desired resource for achieving utmost client satisfaction.



Reliability

Establish Quality Assurance Systems ensuring patient's safety, and consistency in good quality treatment.

Our Expertise

Our team of experts include professionals with specialization in diverse fields:



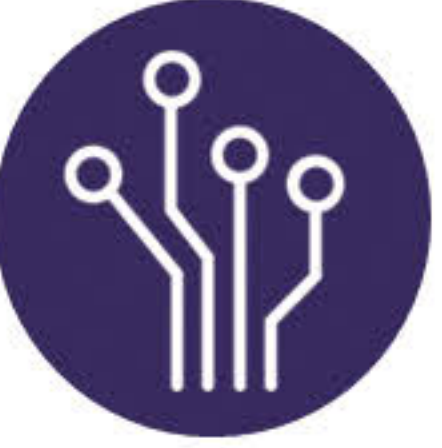
CLINICAL SERVICES



HEALTH ADMINISTRATION



QUALITY ASSURANCE



INFORMATION TECHNOLOGY



HUMAN RESOURCES MANAGEMENT



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HOSPITAL MANAGEMENT



EMPANELMENT



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