

Document Title

**Registration Scheme
for
Hospital & Healthcare Consultant**

Document Number: QCI/NBQP/HAH/CON/Ver2.0

A number of consultants are helping various Hospitals and Healthcare (HAH) sector. The selection of a capable Consultant by an organization is important in ensuring that their management system is capable of meeting the planned objectives of the organization in the most efficient and cost-effective manner.

Hospitals may cater to multidisciplinary activities wherein inputs are required from specialists in different areas. Therefore, a capable consultant would be required to provide a comprehensive guidance to the HAH and develop an effective system as per NABH guidelines.

Individual Consultants – They may be individuals having requisite educational background and experience/ expertise in their respective areas.

Assessment Procedure

- * Desktop review of documents pertaining to education, experience, documentation provided during consultancy etc.
- * Interview with the NBQP panel of Consultant Examiners

Registration under this scheme is available without restriction to all applicants who satisfy the NBQP registration requirements.

All information provided by the applicants can be verified and shared with the stakeholders at any stage during or after the assessment process. NBQP reserves the right to utilize the information provided by the applicants for legal, research, for sharing with other IPC members or for any other purpose as may be deemed fit by NBQP. In case an applicant wants the information to be kept confidential, a communication must be sent to NBQP citing reasons for the same. NBQP has the right to take decision in this regard as it may deem fit.

NBQP reserves all rights to amend its registration criteria, procedures and fees etc. as it may deem fit. Applicants are requested to refer to NBQP website <https://acr.qci.org.in/> for the updated criteria before applying for registration

Section 1: REQUIREMENTS FOR REGISTRATION

1.1 Personal Attributes

Applicants for Registration should be able to demonstrate the personal attributes needed for the effective and efficient performance of the consulting services. Desirable personal attributes for consultants are described in ISO 10019 Clause 4.2.2.

A Consultant should demonstrate to be:

- a) Ethical - fair, truthful, sincere, honest and discreet;
- b) Observant - actively observing physical surroundings and activities;
- c) Perceptive - aware of and able to understand situations;
- d) Versatile - able to readily adapt to different situations;
- e) Tenacious - persistent and focused on achieving objectives;
- f) Decisive - able to reach timely conclusions based on logical reasoning and analysis;
- g) Self-reliant - able to act and function independently whilst interacting effectively with others;
- h) Communicative – able to listen to & effectively interact with all levels of organization.

1.2 Skills and Knowledge

Applicants should through education, training, work experience and consulting experience be able to demonstrate a satisfactory level of competence in all of the following areas:

1.2.1 Management Systems specific knowledge and skills

1.2.1.1 Relevant Standards

Applicants should be able to understand and apply relevant national and international standards that are applicable to the client organizations which may be as follows:

- i) NABH standards for Hospitals and Healthcare Providers Registration (latest issue)
- ii) IS/ISO 15189 - Medical Laboratories: Particular requirements for quality and competence
- iii) ISO 9001 Quality Management Systems – Requirements

The applicants are suggested to have a broad understanding of the following standards:

- a) ISO 9000 Quality Management systems – Fundamental & Vocabulary
- b) ISO 9001 Quality Management Systems – Requirements
- c) ISO 9004 Quality Management Systems – Guidelines to achieve sustained success
- d) ISO 19011 Guidelines for auditing management systems
- e) ISO 10019 Guidelines for the selection of quality management system consultants and use of their services

In addition, the applicants should have knowledge of other standards that are necessary for the consulting services such as:

- i) Sector specific standards
- ii) Measurement control systems standards
- iii) Product standards
- iv) Safety related standards

Note: Latest versions of all the standards to be only considered as per ISO website www.iso.org

1.2.1.2 General quality management principles, methodologies and techniques

Applicants during interview should demonstrate the knowledge as well as the ability to apply QMS principles, Methodologies and techniques such as:

- a) quality management principles
- b) continual improvement tools and techniques
- c) appropriate statistical techniques
- d) auditing methodologies and techniques
- e) team work techniques
- f) PDCA (Plan-Do-Check-Act) Methodology
- g) Problem solving techniques
- h) Techniques for monitoring customer satisfaction
- i) Brainstorming techniques

1.2.1.3 National and international certification/registration and accreditation systems

Applicants should have general knowledge of:

- the standardization, certification, and accreditation systems at national and international level, and the requirements for certification for such systems
- the processes and procedures for certification of products, systems and personnel.

1.2.2 Organization specific knowledge and skills

1.2.2.1 Statutory, regulatory and other requirements

Applicants should demonstrate the ability to recognize the existence statutory and regulatory requirements (local, national or international) applicable to the Organization's activities. In particular, applicants should demonstrate how they recognized these to be applicable to the organization's activities where they provided consulting services.

Basic knowledge in this area should typically include the statutory and regulatory requirements for the organization's operations and it should also include the following aspects as appropriate:

- a. Contracts and agreements
- b. Labour and workplace
- c. Occupational Health and Safety (OHSMS)
- d. Food Safety
- e. International treaties and conventions
- f. Country specific or government specific regulations (if any)

1.2.2.2 Service, processes & Organizational requirements

Applicants should demonstrate a reasonable knowledge of the organization's Services, processes and customer expectations and should demonstrate understanding the key factors relevant to the sector in which they provide their consulting services. They should be able to demonstrate how to apply this knowledge to:

- a) Identify the critical characteristic of the organization's processes and related services, with focus on their measurement and monitoring
- b) Understand the sequence and interaction of the organization's processes and their effect on meeting service requirements
- c) Understand the terminology of the specific sector
- d) Understand the nature of the structure, functions, and relationships within the organization

1.2.2.3 Management Practices

Applicants should demonstrate understanding of how the NABH Standard integrates and interacts with the overall management of the organization, including human resource & other management systems. Therefore, applicants should have knowledge of relevant management practices such as:

- a. Planning and control
- b. Strategic management
- c. Production/Operation management including work study methods
- d. Management information systems
- e. Human resource management

1.3 Education/Work/Consultancy Experience

Applicant should provide documentary evidences for the following minimum education, work experience, against the Grade applied for:

For Provisional Consultant Grade:

Education (Any one of the following)	Training (Mandatory)	Professional Experience (Mandatory)	QMS realization (Has to be supported by a letter from the client/ Employer) (Any One of the following two)
a) Any Science Graduation + Hospital Management Qualification b) Graduation in medical (AYUSH) + Hospital Management Qualification c) Any Medical Graduation /MBBS/MD d) Nursing Graduation + Hospital Management Qualification	Successful completion of NABH Program on Implementation	Minimum experience of 3 Years after graduation	a) Implementation of NABH entry level –Hospital Standard or full accreditation Hospital standard in a healthcare organization of more than 50 beds that is Successfully certified/ accredited. b) Successful Implementation of ISO 9001:2015 standard in a healthcare organization of more than 50 beds that is Successfully certified/ accredited.

For Consultant Grade:

Education (Any one of the following)	Training (Mandatory)	Professional Experience (Mandatory)	QMS realization (Has to be supported by a letter from the client/ Employer) (Either One of the following two or both) – min 4 Nos.
a) Any Science Graduation + Hospital Management Qualification b) Graduation in medical (AYUSH) + Hospital Management Qualification c) Any Medical Graduation /MBBS/MD d) Nursing Graduation + Hospital Management Qualification	Successful completion of NABH Program on Implementation	Minimum experience of 5 Years after graduation	a) Implementation of NABH entry level –Hospital Standard or full accreditation Hospital standard in a healthcare organization of more than 50 beds that is successfully certified/ accredited. b) Successful Implementation of ISO ISO 9001:2015 standard in a healthcare organization of more than 50 beds that is successfully certified/ accredited.

All consultants need to ensure that they are not active Assessors with NABH. Before taking any assignment as NABH Assessor, they have to intimate the same to NBQP and NABH with all relevant details.

1.4 Application Reference

For initial Registration each applicant should be referred by either the current employer or by one alternative person who has a professional relationship with the applicant. Referrals should have direct experience and/or personal knowledge of the applicant relating to those elements of the application for which they have attested.

1.5 Personal Declaration

All applicants for initial Registration and re-Registration should sign a declaration whereby they agree to observe and to abide by the NBQP Code of Conduct (Section-6) and that all complaints regarding their performance will be formally logged and dealt with in a manner to prevent recurrence, by NBQP.

1.6 Re-Registration (maintaining Registration)

All registered consultants should be periodically re-registered. The period between initial Registration and re-Registration should not exceed three years. Each applicant for re-Registration should maintain a written declaration from the client of each consultancy regarding the realization undertaken and the details of the professional development undertaken during this period.

For each year of the re-Registration period, NBQP registered consultants should submit documentary evidence either of having performed a minimum of complete 1 project realization or of having acquired equivalent consultancy experience.

1.7 Professional Development

The NBQP registered consultant should, in each year of the Registration period, undertake at least 15 hours of appropriate continuing professional development (Section 7). Evidence of that professional development, verified by the provider, or the applicant's employer should be submitted as part of the application for re-Registration.

The professional development records should show the duration and type of activity undertaken and details of the provider. In the selection of appropriate professional development, consultants should consider their personal strengths and weaknesses and identify areas for personal improvement.

1.8 Code of conduct

All consultants are obliged to improve the standing of the consulting profession by rigorously observing the Code of Conduct. Failure to do so may result in suspension or withdrawal of Registration. Kindly refer to Section 6 for more details.

Section 2: EVALUATION FEES

2.1 The Complete application form with the requisite fee must be submitted online on the NBQP Auditor Consultant Registration Portal.

2.2 All credentials should be submitted to NBQP through online portal. All applications must be supported by documentary evidence, e.g. legible self-attested photocopies of original certificates etc. Original documentary evidence should be made available only when asked for.

2.3 An incomplete application or not adequately supported by required documents would result in delay in processing or rejection of application.

2.4 NBQP will carry out evaluation of applicant's competencies in following steps:

- a) Adequacy Review** – To check the adequacy of documents submitted by the applicant in support of the application.
- b) Desk-Top Review** – To determine whether the contents of the application form and the supporting documents provided by the applicant are conforming to the Consultant Registration Scheme requirements.
- c) Interview** - A verification of the applicant's consultancy competence related to the documents provided by him and the requirements mentioned in this document through a face-to-face/AV interview on case-to-case basis. The applicant will have to appear at own cost for the interview.

An applicant who is rejected during the interview, will have an option to reapply only after 6 months.

Section 3: REGISTRATION FEES

The fee structure is determined annually and is applicable for 1 year. The validity of the Registration is also for 1 year. The current Fee Structure is as follows:

a) Application Fee

An application should be accompanied with the application fee, without which the application will not be processed. This fee covers the administrative costs for processing the applications.

b) Annual Registration fee

Successful applicants will be intimated for the remittance of Registration Fee through automated emails. The applicants will be required to submit the fee as per the fee structure within the specified time frame. The Certificate will be generated online after completion of registration.

c) Re-Registration fee

An applicant has to pay the Re-Registration Fees only if he does not renew his application within 3 months of the expiry of his registration.

d) Regrade Fee

This fee covers the administrative cost required for each regrade consideration. This fee is due with the re-grade submission. This fee needs to be paid while renewal of application in case the applicant wants to upgrade his category and has submitted relevant documents as per the eligibility criteria.

FEE STRUCTURE

I) Application Fee

First time	Rs. 3,000/-
Re-Registration	Rs. 1,500/-

II) Annual Registration Fee

Provisional Consultant	Rs. 7,500/- for 1 year
Consultant	Rs. 10,000/- for 1 year

Applicants can apply for 3 years Registration and avail 15% discount on the total fee

III) Regrade Fee **Rs. 2,000/-**

Note:

1. 18% GST will be charged extra, as applicable w.e.f. 1st July 2017
2. All fees are to be paid through the Portal only & are non-refundable.

Section 4: REGISTRATION CERTIFICATE AND REGISTER

- 4.1** All successful applicants will be issued a Registration Certificate online.
- 4.2** The validity of the Certificate will be for the period for which the fee has been paid by the applicant (maximum three years)
- 4.3** The Register of Consultants will be uploaded on the NBQP website.

Section 5: COMPLAINTS, APPEALS & DISCIPLINARY PROCEEDINGS

- 5.1** Any complaint by the applicant should be made directly to Deputy Director (NBQP) and escalated (if required) to CEO-NBQP.
- 5.2** In case of non-acceptance of the decision of CEO-NBQP, the applicant can appeal to the Secretary General-QCI who will then appoint an independent appeal committee for the purpose.
- 5.3** Similarly complaints will be considered according to the procedures of NBQP, which are made by following:
- a) Registered Consultant against a fellow registered Consultant or
 - b) An organization, certification body or other body against a registered Consultant
- 5.4** NBQP retains the right to undertake disciplinary proceedings against registered Consultants who are found to have acted contrary to the Code of Conduct. Options available include suspension of registration and in instances of serious or sustained breach, withdrawal of registration.
- 5.5** NBQP may suspend or cancel the NBQP registration because of the following but not limited to:
- a) providing insufficient or incorrect information to NBQP at the time of registration.
 - b) illegal use of NBQP registration or logo
 - c) failure to report any major complaint against the applicant
 - d) any other condition deemed appropriate by NBQP
 - e) at own request

Section 6: CODE OF CONDUCT

All consultants are obliged to improve the standing of the consulting profession by rigorously observing the Code of Conduct. Failure to do so may result in suspension or withdrawal of Registration.

Consultants undertake:

- a) to act professionally, accurately and in an unbiased manner
- b) to strive to increase the competence and prestige of the consultancy profession
- c) to assist those in their employment or under their supervision in developing their management, professional and consultancy skills
- d) to maintain the confidentiality of information provided by or acquired from the organization
- e) to avoid and/or declare any conflict of interest that may affect the work to be carried out
- f) to maintain independence from certification or Registration bodies
- g) to maintain impartiality in an organization's selection of certification bodies/registrars
- h) not to act in any way that would prejudice the reputation of the NBQP or the Consultant Registration process and to co-operate fully with an inquiry in the event of any alleged breach of this code

Section 7: Continuing Professional Development (CPD) Log

Name

Registration No

Date (DD/MM/YY)	Duration of CPD in hours	Type of Activity Formal / Informal	Details of Activity (Title & Duration)	Name / Designation / Contact Details incl. tel. /fax nos.	Description of Activity require

Annexure A: Consultancy Log (for each project implemented)

Consultant Name _____

Role in the Project

Observer

Team Member

Team Leader

Names of other Team Members I _____ II _____

III _____ IV _____

Consultancy Date From _____ To _____

The applicant

- * carried out autonomously the tasks assigned by the project/team leader.
- * participated in all the periodical & final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the client agreed objectives
- * carried out the training of company personnel involved in the project.
- * carried out the work ethically and satisfactorily met the objectives.

(to be authenticated by the company where consultancy provided)

Company Name _____

Company Address _____

Product/Service _____

Standard Implemented _____

No. of Employees _____

Is the Company Certified for NABH/ ISO 9001? _____

If yes, then date of Certification _____

Name of Certification Agency _____

Signing Authority _____

Designation _____

Signature / Date _____

(To be authenticated by the employer on whose behalf consultancy provided)

Name & Address of Consultancy Company _____

Tel/Fax/Email _____

Contact Person (with designation) _____

Signature _____

Signature (Applicant) _____ Stamp _____