Centre for Accreditation of Health & Social Care

Pre-Hospital Care (Accreditation in Pre-Hospital Care)

CAHO-ISQua Webinar

5 August 2025

Dr. B.K. Rana

CEO

Accreditation Body

with

Global Recognition

ISQuaEEA International Society for Quality in Health Care External Evaluation Association
Accredited Organisation 2022-2026

ilac-MRA

Accreditation Programmes Cover Complete Patient Care Continuum

- Pre-hospital
- Hospital
- Post-hospital

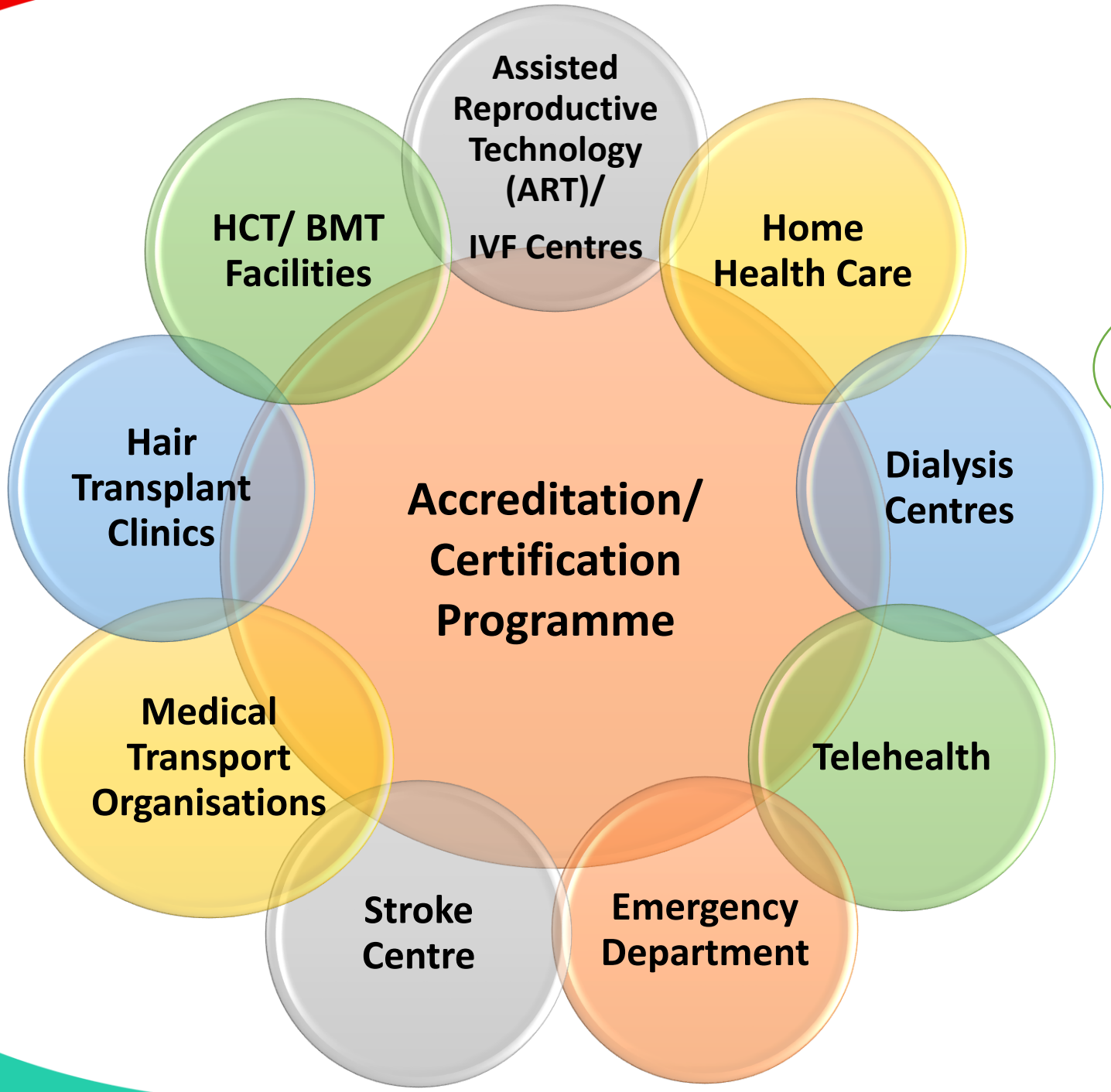
Emerging as a Specialist Accreditation Body

Centre for Accreditation of Health & Social Care

(CAHSC)

Hospitals
Clinics
Ambulatory Care Facility
Transition Care
Hotels and Home Stays
Green Health Care Facility
WHO PSFH
Vision Centres
QAI 7101Plus
Care Homes
Accreditation/ Certification Programme

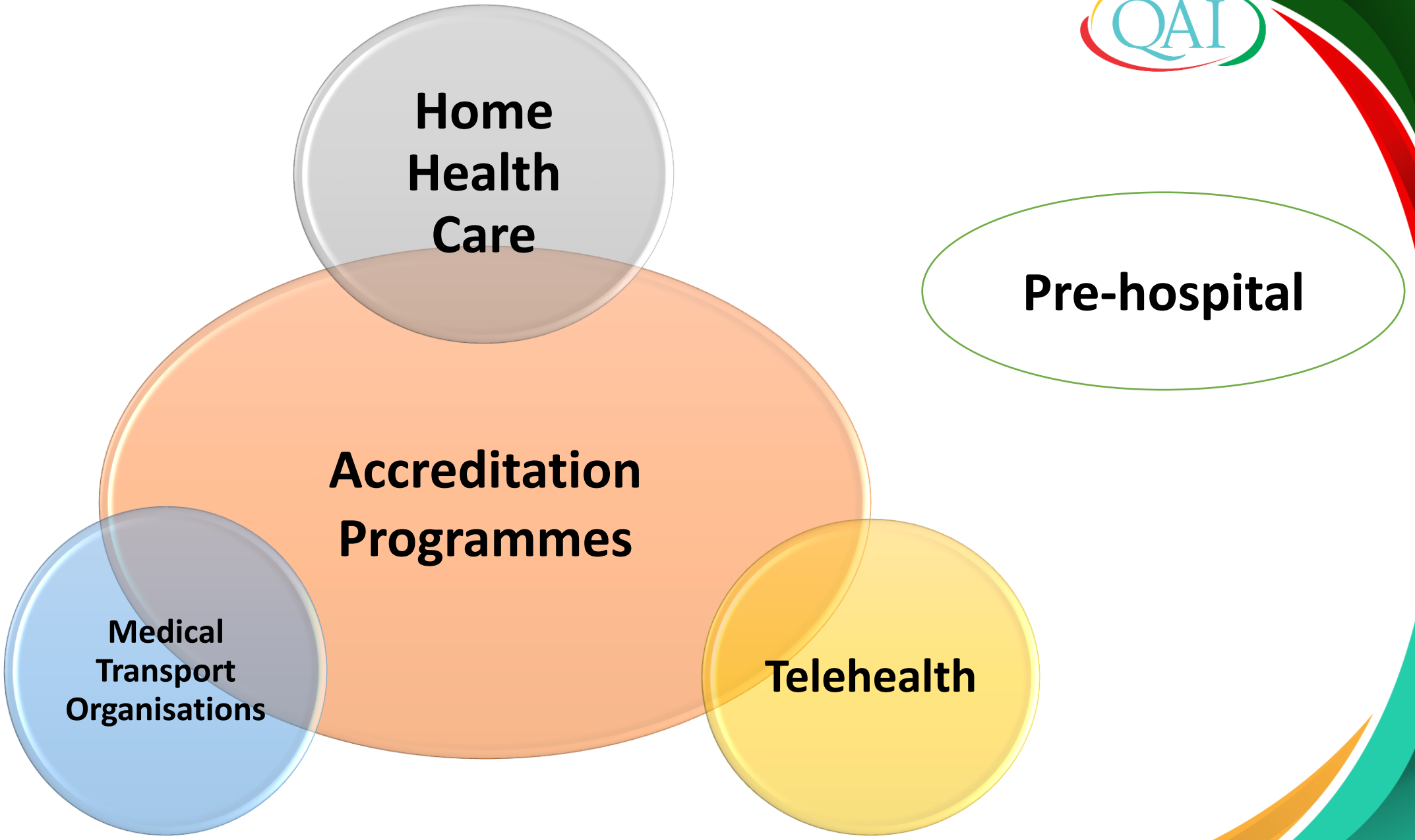
General



Specialised

Under Development

Headache Clinics

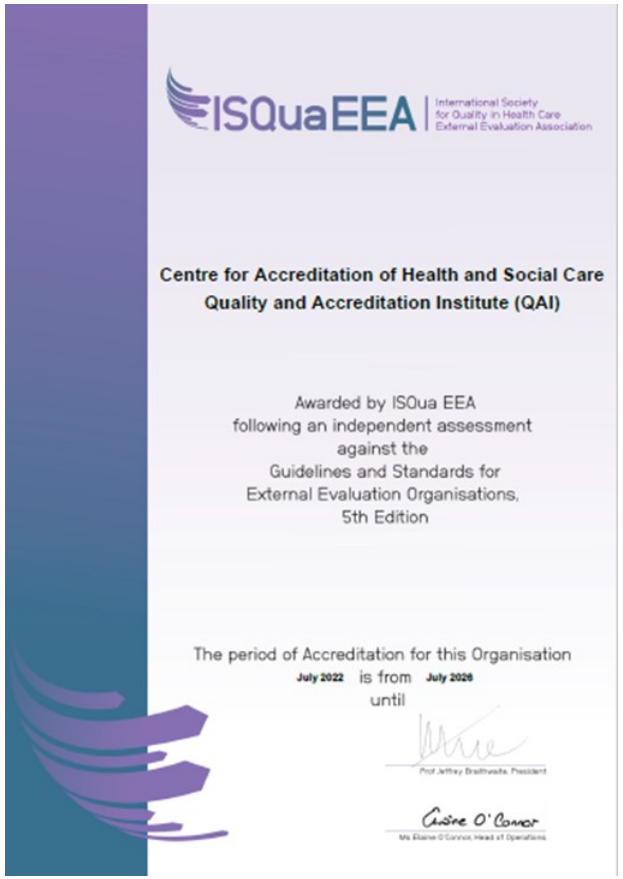

Home Health Care
Pre-hospital
Accreditation Programmes
Medical Transport Organisations
Telehealth

Number of Healthcare Accreditations (CAHSC)

>150 Accredited Healthcare Facilities

International Recognitions

QAI becomes the first accreditation body in India to achieve ISQuaEEA Accreditation in less than five years of operations


ISQuaEEA | International Society for Quality in Health Care External Evaluation Association

Centre for Accreditation of Health and Social Care
Quality and Accreditation Institute (QAI)

Awarded by ISQua EEA
following an independent assessment
against the
Guidelines and Standards for
External Evaluation Organisations,
5th Edition

The period of Accreditation for this Organisation
July 2022 is from July 2026
until

Prof Jeffrey Braithwaite, President

Ms Elaine O'Connor, Head of Operations

QAI Accreditation is recognised by the Ministry of Health's Central Government Health Scheme (CGHS) for empanelment of Private Hospitals, Eye Centres, Dental Centres & Imaging Centres.

Recognition of QAI Accreditation as accredited equivalent to NABH under CGHS

LW
LANU WAPANG <lanuwapang.0018@cghs.nic.in>
Mon, 12 Dec 2022 12:46:38 PM +0530INBOX

Under the prevailing CGHS Empanelment Scheme, (vide page 1 of 45, para 5 of Application form and MoA under Continuous Empanelment Scheme 2022, highlighted copy attached above),

In this regards, as per the ISqua accreditation certificate submitted by Quality & Accreditation Institute (QAI), Centre for Accreditation of Health & Social care, A-34, Sector 48, Noida-201304, is approved by International Society for Quality in Health Care as an accredited Organization and is available in the official website of ISqua https://ieea.ch/ vide webpage https://ieea.ch/accreditation/accreditation-programmes.htm (Screenshot attached below)

Hence QAI Accreditation shall be considered as accredited equivalent to NABH under CGHS

With Regards

Lanu Wapang
Sr. CMO (HEC), Directorate of CGHS
Room No 524 A, Nirman Bhawan
New Delhi- 110011

INDIRA IVF
FERTILITY & IVF CENTRE

motherhood
women & children's hospital

NOVA IVF
FERTILITY

ART
FERTILITY CLINICS
Science Assisting Nature

MAX@HOME
Healthcare Anywhere

MEITRA
HOSPITAL
Health. Hope. Happiness

GuardianAngel
HomeCare

Apollo Fertility

oasis

practo

G. KUPPUSWAMY NAIDU
MEMORIAL HOSPITAL
practo
COIMBATORE
SCIENCE WITH HUMANITY
ESTD 1952

KITES
senior care

Since 1987
BMH
more than care

Dr.Mehta's
Hospitals

APOLLO
HOMECARE

Continental Hospitals
A GLENEAGLES FACILITY

WOCKHARDT
LIFE WINS
Mira Road

RAMESH
HOSPITALS

IN DEO FIDE ET PERSEVERANTIA
Wadia Hospitals

CMC Vellore
Christian Medical College, Vellore

Dr.Vanchilingam
HOSPITAL

SILIGURI GREATER LIONS EYE HOSPITAL

Apollo Dialysis
Clinics

مستشفى الزهراء دبي
AL ZAHRA HOSPITAL DUBAI

MAX
Healthcare

Apollo
HOSPITALS

NH
Mazumdar Shaw
Medical Centre
Unit of Narayana Health

MarengoCIMS
Hospital

CK BIRLA HOSPITALS | CMRI
The Calcutta Medical Research Institute
KOLKATA

PARAS
HEALTH

kauvery
hospital
KMC Speciality Hospitals
(India) Limited

KIMS
HOSPITALS

SSSST
Shri Sadguru Seva Sangh Trust

AyurVAID
HOSPITALS
AN APOLLO HOSPITALS GROUP COMPANY

zydus
Hospitals

Dr. Shroff's Charity Eye Hospital
Caring for the community since 1914...

ТЭТГЭЛ ДҮҮРЭН ХҮСТЭН

ARAVIND
EYE CARE SYSTEM

tn
Trilochan
:ralaya

First Neuro
Brain & Spine Super Speciality Hospital

Sri Ramakrishna
Multi-Speciality Hospital

QAI

The Poona Blind Men's Association's
H.V. Desai Eye Hospital
EYE CARE INSTITUTE

LVPEI
So that all may see
LV Prasad Eye Institute

MNUMS
Mongolian National University of Medical Sciences
1942

ASC
SAVING BRAINS

Centre for International Accreditation

India's
2nd Largest
Accreditation Body
in Laboratory Accreditation

Accreditation of Medical Laboratories as per ISO 15189: Medical laboratories - Requirements for Quality and Competence

Accreditation of Testing laboratories as per ISO/ IEC 17025: General Requirements for the Competence of Testing and Calibration Laboratories

Recognition of Medical Laboratories as per the requirements of the Central Clinical Establishments Act

Accreditation of Calibration laboratories as per ISO/ IEC 17025: General Requirements for the Competence of Testing and Calibration Laboratories

Biobanking Accreditation as per ISO 20387: General requirements for Biobanking. (For the First time in India)

Accreditation of Inspection Bodies as per ISO/ IEC 17020:Confirmity Assessment- Requirements for the Operation of Various Types of Bodies Performing Inspection

Accreditation of Proficiency Testing Providers as per ISO/ IEC 17043: Conformity assessment – General requirement for proficiency testing

Accreditation of Reference Material Producers as per ISO 17034:General Requirements for the Competence of Reference Material Producers

International Recognitions

QAI CIA is a Full Member/ MRA Signatory of the International Laboratory Accreditation Cooperation (ILAC)

Medical Testing -ISO 15189 effective from 10 December 2022
Testing-ISO/IEC 17025 effective from 10 December 2022
Calibration-ISO/IEC 17025 effective from 15 April 2025

ILAC MUTUAL RECOGNITION ARRANGEMENT

SIGNATORIES

We, the undersigned, endorse the terms of the ILAC Arrangement and undertake, to the best of our ability, fulfillment of its objectives.

Accreditation Body: Quality and Accreditation Institute, Centre for International Accreditation (QAI CIA)

Economy: India

Scope and date: Testing ISO/IEC 17025 – 10 December 2022
Testing ISO 15189 – 10 December 2022
Calibration ISO/IEC 17025 – 15 April 2025

Authorised Representative

Signature: _____ Date: 16 April 2025

Chair, ILAC Arrangement Council:

Signature: _____ Date: 17 April 2025

Etty Feller

Annex A: Signature Sheet, ILAC MUTUAL RECOGNITION ARRANGEMENT

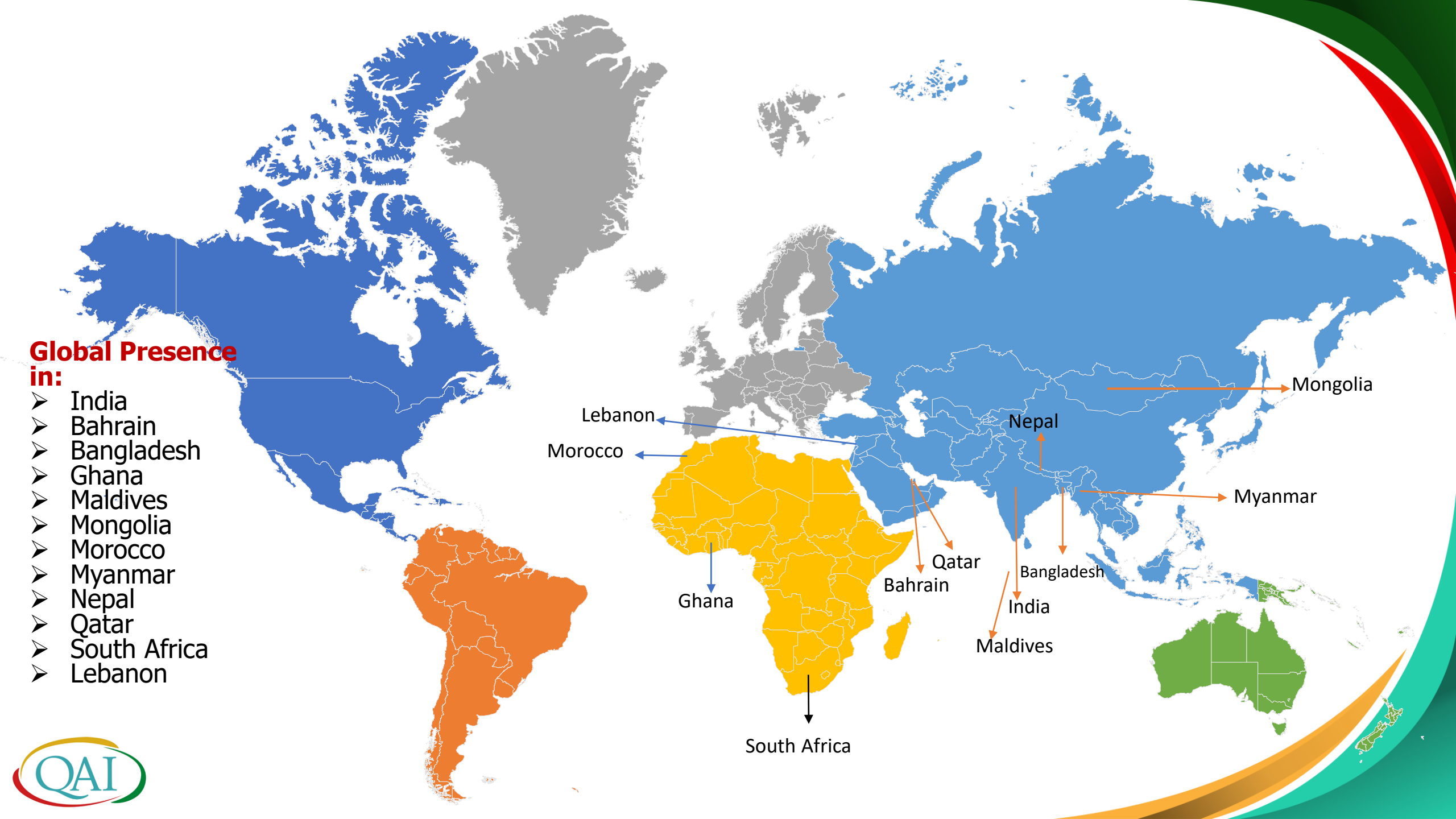
Number of Accredited Conformity Assessment Bodies (CABs)

>160 Accredited CABs

Geographical Spread

Global Presence in:

- India
- Bahrain
- Bangladesh
- Ghana
- Maldives
- Mongolia
- Morocco
- Myanmar
- Nepal
- Qatar
- South Africa
- Lebanon



Accreditation Mark

Pre-hospital Care

- It refers to the medical assistance provided at the individual's place
- It can also be referred to the medical assistance provided to individuals before they arrive at a hospital/ healthcare facility.
- It's a critical component of emergency healthcare that aims to reduce morbidity and mortality by delivering timely, skilled interventions at the scene of an incident (at home or elsewhere) and during transport.

Pre-hospital Care

- the right care at the right time at the right place by the right people.
- Can be at Home (Home care)
- Any place of presence (home care/ telehealth/ ambulance (MTO)

- On May 30, 2019 Delegates to the 72nd World Health Assembly have adopted a resolution on emergency and trauma care aimed at helping countries to ensure timely care for the acutely ill and injured.

- It is estimated that more than half of deaths in low- and middle-income countries result from conditions that could be treated with prehospital and emergency care , including injuries; trauma; infections; acute exacerbations of cancer, diabetes and other noncommunicable diseases ; and complications of pregnancy.

- Emergency Medical Services (EMS) is an essential element of **universal health coverage**

Accreditation

Accreditation in Healthcare

A formal process by which a recognized body, usually a non-governmental organization, assesses and recognizes that a health/ social care organization meets applicable predetermined and published standards through an external evaluation process.

(ISQuaEEA)

QAI Accreditation Standards

- Accreditation Standards for Home Health Care, Second Edition August 2023

- Accreditation Standards for Telehealth Services, First Edition July 2020 (under revision)

- Accreditation Standards for Medical Transport Organisations, First Edition, June 2024

Accreditation Standards for Home Health Care, Second Edition August 2023

Sl. No.	Name of Chapter	No. of Standard	No. of Criteria
1	Governance and Leadership (GAL)	4	13
2	Human Resource Management (HRM)	8	32
3	Facility and Risk Management (FRM)	6	20
4	Information Management System (IMS)	7	35
5	Continual Quality Improvement (CQI)	2	8
6	Patient Assessment and Care (PAC)	17	65
7	Patient Rights and Education (PRE)	7	39
8	Medication Management and Safety (MMS)	7	26
9	Hygiene and Infection Control (HIC)	6	26
	Total	**64**	**264**

Accreditation Standards for Telehealth Services, First Edition July 2020 (under revision)

Sl. No.	Name of Chapter	No. of Standards	No. of Criteria
1	Governance and Leadership (GAL)	6	18
2	Human Resource Management (HRM)	9	32
3	Facility and Risk Management (FRM)	9	32
4	Information Management System (IMS)	8	33
5	Continual Quality Improvement (CQI)	3	13
6	Patient Assessment and Care (PAC)	9	39
7	Patient Rights and Education (PRE)	6	26
8	Medication Prescription and Safety (MPS)	6	2
9	Hygiene and Infection Control (HIC)	2	12
10	Digital Health Application (DHA)	3	14
	Total	**61**	**239**

Accreditation Standards for Medical Transport Organisations, First Edition, June 2024

Sl. No.	Name of Chapter	No. of Standards	No. of Criteria
1	Governance and Leadership (GAL)	4	21
2	Human Resource Management (HRM)	9	36
3	Facility and Risk Management (FRM)	7	38
4	Information Management System (IMS)	7	34
5	Continual Quality Improvement (CQI)	6	24
6	Patient Assessment and Care (PAC)	14	70
7	Patient Rights and Education (PRE)	8	42
8	Medication Management and Safety (MMS)	9	48
9	Communication and Transport (CAT)	5	40
10	Hygiene and Infection Control (HIC)	8	44
	Total	77	397

Standards Framework

- 10 Chapters
- 77 Standards
- 397 Criteria

CHAPTER 1:
Governance and Leadership (GAL)

Each MTO requires a governance structure that is ultimately responsible for the quality and safety of services provided.

Each MTO, regardless of its complexity, also has a formal structure. Leaders ensure that a system exists that promotes safety and quality, provision of services that meet the needs of patients, availability of adequate resources e.g., human, financial & physical and, monitoring and evaluation of activities and processes for improvement.

CHAPTER 2:
Human Resource Management (HRM)

Human Resources include all the people that work in, for or with the MTO and they are integral to ensuring the delivery of quality, patient-centred and safe care.

HR includes Doctors, Nurses, Allied Healthcare Professionals, Maintenance Staff and Drivers

Management team providing a safe physical environment for staff to work in, which is free from harassment or accidents

CHAPTER 3:
Facility and Risk Management (FRM)

The MTO will prevent people from receiving unsafe care and treatment and prevent avoidable harm or risk of harm.

Planning, management and delivery of care

MTO must assess the risks to people's health and safety during any care or treatment

Premises, ambulances and equipment must be safe and available in sufficient quantities.

Applicable laws and regulations

CHAPTER 4:
Information Management System (IMS)

An effective information management system is based on the information needs of the MTO.

The system should be able to capture, transmit, store, analyse, utilise and retrieve information as and when required.

Sound document control system ensures that right document is available at the right place, in right time and with right people.

CHAPTER 5:
Continual Quality Improvement (CQI)

MTO must have an effective quality assurance and auditing system.

Managerial quality indicators (e.g., staff satisfaction, patient satisfaction, equipment downtime, staff attrition, waiting time etc.) are defined and measured.

Non-clinical quality indicators (e.g., vehicle dispatch turnaround time, staging at hospital, breakdown time for vehicles, breakdown time for equipment, medication procurement etc.) are defined and measured.

Clinical audit

CHAPTER 6:
Patient Assessment and Care (PAC)

The MTO defines and displays its services.

The MTO has a documented response and deployment plan.

Patients during the transit in the transport vehicle are appropriately assessed, treated and /or stabilised.

The MTO supports safe obstetric care.

The MTO has a documented process for care transitions.

CHAPTER 7:
Patient Rights and Education (PRE)

Patient is in the centre of the care being provided in MTO.

Patients' rights are documented and known to patients.

Provide education to patients related to their care and responsibilities.

The MTO is responsible for providing processes that support patients' and families' rights during transport and care.

The MTO addresses ethical dilemma in a timely manner.

CHAPTER 8:
Medication Management and Safety (MMS)

The purpose of Medication Management is to provide a frame work for safe and effective medication management system.

Safe and effective medication management includes the processes for procurement, storage, prescribing, transcribing, preparing, dispensing and administration.

All processes of Medication Management of the MTO comply with applicable rules and regulations.

CHAPTER 9:
Communication and Transport (CAT)

Emergency Medical Services (EMS) Management is specialized field where emergency healthcare needs are addressed through well-defined processes in Emergency Response Centre (ERC), operations and training by EMS professionals.

Important aspect of EMS includes early detection of any emergency, immediate response, reporting, on-scene care, en-route care and transfer to appropriate definitive healthcare facility.

Emergency Response Command Control Centre (ERCCC) is to provide a frame work for safe and effective communication platform between patient and responder.

Safe and effective ERCCC includes the processes for Call Handling, Triaging, Dispatching, Closure, Analysing & Reporting.

The MTO ensures ambulances are properly maintained.

CHAPTER 10:
Hygiene and Infection Control (HIC)

The MTO establishes the processes to ensure good hygiene and infection prevention and control practices during the transport of patients.

Infection prevention and control policy.

Infection prevention and control programme.

Documented process to ensure cleaning, disinfection and sterilization practices across the MTO.

Accreditation & Patient Safety

Patient Safety

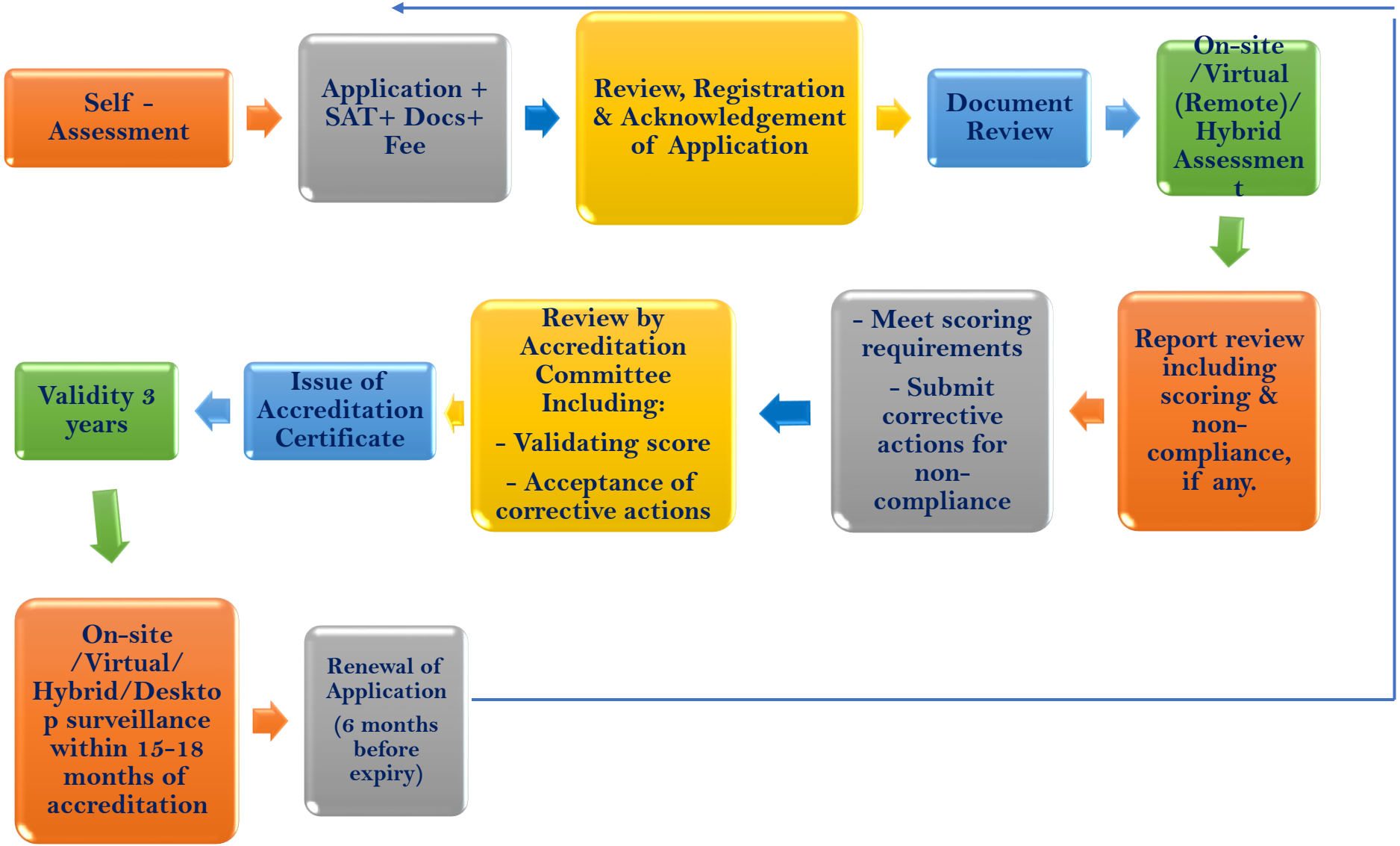
Patient safety is a framework of organized activities that creates *cultures, processes, procedures, behaviours, technologies and environments* in health care that consistently and sustainably lower risks, reduce the occurrence of avoidable harm, make errors less likely and reduce impact of harm when it does occur.

(WHO PS Action Plan)

Cultures
Environments
Processes
Patient Safety
Technologies
Procedures
Behaviours

Accreditation Process

Accreditation Process



Follow QAI LinkedIn page for more information & registrations into different programs

1. MTO's/ Ambulance services to request Secretariat for Accreditation Standards
2. MTO's to JOIN DIVE program. (As an organization/ Individual)

Follow QAI LinkedIn page for more information & registrations into different programs

1. Assessor course to become MTO

   Assessors and Conduct QAI

   Accreditation Assessments.

Assessor Qualification

• **For Physician:**	• Graduate in Medicine (MBBS) with minimum 10 years' experience in pre hospital care services, or • Post-graduate (MD/DNB/MRCEM/FRCEM /MEM) in Emergency Medicine, with minimum of 7 years of post PG experience in pre hospital care services, or • MD/DNB of any speciality with full time work experience in pre hospital care services for 10 years.
• **For Nurse**	• GNM/B.Sc. Nursing with minimum of 12 years of experience of which 5 years in pre hospital care services. • M.Sc. Nursing with minimum of 10 years of experience of which a minimum of 3 years should be in pre hospital care services.
• **For Emergency Paramedic**	• B.Sc. AECT / B.Sc. ETCT with minimum of 15 years' experience in emergency department / pre hospital care services (AECT- Accident and Emergency Care Technology; ETCT- Emergency and Trauma Care Technology) • M.Sc. AECT/ M.Sc. ETCT with 12 years of experience in pre hospital care services (AECT- Accident and Emergency Care Technology; ETCT- Emergency and Trauma Care Technology)
• **For Manager/ Administrator**	• Post-graduate in healthcare/hospital management/ administration (Degree or Diploma) with minimum of 10 years of experience pre hospital care services.

Progress so far….

- Department of Health, Government of Karnataka entered into MOU with QAI for accreditation of 108 Arogya Kavach Ambulance Services in the State
- Shalby Hospital Ahmedabad applied for accreditation
- Several other MTOs under preparation

Quality Never Sleeps!
Its Practitioner Does

Bhupendra Rana Q1.01.05.2020

THANK YOU!

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www.qai.org.in