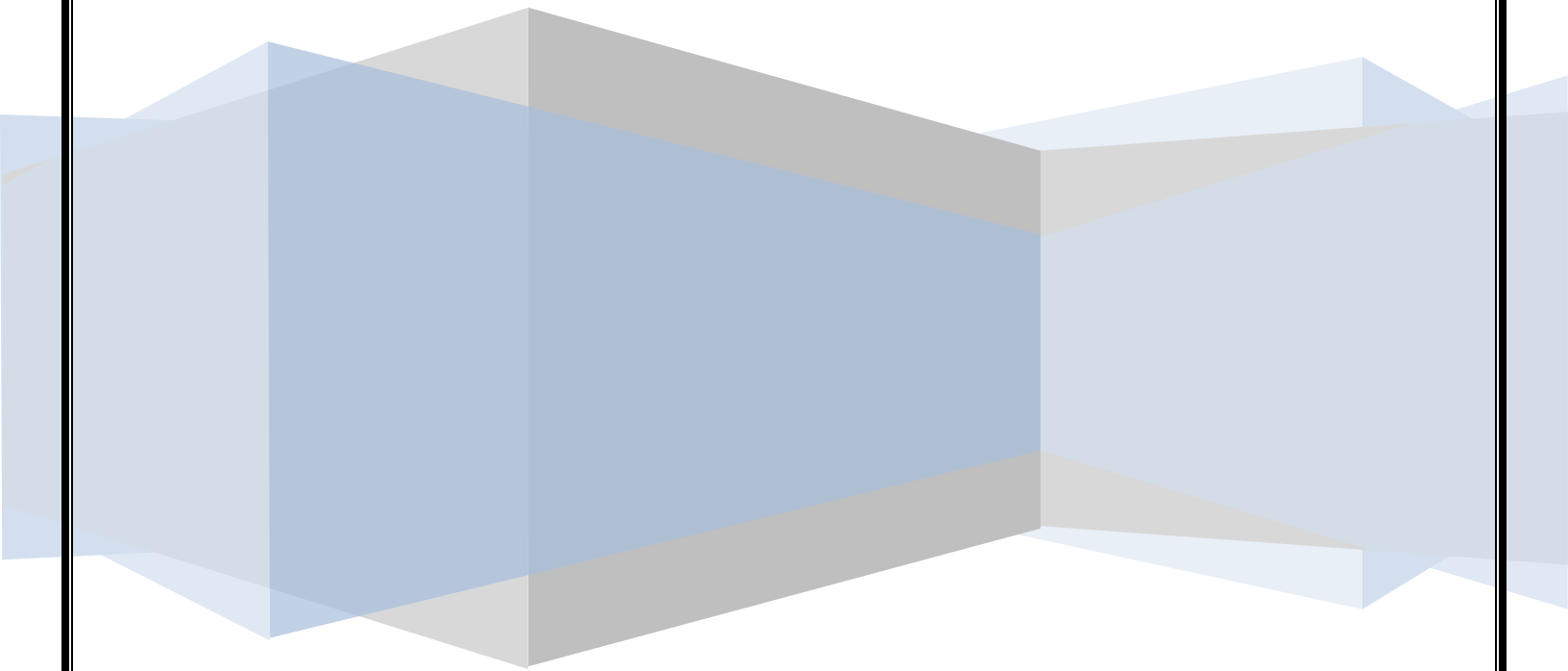




ACE HEALTH
Fitter Tomorrow

ACE Health Dental

Dental NABH Accreditation

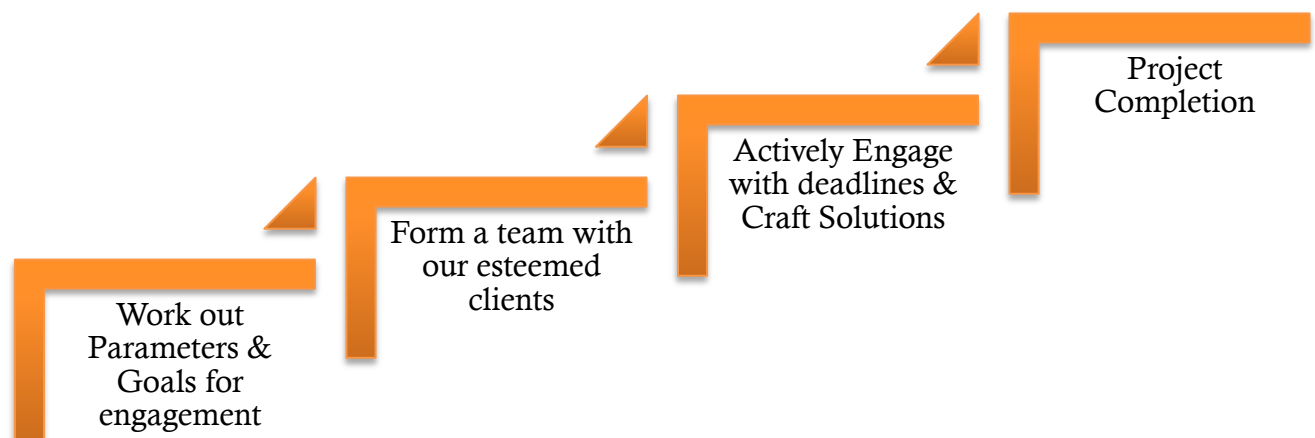


ACE Health – Dental is a group of experienced dedicated enthusiasts, committed to excel in Dental Consultancy and solutions. Being established and managed by Dental and Management experts; supported by a network of subject-matter experts, we deliver to the best of existing norms, practices and facts.

We help our clients create value and architect change through our unique spectrum of Dental Consulting Services. With our ongoing in-house research and quality improvement efforts, we always strive to be up-to-date and able to provide the client qualitative, cost effective and comprehensive solutions.

Born with a vision to "be a leading consultants and provider of quality Dental healthcare services", ACE Health is synonymous with managing, designing, constructing and providing consultancy services for world-class dental care facilities.

Our Approach:



Dentistry & Dental Accreditation:

In India, Health System currently operates within an environment of rapid social, economic and technical changes. Such changes raise the concern for the quality of health care and same is true for dental care. Accreditation would be the single most important approach for improving the quality of Dental Facility. Accreditation is an incentive to improve patient option of choosing a Dental Facility. Accreditation system ensures that Dental Facility, whether public or private, national or expatriate, play their expected roles in national health system.

Confidence in accreditation is obtained by a transparent system of control over the accredited Dental Facility and an assurance given by the accreditation body that the accredited Dental Facility constantly fulfills the accreditation criteria.



*Quality Council of India (QCI) and its National Accreditation Board for Hospital and Healthcare providers [NABH] have designed scalable standards and objective elements for accreditation of Dental Care providers. **NABH is an Institutional & Board member of the International Society for Quality in Health Care [ISQua]**; any efforts to comply and have this tag will be a big boost for the Dental facility and shall build the confidence nationally, internationally as well as internally and externally.*

Benefits of Dental NABH Accreditation

Benefits for Dental Facility

- *Highest benchmark of Quality Dental practice in India.*
- *Provides a competitive edge in market place ~ Best Marketing tool*
- *Raises confidence amongst **International patients** to avail dental facility services ~ Promotes options for **Dental Tourism** ~ Symbol of trust*
- *Eligible to take on board **CGHS, ECHS** panel options. **15% additional revenue benefits over normal CGHS rates once NABH accredited.***
- *Raises opportunity of tie-ups and empanelment with corporates, government & other agencies.*
- *Control and prevention of infections*
- *Stimulates continuous improvement.*
- *Enables the Dental facility in demonstrating commitment to quality of care.*
- *Defined protocols lead to quick responses.*
- *Improves Risk Management and Risk Reduction*
- *Practicing good patient-specific protocols*
- *Better and controlled clinical outcome and improved business operations.*
- *Raises community confidence in the services provided.*
- *Better prepared for any litigation.*
- *Reduce liability insurance costs by enhancing risk management coverage.*
- *Provides opportunity to benchmark with the best by comparing data.*

Benefits for *Patients/ Customers*

- *Accreditation benefits all stake holders in which Patients/ Customers are the biggest beneficiary.*
- *Results in high quality of care*
- *Helps organize and strengthen patient safety efforts.*
- *Patients/ Customers get services by credentialed staff.*
- *Rights of patients/ customers are respected and protected.*
- *Patient education on good practices*
- *Patients/ Customer satisfaction is regularly evaluated.*

Benefits for *Staff/ Employees*

- *Staffs are satisfied lot as it provides for continuous learning, good working environment, leadership and above all ownership of service processes.*
- *Enhance staff recruitment and development.*
- *Improves overall professional development of staff and provides leadership for quality improvement in various techniques.*

Benefits for *Others*

- *Objective system of evaluation and empanelment by Third Parties*
- *Provides access to reliable and certified information on facilities, infrastructure and level of care.*

In the field of Dental Accreditation and Quality Assurance, we engage to ensure that the structure, processes and outcomes of the facility are commensurate to the needs of the National Accreditation norms. Consultancy Road Map is as follows:





Team:

Dr. Praveen Kumar

Dr. Praveen Kumar, a Consultant Anaesthesiologist & Critical Care specialist, has more than 20 years of experience in Clinical as well as Managerial in tertiary care hospitals. He has been associated with Tata Main Hospital, Tata Steel Hospital, Paras Hospitals, QRG Healthcare and AMRI. He has spearheaded NABH implementation and Accreditation in many hospitals. He has credit of Planning and execution of multiple sizes ICU, hospitals, besides technical and financial deals of high end medical technology and business intelligence. He is DuPont trained Safety expert besides MDP attendant at XLRI and IIM-C; with expert training in SIX Sigma, TOC, QEHSMS, EQ, OHSAS etc.

Dr. Pankaj Bansal

Prof. Dr Pankaj Bansal is graduate and postgraduate (maxillofacial surgery) alumni of famed PGIMS Rohtak. His futuristic vision and uncompromising stress on quality is unparalleled and well known in fraternity. With more than 11 years of experience in field of academics, surgery, implantology, quality control, dental practice and management, he is our principal troubleshooter. In his quest for knowledge and versatility he also did his MHA, DMLS and training on entrepreneurship and new venture creation.

He has authored more than 25 national/ international publications, a book and has contributed to many more. an avid speaker at various forums. Dr Pankaj has been conducting training programs for quality control and oral implantology in various clinics for last few years. He has been associated with NABH and QCI over the years. His innovative and analyzing capabilities are widely respected and are asset to our company. He is our prime driving force since inception.

Dr. Ankur Kathuria

Dr. Kathuria, an alumnus of prestigious IIM, Lucknow brings exceptional insights and knowledge of Healthcare Operations, Analytics & Strategy. He has been associated with a number of engagements in areas as diverse as market expansion strategy to performance transformation for healthcare corporates. He has anchored challenging Quality assignments – from NABH and Green OT – ranging as Principal Accreditation Coordinator for many super specialty hospitals.

After his graduation in Bachelors of Dental Surgery, he went on to pursue PG in Hospital & Health Management from WHO's collaborating Centre – Indian Institute of Health Management Research, Jaipur. He also holds M.Sc. degree with majors in Total Quality Management (TQM) from Directorate of Quality Management. His Honor Code credentials in Patient Safety & Quality from Harvard University, USA; Medicine in Digital Age from Rice University, USA & Course Audit in Project Management from University of Adelaide, Australia – complements his work profile. He is a certified NABH Internal Counselor, American Heart Association certified BLS provider and an Associate member of Quality Council of India (QCI).

Dr. Vishal Arora

Dr Vishal Arora is a dynamic healthcare professional with over 5 years of experience in Operations Management and Healthcare Quality. After doing his Bachelors in Dental Surgery from MDU Rohtak, he did Masters in Hospital Administration from the prestigious IIHMR Jaipur. Apart from being a Green Belt in Six sigma he also holds a Post Graduate diploma in Medical Tourism from Medvarsity, Apollo.

During his short but eventful tenure he has been associated with most renowned hospitals in Delhi NCR. He brings with himself deep insights of Quality Management System, Process Formulation and Mapping, HIS implementation, Internal Auditing, Inventory management and Strategy designing. He is a perfect example of those combinations which we call as rare, young, abreast, highly motivated and energetic professional with abundance of knowledge and diverse experience

Project Timeframe

The anticipated total time frame for the Detailed Gap Audit report is around 15-20 days once our consultants visit your facility. The anticipated total timeline for application to NABH would be commented based on the observations from the Detailed Gap Audit report. On approximate basis it would take around 3 – 4 months for a DHSP (Dental Health Care Service Provider) to apply for Pre- Assessment.

Note: *The time frame is tentative and depends on the commitment from the DHSP.*

Gantt Chart for Project (DHSP <= 5 Chairs)

Activities	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16
Initiating the Project																
Discussion with Top Management of DHSP via Opening meeting to have a situational appraisal and understand the sponsor's perspective of the output/ deliverables.																
Chalk out a tentative plan																
Formation of Core team & Sensitization																
Gap Analysis																
GAP Analysis																
Creation of Internal Committee																
Prepare Gap Report																
Discuss GAP Analysis report with Management/ Head																
Handover Draft Report to Management for internal review, decisions, comments, suggestions, recommendations for closing featured gaps																
Discuss Management reviews over GAP Analysis Report & Finalize Action Plan for completing gaps																
Freeze Responsibility/ Task Monitoring & Control Plans																
Implement monitoring & supervision plan																
Closure of Gap Assessment points																
Develop Policy & Procedure Manual																
Identify all Policies (Clinical, Administrative & Support Services)																
Provide prototypes for all policies listed to concerned/ responsible personnel/ teams																
Frame rough draft of mandatory Policies/ Protocols/ Guidelines/ Manuals/ Process Map																
Get draft counterchecked by relevant head of process. Amend changes if any																
Finalize the all documents																
Distribute the copies of relevant sections to stakeholders																

Activities	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16
Awareness and Training																
Initiate awareness program & scale up the same		Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow				
Identify training needs				Brown												
Develop training time table/ program					Blue											
Identify potential trainers				Orange	Orange											
Training of trainers					Purple	Purple	Purple									
Conduct (General) trainings as per the schedule for staff at all levels					Red	Red	Red	Red								
Conduct (Specific- Policy & Procedures related) trainings as per the schedule for staff at all levels									Olive	Olive	Olive	Olive	Olive			
Outcome & Performance Analysis Indicators																
Discuss Quality Indicators contents and collection protocols and formats with concerned activity holder			Yellow	Yellow												
Conduct a pilot QI data collection test.				Grey	Grey											
Freeze & Implement QI data collection formats					Purple											
Collection of Quality Indicators					Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Internal Audit																
Self-Assessment toolkit											Dark Grey	Dark Grey				
Closures of Gaps observed												Red	Red	Red	Red	
Applications, Audits & Assessments																
Application to NABH																Yellow
Pre Assessment																
Review of the Pre-Assessment report																
Correction of the deficiencies																
Final review																
Re-training of all staff																
Final Assessment																

Consultancy Support Content & Consultancy Options

Consultancy Support Content:

- *30 Standard Policies for all 10 NABH Chapters*
- *Form and Formats: Ex*
 - *Registration cum General Consent form*
 - *Initial Assessment form*
 - *OPD Form*
 - *Informed Consent (in Bilingual language) etc*
- *Training Presentations as per NABH standards: Ex*
 - *Induction/ Orientation*
 - *Infection Control*
 - *Disaster Management in the DHSP*
 - *BLS (Basic Life Support) etc*
- *MOU templates*
- *Clinic Scroller template for TV/ LCD*
- *Clinic Signage*
- *Formats and Checklists for Inventory Management/ Sterilization protocols/ Quality Indicators*
- *Legal Compliance Tracker*
- *Dental Privileging Format*
- *Training Need Competency Matrix template*
- *Clinical Audit (minimum 2) & MRD Audit template*
- *Mock Audit Template and Checklists – Chapter wise*
- *NABH Application filing support*
- *Audit Closure template and support*

Consultancy Options:

Option 1: On-Site Consultancy

Option 2: Virtual/ No Visit/ Skype/ E-mail & Online/ Offline Consultancy

- *On-line/ Skype support at mutually agreed timings and Sundays*
- *Everything in Soft Copy only*

Financial proposal

Financial proposal depends on the number of dental chairs in DHSP and as per consultancy option (On-site/ Off-site option):

<i>No of Dental Chairs/ Clinic</i>
<i></= 2 Chairs</i>
<i>3 to 5 Chairs</i>
<i>>6 Chairs</i>

Why ACE Health Dental:

Benefits of association:

- *We understand You*
- *Mutual Growth*
- *Parallel field Experts*
- *Technical Support*
- *Documentation Support*
- *Focused interactions*
- *Pioneering thinking*
- *A fruitful and enjoyable working relationship*
- *Customized and readily implemented solutions*
- *Thought leadership & best practices*
- *Measurable results*

Contact Information:

- ⦿ *For more information, visit our website— www.acehealth.in*
- ⦿ *Ask questions at – info@acehealth.in, acehealth.dental@gmail.com*
- ⦿ *Helpline : +91 - 9999699570, 9911166614*

WRITE US BACK OR CALL US TO GET YOUR FINANCIAL QUOTE