# Telehealth accreditation standards-role and need

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## Abstract

Quality & Patient Safety is an important pillar to achieve the agenda of 'universal health coverage' (UHC) and therefore, it is important that governments and stakeholders work together to promote access to quality and safe care. Telehealth plays an important role in accessibility and affordability of care, however it has to be delivered in safe and ehical manner. Therefore, role of accreditation becomes vital in ensuring quality.

For the first time in India, QAI has developed accreditation standards for telehealth. Standards were developed using the principles of International Society for Quality in Health Care External Evaluation Association (ISQuaEEA) for developing the standards which follow framework of RUMBA (relevant, understandable, measurable, beneficial and achievable).

These standards are meant to accredit both standalone & hospital based facilities. These standards are comprised of 10 chapters, 61 standards and 239 criteria, and covers entire governance and operational structure and care continuum. These chapters are governance and leadership (GAL), human resources management (HRM), facility and risk management (FRM), information management system (IMS), continual quality improvement (CQI), patient assessment and care (PAC), patient rights and education (PRE), medication prescription and safety (MPS), hygiene and infection control (HIC), and digital health application (DHA).

We are hopeful that implementation of these standards would help telehealth facilities, their patients and stakeholders to get benefits like high quality care, patient safety, compliance to regulatory requirements, use of best practices, and transparency in functioning.

**Biography**

B.K. Rana is the CEO of Quality & Accreditation Institute (QAI). He served as a Board Member of the International Society for Quality in Health Care (ISQua) and the President of the Asian Society for Quality in Healthcare (ASQua). Currently serving as ASQua Board member. He also served as Chairman of ISQua Accreditation Council. He is Founding Member of the International Academy of Quality & Safety (IAQS) and Scientific Advisory Board, International Alliance of Patients' Organisations (IAPO).

He is an International Consultant for the WHO, World Bank, ADB, USAID, ISQua, UNFCCC, GIZ and several other national and international organisations. His expertise is establishing Healthcare & Laboratory Accreditation Bodies, and Standard Development in healthcare quality & patient safety. He holds a Ph.D in Biochemistry, Diploma in German and a Post Graduate Diploma in Hospital & Health Management.