

**NABH Accreditation Report for Bharati Vidyapeeth Dental College,
Navi Mumbai**

Introduction:

Bharati Vidyapeeth Dental College and Hospital, Navi Mumbai, is a distinguished institution known for its dedication to quality dental education and healthcare services. Achieving NABH accreditation reflects its commitment to maintaining high standards in patient care, safety, and continual quality improvement. The NABH accreditation framework, recognized globally, ensures that institutions follow a patient-centered approach, with an emphasis on safety protocols, ethical management, and optimal use of resources

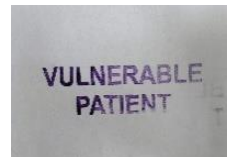




Chapter 1: Access, Assessment, and Continuity of Care (AAC)

1.1 Patient Registration and Access

- The institution has implemented a highly efficient *Unique Health Identification (UHID)* system, managed through *Densmart* software, which streamlines patient registration and tracking throughout their care journey.
- Special attention is given to vulnerable groups like the elderly, children, pregnant women, and disabled individuals, ensuring easy access to dental care.
- The registration desk is designed to be patient-friendly, with clear instructions and accessible infrastructure. Registration staff is trained to assist patients, ensuring that waiting times do not exceed 30 minutes for general assessments and 20



minutes for emergency cases.

- Patients are registered with all necessary details like demographic information, medical history, and specific treatment needs, ensuring that their healthcare journey is personalized and documented from the very beginning.



1.2 Continuity of Care and Initial Assessment

- The institution follows a structured assessment protocol upon patient admission, which includes a comprehensive evaluation of their medical history and dental needs.
- Care continuity is ensured by scheduling follow-up visits after treatment, ensuring patients receive comprehensive post-treatment care, including guidance on oral hygiene practices and future preventive measures.
- The services offered cater to a wide range

of dental issues, from routine check-ups to specialized surgeries, and they align with the community's dental healthcare needs. This service alignment is evaluated through regular community surveys and patient feedback.

- Transparency in fee structure and service details ensures that patients understand the scope and cost of their treatments, fostering trust and clear communication.





Chapter 2: Care of Patients (COP)

2.1 Informed Consent and Treatment

- Informed consent is a core component of patient care. Before any procedure, patients are thoroughly briefed on the diagnosis, procedure details, expected outcomes, and risks involved. For patients with limited understanding (e.g., elderly or children), family members or guardians are included in the consent process.
- Post-treatment care is carefully managed. For instance, patients receive written instructions and demonstrations on how to care for their dental health after a procedure.
- The college partners with **Swastik Dental Lab** and **Dent Art Lab** to provide specialized dental services like prosthetics, implants, and advanced cosmetic dentistry, thereby extending the range of services available in-



house.

- In case of medical emergencies, the college has a memorandum of understanding (MoU) with **Bharati Medicovert Hospital, Kharghar**, ensuring quick access to emergency services like ambulance and radiology.



- Support services like pathology labs, radiology units, and a fully stocked pharmacy are easily accessible within the hospital campus, providing a seamless and efficient care experience for patients.

Chapter 3: Patient Rights and Education (PRE)

3.1 Grievance Redressal and Patient Rights

- Patient rights are displayed prominently across the facility in multiple languages (English and Marathi), ensuring that patients from diverse linguistic backgrounds understand their entitlements.
- No patient is discriminated against on any grounds, including race, religion, gender, socioeconomic status, or age. This is reinforced through regular staff training and adherence to ethical guidelines.
- The institution has established a **Patient Welfare Committee** responsible for managing patient grievances. Any complaint lodged by a patient is processed within a defined time frame, and necessary corrective measures are implemented to improve patient care practices.
- In addition to addressing grievances, the committee actively solicits patient feedback, which is incorporated into the institution's quality improvement programs.



Chapter 4: Management of Materials, Medications, and Equipment

4.1 Dental Materials and Equipment

- The college adheres to a stringent protocol for managing dental materials. The "First In, First Out" (FIFO) system ensures that older stock is used first, thereby reducing wastage and the risk of using expired materials.
- The dental college houses **305 dental chairs**, all of which are maintained under Annual Maintenance Contracts (AMCs). This ensures that any equipment-related issues are promptly addressed, reducing

downtime and enhancing the patient experience.

- Emergency drugs, including those used for allergic reactions or emergencies during procedures, are regularly inspected and restocked to ensure availability at all times.
- To prevent errors in treatment, protocols are in place to differentiate between similar-sounding or similar-looking medications and materials, thus minimizing the risk of mix-ups.





Chapter 5: Hospital Infection Control (HIC)

5.1 Infection Control Practices

- Infection control is a high priority. The hospital has an **Infection Control Committee** that ensures compliance with NABH guidelines. Staff is trained regularly in infection control protocols, such as hand hygiene, sterilization, and the correct use of personal protective equipment (PPE).

- Sterilization processes follow a **unidirectional flow**, ensuring that sterile items are not contaminated by used instruments. This is critical in preventing hospital-acquired infections.





- **Biomedical waste management** is handled through an MoU with an accredited agency that ensures the safe disposal of hazardous and non-hazardous waste.

Periodic pest control measures and infection audits are carried out to maintain a safe environment. Staff receives ongoing training in recognizing and reporting infection risks, with protocols in place to address any incidents of contamination swiftly.



Chapter 6: Continual Quality Improvement (CQI)

6.1 Quality Improvement Programs

- Continuous improvement is central to the institution's mission. The **Quality Committee** monitors a variety of quality indicators, including patient satisfaction, incident reporting, and procedural efficiency.
- A systematic approach to reporting adverse events, including “near misses,” ensures that potential risks are identified and addressed before they can affect patient safety.
- Regular **clinical audits** are conducted, which evaluate various aspects of patient care, such as the completeness of patient records, the effectiveness of equipment maintenance, and the turnaround times for dental procedures. Insights from these audits are used to improve service delivery.

Chapter 7: Responsibilities of Management (ROM)

7.1 Governance and Leadership

- The management of the institution operates under a robust governance framework, ensuring that all healthcare services meet legal and ethical standards.
 - Leadership roles are well defined, with key figures such as **Dr. Shivajirao Shripatrao Kadam** (Chancellor), **Dr. Vivek Saoji** (Vice Chancellor), and **Dr. Rajesh Kshirsagar** (Principal, Bharati Vidyapeeth Dental College Pune) providing strategic direction and oversight.
 - The institution follows a structured **organogram**, delineating clear responsibilities and accountability for each department, fostering a culture of transparency and ethical governance.
-

Chapter 8: Facility Management and Safety (FMS)

8.1 Patient-Centered Facilities



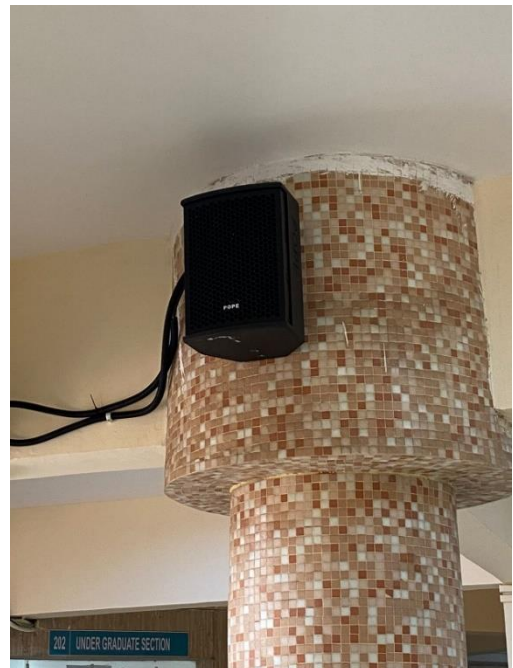
- The college is committed to providing **patient-centered facilities**. The infrastructure includes handrails for the elderly and disabled, **wheelchair ramps**, and elevators to ensure accessibility for patients with mobility challenges.



- Critical systems, including **fire safety**, **oxygen supply**, **compressed air**, and **electricity backup**, are regularly inspected and maintained, ensuring the uninterrupted functioning of essential services.



- **Mock drills** are routinely conducted for emergency preparedness. Drills include **Code Red** (fire emergency) and **Code Blue** (medical emergency), which prepare staff to respond effectively to crises.



Chapter 9: Human Resource Management (HRM)

9.1 Employee Welfare and Training

- Employee welfare is a top priority. All staff, including faculty, support staff, and technicians, undergo comprehensive training to enhance their skills and competencies. Training includes courses on infection control, dental technology, and patient care protocols.

•



•

- The institution also conducts **vaccination drives** for diseases such as Hepatitis B and Tetanus, especially for employees involved in direct patient care.
- Each employee has a detailed **job description**, and their personal files are meticulously maintained, ensuring clarity regarding their roles, responsibilities, and qualifications.

Chapter 10: Information Management System (IMS)

10.1 Patient Data Management

- Patient data is managed efficiently through a combination of **manual** and **electronic records**. The electronic system uses *Densmart* software, which ensures the confidentiality and integrity of patient information.
- Regular backups of the data are carried out to prevent data loss in case of system failure, and an antivirus program is employed to safeguard against cyber threats.
- The UHID system helps streamline patient record management, allowing easy retrieval of patient histories for future reference and follow-ups.



Infrastructure and Facilities

- The institution is equipped with **305 dental chairs**, modern sterilization units, radiology services, pathology labs, and a pharmacy, providing comprehensive dental and healthcare services.
- The campus is **ADA-compliant** with provisions for differently-abled patients, such as ramps, elevators, and dedicated restrooms.
- The campus includes **state-of-the-art dental labs**, patient care rooms, and sterilization units, showcasing the institution's commitment to hygiene, safety, and cutting-edge dental technology.