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National Registration Board For Personnel & Training



ACME is the only Healthcare
Quality Consultancy in South
India accredited by the Quality
Council of India of the
Government of India

ISO 9001:2000



ACME has been Certified by
TUV Nord as per
DIN EN ISO 9001 : 2000 for
providing Management
Consultancy

ACCREDITATIONS & CERTIFICATIONS

Your Partner
to the Future

Health Care & Quality Improvement Consultants

NABH Accreditation

Large and Small Hospitals, Day Care Centres, Blood Banks,
Medical Imaging Centres and Ayurveda Hospitals can be assisted
to attain India's highest Healthcare Quality Standards

NABL Accreditation

Clinical Laboratories

ISO 9001, TQM (Total Quality Management) Six Sigma, 5 S.

All types of Healthcare Organisations – assistance to meet
International Standards of Quality Management

Patient Satisfaction Surveys

Independent Surveys carried out periodically, with detailed
research and analysis, and actionable Reports, for Hospitals to
easily take up, to achieve significant, measurable improvement in
quality of patient care.

HACCP & ISO 22000:2005

Assistance for Hospitals to achieve the highest Food Safety &
Hygiene Standards

ISO 14001:2004 & OHSAS 18001:1999

Hospital Environment & Staff Occupational Health & Safety
Management

ACME Consulting, established at Chennai in 1996, by **Mr. P. Siva Sankaran and Mr. B.G.Menon** to provide advisory services in the area of quality improvement. Later collaborated with global healthcare major Thomsun Consulting to focus on the healthcare sector. In 1998 helped India's first Hospital get the ISO 9001.

Now the leading Healthcare Quality Consultancy in India with over 125 Private and Government Hospitals across the country as Clients. The only QCI approved NABH Consultancy in South India ACME is today assisting 5 States in improving healthcare quality in their District Hospitals and Primary Health Centres.

ACME has continued to maintain its leadership position in the Healthcare Quality segment by being selected this year i.e., 2010, as the highest technically rated Consulting Organization in the country by the National Health Systems Resource Centre (NHSRC), the technical wing of National Rural Health Mission of the Ministry of Health, Government of India, New Delhi.



Essential features of the ACME Patient Surveys:

- Reliable and validated. Data integrity ensured. Results you can trust.
- Actionable Reports, with detailed analysis and guidance on improvement.
- Patient data fully secured with International Information Security protocols in place.
- Surveys conducted by qualified enumerators, trained to get patient responses.
- Done periodically, to help monitor performance and achieve improvements.
- Critical comments highlighted for quick responses.
- Survey results confidential. Provided to concerned Hospital only.

PATIENT SATISFACTION SURVEYS

Patient Satisfaction Surveys an essential requirement for Hospitals going in for either the ISO 9001 or the NABH Accreditation, is an important quality improvement tool. They help Hospitals to find out what actually the patients think about the Hospital The improvement is thus focused, through a deeper understanding of the patient's experience in each aspect of care, ensuring critical opportunities for improvement are not missed.



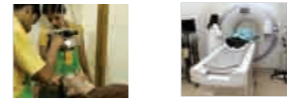
Patient Satisfaction Surveys improve clinical performance and profitability by identifying the root causes of clinician and patient behaviour and allowing action targeted directly at those root causes. They also provide an opportunity for benchmarking against the 'best practices' in the sector, in each specialty, area or department, helping in setting targets for improvement and for periodical monitoring.

A properly designed and conducted Survey also help in better Risk Management, through early detection and quick responses, an 'early warning system' for possible lawsuits. Surveys definitely improve the overall performance across the Hospital.

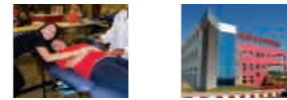
HEALTHCARE QUALITY ACCREDITATIONS & CERTIFICATIONS

NABH for Hospitals, Blood Banks, Imaging Centres and Ayurveda Hospitals

The highest Healthcare Quality Standard in India is developed by the Quality Council of India on par with International Accreditations and accepted by ISQUA, the International Society for Quality Assurance in Healthcare.



Patients are the biggest beneficiaries, as it results in high quality of patient care and safety. For Staff benefits are huge, opportunities for continuous learning, good working environment, leadership and above all ownership of clinical processes. Enables Hospitals to demonstrate their commitment to quality and an opportunity to benchmark with the best, thereby raising community confidence in the services provided and as a means for empanelment by CGHS, Insurance Companies and Third Parties Administrators.



NABL Accreditation for Medical Laboratories

National Accreditation Board for Testing & Calibration Laboratories (NABL), also by the QCI is an Accreditation for Laboratories suitable for India, developed in accordance with relevant national and international standards and guides. NABL being a formal recognition of the technical competence of a laboratory based on third party assessment.



ISO 9001, TQM (Total Quality Management), Six Sigma, 5 S

These represent the internationally accepted guidelines for quality management in any organisation. In a Hospital they represent a basic road map for integration of all functions for ensuring a better quality of service to the patients. It ensures:

- Acceptable quality care at affordable prices.
- Timely care & clear communication to the patients.
- Best practices for fixing appointment and service delivery.
- Reliable diagnostic and laboratory support.
- Reliable support services like canteen, ambulance, pharmacy, etc.
- Safe and pleasant environment.
- Technical competence, courtesy and attitude of staff.

The basic objective of TQM is "Do the right things, right the first time, every time", while **Six Sigma** is a disciplined, data-driven approach and methodology for eliminating defects in any process. The **5S** - from Japanese words Seiri, Seiton, Seison, Seiketsu, and Shitsuke are simple, effective methods to organize any workplace. Can be implemented as small projects in a Hospital as part of the NABH or the ISO 9001 to simplify the work environment, reduce waste and improve quality, efficiency and safety.

OTHER ESSENTIAL STANDARDS NEEDED FOR HEALTHCARE ORGANISATIONS.

Food Safety & Hygiene Systems for the Hospital, HACCP & ISO 22000:2005

Implementation of these international standards in a Hospital ensures right from procurement, to storing, cleaning, processing, including cooking at the Canteen and delivery to the patient's bedside, the best of hygiene & food safety practices are followed.

For a Hospital concerned with providing the best level of patient care, this ensures the food provided is of an equally high quality too.

Hospital Environment & Staff Occupational Health & Safety Management - ISO 14001:2004 & OHSAS 18001:2007

Hospitals are very environmentally sensitive. The operations and materials used bear huge potential for damaging the internal and external environment, including the health and safety of the people involved. All these aspects can be safely managed by a comprehensive integrated Environment, Occupational Health & Safety Management.

The EMS makes sense from a business perspective too. By reducing the total amount of waste generated, significant savings can be achieved. Also by examining practices associated with waste management, discharges and resource consumption the Hospital can identify inefficiencies, leading to cost reductions. An Environment Management System also saves energy costs. Hospitals are huge energy guzzlers. The power needed right from running the high end equipment to maintaining different temperature zones in a hospital, are all very high. An effective EMS will pay for itself within just months of implementation in a Hospital.

Hospitals also pose serious occupation related risks to the staff and to the patients. Infection risks by direct contact with sick people, needle and medical equipment punctures where conveying blood-transmitted diseases, all these clubbed with congested layouts, on-going construction related issues and the ingress of outdoor pollutants, make management of hospital environment a necessity.

OHSAS 18001, based on the British Standard - BS 8800 - enables an organisation to control its risks and improve its performance.



Your **Partner** to the **Future**



The ACME Team

ACME Consulting has today the largest in-house team of trained healthcare quality professionals in the country. We have over 50 experts working across our Hospital Quality Accreditation & Certification Projects. The profiles of the senior team leaders are shown below:

Senior Team Members

- C.S. Ramakrishnan, Vice President- Operations & Senior Consultant- Quality Management Systems & Information Security and Management Systems
- Dr. Navin Chugh, Vice President – Healthcare Services and Senior NABH Lead Assessor
- Dr. Juri Bharat Kalita, Senior Consultant and Team Leader, North Eastern States.
- Nandini Datta, Senior Consultant & Team Leader - TNHSP NABH
- Anjana Menon, Senior Consultant & Team Leader Kerala NRHM NABH
- Divya Nair, Senior Consultant & Team Leader, Kerala Private Hospitals NABH
- Malini Makina, Senior Consultant and Team Leader –TNPHC for NRHM
- Gayathri Prashanth, Senior Consultant, Team Leader–Bangalore
- K. P. Vinoth, Senior Consultant – Food Safety & Quality Management
- Sabita Kurian, Senior Consultant, Project Manager, Patient Satisfaction Survey
- Dr. Annabel D'Souza, Expert Advisor & Senior NABH Lead Assessor
- Dr. R. Prabha, Expert Advisor & Senior ISO 9001 Lead Assessor