

Accreditations & Certifications



National Accreditation Board for Education and Training

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

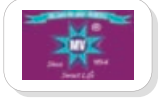
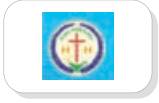
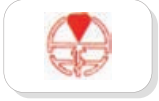
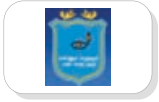


ISO 9001:2000

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



Clientele



Contact Us

Head Office

CHENNAI

F-159, 5th Street, Anna Nagar East
Chennai - 600 102. Tamil Nadu
Phone : + 91 - 44 - 2626 6703 / 04 / 05
Fax : + 91 - 44 - 2626 6447
E-Mail : chennai@acmeconsulting.in

Regional Offices

KERALA

Acme House, TC 16/668, East Fort,
Paravattani, Thrissur - 680 005
Phone : + 0487 - 2442236
E-Mail : kochi@acmeconsulting.in

MUMBAI

Level 2, Centre Point,
294, CST Road, Near Mumbai University
Off Bandra-Kurla Complex
Santacruz (E) Mumbai 400 098
Phone : + 022 - 4243 8699
Fax: + 022 - 4243 8711
E-Mail : mumbai@acmeconsulting.in

KOLKATTA

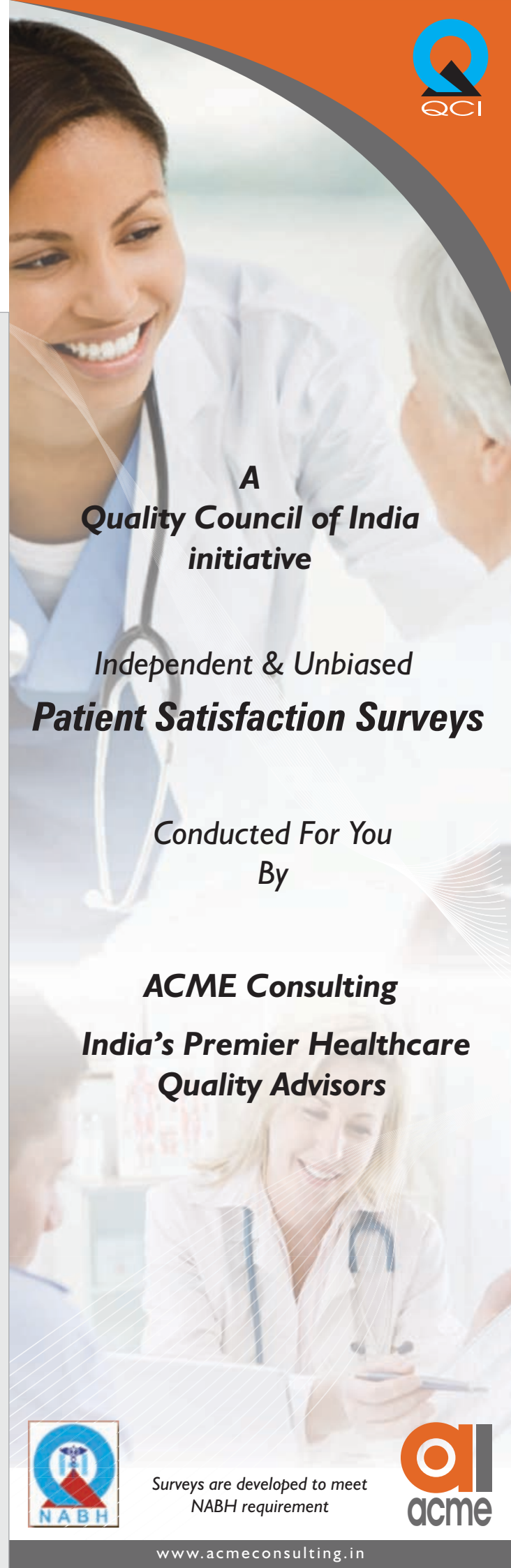
Level 6, Constantia
11, U.N.Brahmachari Road
Kolkata 700 017
Phone : + 033 - 44000 757
Fax : + 033 - 44000 555
E-Mail : kolkata@acmeconsulting.in

HYDERABAD

608 & 408, Block B,
Shantha Sriram Satellite Township,
Jeedimetla village, Petbasheerabad,
Hyderabad
Phone : 7893006669
E-Mail : shailrams@gmail.com

BANGALORE

31 - B, Janpriya Abodes,
Kenchenahalli, Rajarajeshwari Nagar,
Bangalore - 560 098
Mobile : 9448884514
E-Mail : chennai@acmeconsulting.in



A
**Quality Council of India
initiative**

**Independent & Unbiased
Patient Satisfaction Surveys**

Conducted For You
By

**ACME Consulting
India's Premier Healthcare
Quality Advisors**



Surveys are developed to meet
NABH requirement



Acme Consulting

The Company

ACME Consulting largest Healthcare Quality Advisory Group in India is a pioneer in the field having assisted the first Hospital in the country to go in for the ISO 9001 Quality Certification, in 1998. In the last 14 years we have assisted over 150 Private and Government Hospitals across the country to upgrade the quality of their services and qualify for National and International Certifications and Accreditations like the NABH and the ISO 9001.

We are registered Technical Support Partners for the NABH with the Quality Council of India for the past 3 years. Received last year the highest technical rating in the country from the National Health Systems Resource Centre (NHSRC) of the NRHM.

The Patient Satisfaction Survey

In our latest Quality Improvement offering to the Indian Healthcare Sector we have partnered with the Quality Council of India to launch for the first time in the country, an Independent - Third Party Patient Satisfaction Survey program that would help the Hospitals to effectively address one of the most critical Healthcare Quality Indicators, mandated by the NABH.

These Patient Satisfaction Surveys, being external and validated by the QCI will give your Hospital an independent, unbiased assessment of the impact of the quality of your services on your patients. The results will tell you frankly which areas or services your patients are happy or not happy with and the improvement steps to be taken. The Surveys have been designed to, also help show avenues to cut costs while maintaining the quality of services.

Benefits

For Patients

- Significant improvement in the Quality of Services
- Hospital is seen as patient friendly and more responsive to their needs.
- With easier appointment fixing, less waiting time
- Improved doctor interaction, more clarity in communication
- Increased staff courtesy & compassion
- Cleaner, more hygienic surroundings, better ambience

For the Hospital Management, Doctors and Staff

- An opportunity to better understand patient expectations and how to meet them
- Ease in identifying patient high and low satisfaction areas in the Hospital
- Provides guidance on corrective actions to be taken, targets for improvement
- Improved image in the local community
- An opportunity for benchmarking quality of services against sector 'best practices
- Better Risk Management through 'early warning system
- An audit system to monitor the internal patient system
- Improvement in clinical performance and profitability

For Insurers, Employers, Corporates and the Government

- Provides a simple means to check the quality, grade and empanel Hospitals

Range of Patient Satisfaction Surveys & Related Services We Provide:

Based on your Hospital's type of patients, location and specific needs we do Satisfaction Surveys of your Patients through telephone, on-site interviews, postal or email surveys or a combined approach.

Types of Surveys offered include

General Hospital Surveys, separately of your Out Patients and In Patients, with coverage including areas like Pharmacy, Diagnostics, F & B, Emergency Care, Housekeeping, Hygiene and Cleanliness.

Patient Satisfaction Survey – In-patients			
Hospital Name: _____		Doctor Name: _____	
Please tick (✓) the boxes below, as per the answers from the patient. Kindly add any patient feedback or comment in the space provided. (☺: Good, ☹: Satisfactory, ☹: Bad)			
	☺	☹	☹
ADMISSION COUNTER			COMMENTS

Customized Surveys, currently only for specialized services like: Cardiac, Mother and Child, Surgical Care, Oncology & Pediatrics

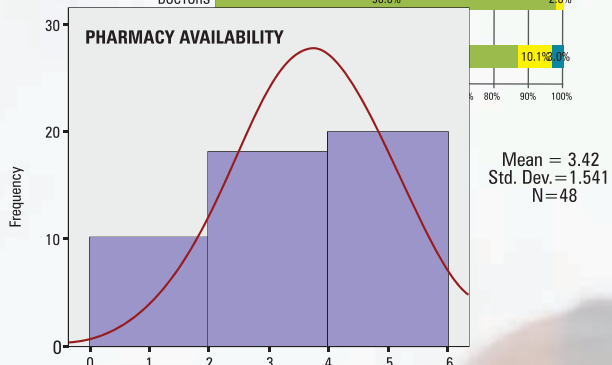
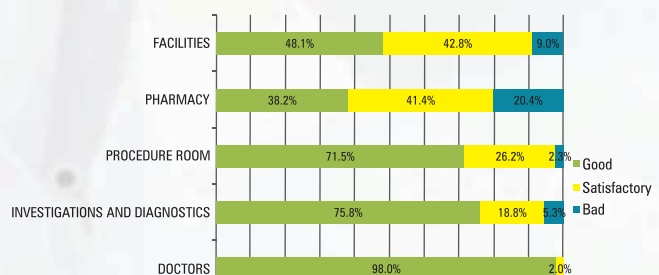
Pre - Surgery			
11	Information on why the surgery is needed at this moment and explanation on surgery procedure		
12	Explanation/choice of alternatives to the surgery		
13	Your Option on rejecting the surgery		
14	Counseling session on surgery for you and your family		
15	Information on side-effects/disability after the surgery		
16	Clarity of Information about whom will be performing the surgery		

Reports

- Surveys are done periodically, either quarterly or half yearly with reports provided analyzing the results
- Graphical presentation all data collected and analysis using SPSS tool is generated for all hospitals
- Critical issues are highlighted and areas for improvement for appropriate steps for corrective action
- Patient comments and their suggestions are also captured effectively

Sample graphs- Reporting Graphs

Outpatient Analysis



Pharmacy Report – Detailed Reporting Sample

All survey results will be for use by the concerned hospital only, for internal improvement and to embark upon the journey of continuous improvement across the organization.