

## **Hospex – QAI - Quality Culture Award**

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### **About the Award :**

Award Name : HOSPEX – QAI Quality Culture Award

Quality Culture Award is designed this year , as part of HOSPEX Healthcare Expo to encourage , nurture the Culture of Practicing Quality in Small Hospitals.

The award is a joint initiative of HOSPEX India and QAI.

This award is a recognition of the Quality Focus that is built in Small Hospitals and the efforts taken by Small Hospitals to make Quality a Culture in their clinical settings.

For any Practice to become a Culture needs lot of commitment in any organisation . This award is created to motivate Small Hospitals to come forward and pitch their Quality Practices which have become a Culture in their settings.

### **About HOSPEX :**

Hospex is the initiative of Trithvam Integrus, a company that specialises in managing Health and Medical Fair Events. Hospex is solely focused on digital health, healthcare and organising conferences for the medical industry by a group of Doctors.

HOSPEX 2024 is the only Medical & Healthcare Exhibition in Kerala targeting Hospitals, Other Healthcare organisations, Medical Device Manufacturers, Pharmaceutical Manufacturers, Startups, Innovators in Health Tech and Med tech space.

The core focus of HOSPEX Healthcare Expo 2024 (Third Edition) is Medical Knowledge dissemination thereby hosts multitude of conferences focused on the futuristic trends in the medical industry. These conferences provide attendees with the opportunity to learn about new products and technologies, network with other professionals in the field, and stay up-to-date on the recent and futuristic developments in the industry

### **About QAI – Quality & Accreditation Institute**

Quality and Accreditation Institute (QAI) is an International Accreditation Body that provides Accreditation/ Certification, Education, Training and Quality Improvement activities to Healthcare Organisations, Conformity Assessment Bodies (Medical/ Testing/ Calibration Labs/ Biobanks, PTP/ RMP/ Inspection Bodies).

QAI provides a platform to stakeholders including professionals and organisations, associated with Quality in any way, to share their wisdom and Knowledge in order to make healthcare services delivering better outcomes.

QAI is closely working with stakeholders including Government agencies to support accredited healthcare facilities/CABs in terms of empanelment and other benefits.

### **Target Segment :**

- Pvt Hospitals
- Small Hospitals – upto 100 beds

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### Eligibility Criteria:

- Hospitals must have implemented a Quality Management System, Patient Safety Program, any Certification or Accreditation Program
- They must have implemented the above program(s) for a minimum period of last 3 years continuously
- Hospital must be a private healthcare facility, (Pvt Limited company, Limited company, One person Company, Trusts, Societies etc.)
- Hospitals from any part of India can apply for the same

### Application Form Content :

- General Information about the Hospital
- Specific information about Quality Practices
- Evidences to be submitted
- Language for submission – English

### Application Fee :

- Rs 1180 (including 18% GST) from each organisation
- To be payable to HOSPEX India's account as shared below :

#### **Trithvam Integriss Pvt. Ltd.**

**GST No: 32AAJCT2250M1ZA**

Trithvam Integriss, Jyothi Trade Centre,  
Chettupuzha, PO  
Thrissur - 680 012.

#### NEFT Payment Details :

A/c Name: **TRITHVAM INTEGRIS Pvt Ltd**

A/c No : **120001059158**

Bank : **CANARA BANK**

Branch Name: Poonkunnam, Thrissur, Kerala.

IFSC Code: CNRB0002789

Pan No : **AAJCT2250M**

GST No : **32AAJCT2250M1ZA**

Address : Trithvam Integriss, Jyothi Trade Centre, Chettupuzha  
P.O, Thrissur, 680012.

### Application Submission Date :

Last date for submitting applications would be – September 10<sup>th</sup> 2024.

### Completed Application including payment proof to be mailed to :

#### **Ms Rehma Javeed**

Deputy Manager

Quality & Accreditation Institute (QAI)

709, Wave Silver Tower, Sector 18, Noida-201301, India

Ph. No.: +911206664981

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M: +91 8287841146

Email - [rehma@qai.org.in](mailto:rehma@qai.org.in)

### Terms and Conditions :

- Only completed applications will be taken up for evaluation.
- Jury will comprise of experienced persons with healthcare operations, management, quality , clinical background
- Only one application per location is acceptable.
- Applicants can move the completed application and all evidences into a google drive folder and can share the folder access link to QAI. Emailing the same to [rehma@qai.org.in](mailto:rehma@qai.org.in).
- Applications submitted after the last date will not be entertained.
- Jury will evaluate the applications and decide on the winner and runner up of the Award.
- Shortlisted applicants may be called for virtual presentation, if needed before Sep 10<sup>th</sup> 2024.
- Winner/ Runner up names will be announced by Sep 15<sup>th</sup> 2024.
- Winer/ Runner up will have to travel to Kochi (Cochin), to collect their Awards in an event to be held on Sep 28<sup>th</sup> 2024.
- Organisers will not make any travel, stay arrangements and winner/runner up have to make their own arrangements.
- Decision of the Jury shall be final and binding on all.

### Disclosures :

Information shared by the participant healthcare organisations will be treated as Confidential by the Organising Team and information shall be used only for screening and evaluation purpose by the jury members.

Information submitted will not be retained by the organising team after the awards are distributed.

### Application Form :

#### General Business Information about the Hospital :

Name of the Hospital	
When was it started	
Who are the promoters	
Establishment Type : <ul style="list-style-type: none"><li>- Sole proprietor run</li><li>- Partnership firm</li><li>- Pvt Ltd</li><li>- LLP</li><li>- NGOs - Trust / Society</li></ul>	
Is the hospital operational from single location or multiple locations ?	
Address of the Hospital Locations :	
Hospital Website URL :	

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<p>Social Media Handles of Hospital : (if available)</p> <ul style="list-style-type: none"><li>- Facebook</li><li>- Linked In</li><li>- Instagram</li><li>- Twitter</li></ul> <p>Hospital Email id :</p>	
<p>Contact Person Details - Quality Award Application</p> <p>Name :</p> <p>Designation :</p> <p>Contact Number :</p> <p>Email id :</p>	
<b>Human Resources Information :</b>	
<p>How many clinical and paramedical teams are there in the hospital ?</p> <ul style="list-style-type: none"><li>- Doctors (Fulltime / Part-time/Visiting etc)</li><li>- Nurses</li><li>- Allied Healthcare Professionals</li></ul>	
<p>How many non clinical employees (in addition to the ones listed above) are working in the hospital?</p>	
<b>Hospital Infrastructure , Services Portfolio :</b>	
<p>Total number of Beds :</p> <ul style="list-style-type: none"><li>- Approved</li><li>- Operational</li></ul>	
<p>List of Specialty Services offered by the Hospital</p>	
<p>Clinical Care Services – List the specialities for which the Hospital is well known</p>	
<p>Is the hospital equipped with all necessary medical equipments ?</p>	
<b>Patient Services</b>	
<p>Do you cater only to patients in the city in which you operate OR do you cater to the serve the patients from other cities, other states as well ?</p>	

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Do you offer care to medical tourists from international markets ?	
Whether the Hospital has adopted SMART Care Practices i.e providing Digital Health Services to patients ?	
<b>Regulations, Compliances</b>	
Is the Hospital registered under Clinical Establishments Act (if the same is adopted by your state) OR has obtained License/Registration from State Licensing Authorities who issue such licenses to the Hospitals in your state ?	
List out the various statutory, regulatory compliances, approvals followed/obtained by your hospital	
<b>Supply Chain, Value Chain Practices</b>	
Supply Chain, Value Chain Practices : - How do you check your hospital's Supply Chain's Quality Practices?	
Regulations, Statutory Compliances of Suppliers, Vendors  – what regulatory and statutory compliances do you usually check from these partners as part of your internal evaluation system ?	
Awards, Recognitions Received :  Any Awards and Recognitions, Ratings won – from Govts, Pvt, Insurers, Payers, Media, Consumer Forums etc	
<b>Metrics :</b>	
How do you measure the Culture of Quality ? Can you suggest any key metrics followed in your organisation ?	
<b>Quality Culture – your organisation's perspectives</b>	
What according to you is Quality Culture ?	
What according to you are the building blocks of creating a Culture of Quality in the organisation ?	
How did your organisation build its Quality Culture ?	

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Do you have a Business Plan or Strategy in your organisation to drive Quality Culture from a Customer Focus perspective ?	
<b>Essential Governance and Leadership Practices</b>	
Essential Leadership Practices - Briefly narrate about your organisation's Leadership Practices followed to make Quality as a Culture at workplace	
Essential Governance Practices - Briefly narrate about your organisation's Governance Practices followed to make Quality as a Culture at workplace	
Social Responsibility Practices - Briefly narrate about your organisation's Social Responsibility Practices to make Quality a Culture for the benefit of the society	
<b>Community Initiatives :</b>	
Do you focus on the following initiatives as part of responsible community, customer outreach initiatives ?  - Responsible Community Education  - Responsible Care Practices – Claims made on Quality Care Practices  - Disclosures, Declarations on Quality Failures, Communication Failures	
Any other good practices followed by your organisation as part of Quality Culture initiatives ? Please list out briefly .	
<b>Evidences :</b>	
- 1 case study- how Quality has become a Culture in the healthcare facility	Pls upload a doc/pdf/PPT – Brief narrative will do
- 1 research paper publication, if any available on Quality Practices or Quality Culture	Pls upload a doc/pdf
- 1 video demonstrating how Quality Practices have become a Culture in the healthcare facility over the years	Video upload – short video will do
- 2-3 Testimonials from payers on Organisation Culture of implementing Quality Practices (insurers, TPAs, govts,	Pls upload a doc/pdf

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corporates), customers / patients or their family members, Vendors, Suppliers etc	
- Certificates on Accreditation, Certification related to QUALITY , Rating, Rankings, Awards, Recognitions etc, if any available can be enclosed	Pls upload a jpeg/png/pdf file