

# **BENUE STATE HEALTH INSURANCE AGENCY**



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*...accessible and affordable healthcare for all*



## REQUIREMENTS FOR ACCREDITATION

## **9.0 STANDARDS AND ACCREDITATION**

### **9.1 Requirements for Health Facilities**

- i. Possession of professionals with relevant academic qualifications
- ii. Registration with the relevant regulatory body
- iii. Possession of the current license to practice
- iv. Appropriate facility for service delivery

Registration by State authorities where applicable

Possession of appropriate professional Indemnity cover for the facility

Evidence of registration with Corporate Affairs Commission (CAC) or official gazette for government owned Health Institutions

Possession of adequate ICT Infrastructure which must include Internet access

### **9.2 Classification of Health Care Facilities**

#### **Primary Health Facilities (Primary Providers)**

These form the entry point for all enrollees, and also first contact with the healthcare system. They serve as gate keepers. Primary health care facilities include the following:

- i. Primary Health Care centers
- ii. Comprehensive Health Care centers
- iii. Nursing and Maternity Homes (with Proof of access to medical Practitioner)
- iv. Out-patient Departments of General Hospitals, Armed Forces, the Police and other uniformed services Hospitals/Clinics, University Clinics, Federal Staff Hospitals, Federal Medical Centers, Specialist Hospitals, Teaching Hospitals, Non-Specialist Private Hospitals and Clinics.

#### **Secondary Health Care Facilities (Secondary Providers)**

The Secondary Health Care Facilities provide services on referral from primary facilities. Secondary facilities include:

- i. General Hospitals (outpatient Specialist care and in-patient care for medical & surgical cases, paediatrics, obstetrics and gynaecology, orthopaedics, etc).
- ii. Specialist Clinics, Physiotherapy, Ophthalmology, Optometry, ENT clinics, etc)
- iii. Federal Medical Centre
- iv. Teaching Hospital
- v. Community Pharmacies
- vi. Medical Laboratories
- vii. Diagnostic Centers
- viii. Dental Clinics
- ix. Radiology/Radio imaging Centres

### **Tertiary Health Facilities**

These provide health services on referral from primary and secondary levels. Tertiary tier of health services is provided by the following facilities:

- i. Teaching Hospitals
- ii. Specialist Hospitals
- iii. Special/Specialized Hospitals (Orthopaedic, Psychiatry, etc).
- iv. Federal Medical Centre

The health care facilities (shall) provide the following to the Agency:

- i. Names of serving professionals and their qualifications (Doctors, Nurses, Pharmacists etc).
- ii. Hours of coverage
- iii. Details of equipment available for medical care
- iv. Evidence of ability to ensure that beneficiaries who visit the facility are attended to with utmost care, skill and prompt attention.

All primary Healthcare facilities must provide evidence of the facility's capacity for ANC, delivery and post-natal care.

### **9.3 Facility and Personnel Requirements for Primary Health Care Facility**

#### **Facility Requirement**

The following minimum facilities shall be provided at a Primary Health Care level.

#### **A. Waiting and Reception Area**

- i. Shall be at least 4 x 3 meters
- ii. Shall have sitting facilities
- iii. Reception table
- iv. Registration table
- v. Medical Records keeping facilities
- vi. Wheel Chair/Patients' Trolley
- vii. Adequate Ventilation
- viii. Weighing Scale
- ix. Stadiometer for heights/tape rule

#### **B. Consulting Rooms**

- i. At least 4x3 meters
- ii. Examination Couch
- iii. Wash hand basin
- iv. Thermometer
- v. Good light source
- vi. Stethoscope
- vii. Diagnostic set
- viii. Sphygmomanometer
- ix. Tables and Chairs
- x. Adequate ventilation

#### **C. Treatment Room**

- i. At least 2x3 Meters
- ii. Instruments Cabinet
- iii. Dressing Trolley/Tray
- iv. Cotton Swap
- v. Needles and Syringes
- vi. Galipot

- vii. Dressing Forceps
- viii. Needle Holder
- ix. Suction Machine
- x. Antiseptics/Disinfections
- xi. Gauge and Bandages
- xii. Disposable gloves
- xiii. Wash hand basin
- xiv. Dressing stool
- xv. Colour coded containers for waste disposal
- xvi. Safety boxes for sharps
- xvii. Patient toilet facility with adequate water
- xviii. Sterilizer/Autoclave
- xix. Containers for disposal of sharps

#### **D. Emergency Tray**

- i. Needles and Syringes
- ii. Scalp Vein Needles/Cannula
- iii. Iv giving set
- iv. Injection hydrocortisone
- v. Injection Adrenaline
- vi. 5% Dextrose/Water, 10% Dextrose/Water, 50% Dextrose/water, 5% Dextrose/Saline, 4.3% Dextrose/Saline
- vii. Normal Saline
- viii. Injection Aminophylline
- ix. Gloves
- x. Ringers Lactate
- xi. Half Strength/full strength Darrow's
- xii. Gloves

#### **E. Minimum Facilities for Labour Room**

- i. Labour room should be at least 4x3 meters
- ii. Equipment and consumables in labour room
  - a) Delivery bed
  - b) Weighing Scales for babies
  - c) Baby's Cot
  - d) Delivery Pack
    - Episiotomy Scissors
    - Korcher's forceps
    - Artery forceps
    - Straight scissors

- Kidney dish without cover
- Galipot
- Straight scissors
- Kidney dish with cover
- Cord clamp
- Needle and syringe
- Mucous Extractor
- Surgical gloves
- Disposable gloves
- Tape rule
- Sterilizer (for delivery pack)
- Suturing materials
- Mackintosh
- Gauze
- Vitamin K, Oxytocin and Ergometrine Injections

#### **F. Resuscitative Equipment**

- i. Suction Machine (Auto or Pedal)
- ii. Resuscitative Table
- iii. Oropharyngeal Airway
- iv. Disposal Gloves
- v. Needles and Syringes
- vi. 10% / 5% Dextrose Water
- vii. Iv canulas/Scalp Vein Needles 21G, 23G
- viii. IV giving set
- ix. Normal Saline
- x. Dextrose Saline
- xi. Ambu bag
- i. Oxygen Cylinder and trolley
- ii. Drip Stand
- iii. Appropriate firefighting equipment
- iv. Adequate waste disposal facilities
- v. Refrigerator
- vi. Alternate power supply

- NB: -** At least one bed
- Adequate Toilet Facility
  - Adequate Water Supply
  - Adequate Waste Disposal facility

- Washable Floor

## **G. Ward**

- i. Lying – in ward with minimum distant of one meter in between adjoining beds and 1x3sq metres between two rows of beds.
- ii. A Locker and over-bed table for each bed.
- iii. Sterilizer/Autoclave
- iv. Wheel chair/Patient's Trolley
- v. Ward Screen
- vi. Sluice Room
- vii. Adequate Lighting
- viii. Clean Water
- ix. Clean Toilet and bath facilities with adequate water supply
- x. Adequate Drainage
- xi. Fire-fighting facilities in good condition that are appropriately distributed throughout the premises.
- xii. Mosquito screening for the wards.
- xiii. Nurses' Bay
- xiv. Doctor's room
- xv. Possession of the required professional Indemnity Insurance Cover as stipulated in the Guidelines.
- xvi. Possession of appropriate equipment and staff to render services in the field of specialization.
- xvii. Registration of premises by the Benue State Government
- xviii. Alternative power supply in good condition.

## **H. Side Laboratory**

- i. Microscope
- ii. Centrifuge
- iii. Refrigerator
- iv. Glassware (Slide cover slips etc)
- v. Stains
- vi. Reagents/test Kits
- vii. Haemocrit centrifuge and Reader
- viii. Adequate waste disposal

**NB:** -Side Laboratory is a pre-requisite for registration as a primary healthcare facility.

## **Personnel Requirement**

### **I. Primary Healthcare Facility**

Public and Private Hospitals must have the following: (compare with BHCPF accreditation requirements)

- a) At least One medical practitioner
- b) At least Five Registered Nurses/Midwives
- c) At least Two Hospital Assistants
- d) At least One Administrative and Secretarial duties staff
- e) At least One Medical Records
- f) At least One Medical Laboratory Technician.
- g) Pharmacy Technician

Primary Healthcare centers should meet the standards as set by the National Primary Health Care Development Agency (NPHCDA)

### **II. Nursing and Maternity Homes**

- i. Proof of access to Medical Practitioner;
- ii. At least Two Registered Nurses/Midwives;
- iii. At least Two Hospital Assistants;
- iv. At least One Administrative Staff for Medical Records.

### **9.4 Facility and Personnel Requirement for Secondary Health Care Facility**

- i. Should have facilities for out-patient and in-patient services, for general, surgical, paediatric, maternal care, etc. The wards are divided strictly into gender compartments.
- ii. For a facility to be accredited as a secondary facility, it must possess the following services:
  - a. Pharmacy
  - b. Laboratory (where applicable).
  - c. Operating theatre (where applicable).

## **Facility Requirements**

These requirements are in addition to those specified for Primary Health Care Facilities and are compulsory requirements. The following requirements depend on the services that are applied for:



- i. X-ray and allied diagnoses
- ii. Surgical Theatre
- iii. Lying in ward with a minimum distance of one meter in between adjoining beds and 1x3sqm between two rows of beds
- iv. A locker and an over bed table for each bed.
- v. Separate wards for males, females and children
- vi. Delivery room, where applicable, to be 12sq meter
- vii. Wheel chair/patients' trolley
- viii. Sluice room
- ix. Possession of required Professional Indemnity Insurance cover as stipulated in the BNSHIA Operational Guidelines
- x. Possession of appropriate equipment and staff to render services in the field of specialization
- xi. Laundry Services
- xii. Medical equipment management system
- xiii. Medical Janitorial Services
- xiv. Catering Services
- xv. BedPan/Urinal
- xvi. At least four bed linens per bed
- xvii. Screens
- xviii. Adequate waste disposal
- xix. Adequate Alternate Power Source
- xx. Fire-fighting equipment

### **Minimum Requirements for O & G**

#### **a) Personnel**

- i. Consultant obstetrician and gynaecologist
- ii. At least a visiting Paediatrician
- iii. At least two RN/RM per shift
- iv. Peri-operative nurse
- v. Anaesthetic personnel.

#### **b) Clinics**

- i. Gynaecological Clinic
- ii. Antenatal, Post-natal and family planning clinics.

#### **c) Wards**

- i. Antenatal Ward
- ii. Post-natal ward

## Gynaecology wards

### d) **Delivery Suite**

- i. First stage room  
At least one bed
- ii. Labour room  
At least 4x3 meters

### **Equipment**

- i. At least 2 delivery beds
- ii. Baby's cot
- iii. Weighing scale for babies

### **Delivery Pack**

- Episiotomy Scissor
- Korcher's Forceps
- Artery Forceps
- Surgical Scissors
- Kidney Dish without cover
- Galipot
- Straight Scissors (long)
- Cord Scissors
- Kidney dish with cover
- Needle and Syringes
- Mucous extractor
- Surgical gloves
- Mackintosh
- Tape rule
- Sterilizer (for delivery Pack)
- Suturing materials
- Gauze bowl
- Vitamin K injections
- Oxygen injections
- Ergometrine Injections
- Adequate water supply
- Adequate lighting
- Adequate Toilet facilities
- Adequate/proper waste disposal
- Washable floors.

### **Resuscitative Equipment**

- Oxygen
- Suction Machine (Auto/Pedal)
- Ambu Bag
- Resuscitative Airway
- Disposable Glove
- Needle and Syringes
- 10% / 50% Dextrose/Water
- Scalp vein
- IV giving set
- Normal Saline
- Dextrose Saline

### **Minimum Requirements for Operating Theatre**

- a) Standard theatre room
- b) Operating table
- c) Diathermy Machine
- d) Gynaecology and obstetrics pack
- e) Anaesthetic machine
- f) Cardio-respiratory Monitor
- g) Suction Machine
- h) Autoclave
- i) Emergency Tray
- j) Adequate Air Conditioning Units
- k) Good operating light source
- l) Washable floor

### **Minimum Requirement**

#### **a) Personnel**

- i. Consultant Surgeon
- ii. Peri-operative nurse
- iii. Anaesthetic personnel (Doctors/Nurse)
- iv. Intensive Care Nurse or Accident and Emergency Nurse
- v. Theatre Technician

#### **b) Operating Theatre**

- i. Standard theatre room

- ii. Operating table
- iii. Diathermy Machine
- iv. Minor and major surgical packs
- v. Anaesthetic machine
- vi. Cardio-Respiratory Monitor
- vii. Suction Machine
- viii. Autoclave
- ix. Emergency Tray
- x. Adequate air conditioning Units
- xi. Adequate resuscitative equipment
- xii. Operating light source
- xiii. Washable floor.

**c) Casualty**

- i. Stretcher
- ii. Couch
- iii. Drip Stand
- iv. Emergency Trolley/Cupboard
- v. Adequate Resuscitative Equipment.

**Minimum Requirements for Paediatrics**

**a) Personnel**

- i. Paediatrician
- ii. Paediatric Nurses
- iii. Nutritionist/Dietician

**b) Paediatric Clinic**

- i. Examination Couch
- ii. Auroscope
- iii. Laryngoscope/Endotracheal Tube
- iv. Oxygen Cylinder with face mask/Nasal Catheter/Nasal Prongs
- v. Pen Touch/Light Source
- vi. Tongue Depressors
- vii. Weighing Scale
- viii. Tape Rule
- ix. Suction Machine
- x. Treatment Tray/Cupboard
- xi. Paediatric Sphygmomanometer
- xii. Paediatric Stethoscope

- xiii. Sterilizer
- xiv. Waiting Area
- xv. Clinical Thermometer
- xvi. Standiometer/Area for measuring length
- xvii. Spacer Device/Nebulizer

**c) Emergency Paediatric Unit (EPU)**

- i. Paediatric Couch/Beds
- ii. Soluset and Haemosets
- iii. Weighing Scale
- iv. Tape Rule
- v. Suction Machine
- vi. Oxygen Cylinder/Face Mask/Endotracheal Tube/Nasal Catheter /Nasal Prongs
- vii. Diagnostic Set
- viii. Emergency Drug Tray/Stethoscope
- ix. Paediatric Resuscitative Kit
- x. Paediatric Ambu Bag
- xi. Gloves

**d) Special Care Baby Unit (SCBU)**

- i. Scrubbing Room
- ii. Incubator
- iii. Source Radiant Heat
- iv. Exchange Blood Transfusion Kits
- v. Solusets
- vi. Phototherapy Machine
- vii. Oxygen Cylinder/Face Mask/Endotracheal Tubes/Nasal Catheter / Nasal Prongs
- viii. Weighing Scale and Tape Rule
- ix. Spot Light/Open Touch Light
- x. Diagnostic Set
- xi. Emergency Drug Tray/Cupboard
- xii. Treatment/Instrument Tray

**e) Nutritional Rehabilitation Unit**

- i. Demonstration Laboratory (Room Demonstration Aids)
- ii. Nutritional Clinic
  - a. Weighing Scale

- b. Tape Rule
- c. Health Education Aids.

### **Minimum Requirements for Internal Medicine**

#### **A. Personnel**

- i. Consultant Physician.
- ii. Qualified Nurses with Relevant Specialization

#### **B. Medical Out-Patient Department**

- i. Diabetic Clinic
- ii. Hypertensive/Cardiology Clinic
- iii. Gastroenterology Clinic
- iv. Renal/Nephrology Clinic
- v. Neurology.

#### **C. Relevant Equipment**

- i. ECG
- ii. EEG

### **Minimum Requirements for Dental Clinic**

#### **a. Personnel:**

- i. Dental Surgeon
- ii. Dental Therapist
- iii. Dental Technologist
- iv. Waiting Area
- v. Screened/Partitioned Cubicle
- vi. Complete Dental Unit
- vii. Autoclave
- viii. Tooth Extraction Forceps
- ix. Elevators
- x. Amalgamator
- xi. Tooth filling instruments (Temporary/Permanent)
- xii. Tooth extraction materials
- xiii. Dental Syringes
- xiv. Xylocaine Cartridge/Spray
- xv. Dental X-ray Machine

## **Minimum Requirements for ENT**

### **a) Personnel:**

- i. ENT Surgeon
- ii. ENT Nurse
- iii. Attendants – 2

### **b) Well-Equipped Clinic:**

- i. ENT examination table with instrument set (Console)
- ii. Headlamp/Head mirror
- iii. Auroscope
- iv. FibreopticNaso-larygopharyngoscope
- v. Suction Machine
- vi. Sterilizing Systems
- vii. Chemical Sterilization
- viii. Autoclave

### **c) Audiometry Unit:**

- i. Audiometer
- ii. Typernometer
- iii. Bera Equipment
- iv. Calorimeter

### **d) Special Therapy Unit:**

## **Minimum Requirements for Ophthalmology Unit**

### **a) Personnel:**

- i. Consultant Ophthalmologist
- ii. Ophthalmic Nurse
- iii. Anaesthetic Personnel

### **b) Ophthalmic Clinic:**

- i. Waiting Area
- ii. Instruments Tray/Trolley
- iii. Slit Lamp
- iv. Applanation Tonometer
- v. Ophthalmoscope

## **Minimum Requirements for Optometry**

### **a) Personnel:**

- i. Optometrist
- ii. Ophthalmic Technician

### **b) Clinic:**

- i. Waiting Area
- ii. Instrument Tray/Trolley
- iii. Slit Lamp
- iv. Lensometer
- v. Ophthalmoscope
- vi. Applanation Tonometer
- vii. Retinoscope
- viii. Pen Touch
- ix. VA Chart Box
- x. Trial Lens Set for Refraction
- xi. Visual Field Machine
- xii. AB Scoring Machine
- xiii. CUF Machine
- xiv. Pen Touch/Flash Light
- xv. VA Chart Box
- xvi. Trial Lens Set for Refraction
- xvii. Visual Field Machine
- xviii. AB Scoring Machine
- xix. CUF Machine
- xx. Ophthalmic Drops
- xxi. Lensometer

### **c) Optometry Laboratory:**

- i. Glazing Machine
- ii. Pupillary Distance Rule

### **d) Treatment Room:**

- i. Examination Couch
- ii. Minor Treatment Set
- iii. Sterilization Systems
- iv. Autoclave
- v. Angle Poised Lamp
- vi. Treatment Tray/Trolley
- vii. Pen Touch/Flash Light



## **e) Adequate In-Patient Ward**

### **Theatre:**

- i. Operating Microscope
- ii. General Ophthalmic Surgery Set
- iii. Oxygen and Delivery System

## **Minimum Requirements for Community Pharmacy**

### **a) Personnel:**

- i. Superintendent Pharmacist
- ii. Pharmacy Technician
- iii. Sales Personnel where applicable

### **b) Pharmacy:**

- i. Possession of approved and registered premises as specified by the Pharmacist Council of Nigeria (PCN).
- ii. Possession of required professional Indemnity Insurance cover as stipulated in National Health Insurance Scheme Operational Guideline.
- iii. Pharmacy must be equipped to meet the minimum requirements below:
  - Pharmacist with basic qualification and registered with the Pharmacist Council of Nigeria (PCN)
  - Possession of current premises license issued by the PCN
  - Pharmacy must be supervised by a Superintendent Pharmacist, approved and registered by the Pharmacist Council of Nigeria
  - Pharmacist must provide 24 hours a day, 7 days a week service

### **c) General Outlay of the Premises:**

- i. Entire space area as prescribed by PCN
- ii. Arrangement of shelves and drugs for easy access
- iii. Pharmacist Office/Counseling Area
- iv. Display of Original Certificates
- v. Separate dispensing area with tray and spatula/spoon
- vi. Air Conditioning
- vii. Fans
- viii. Refrigerator
- ix. Washable Floor

**d) Adequate Storage space for Drugs:**

- i. Separate air-conditioned store with shelves
- ii. Refrigerator

**e) Drug Information Unit:**

- i. Computer
- ii. Printer
- iii. Internet Access
- iv. Mediapharm or MIMS Africa
- v. Martindale – Extra – Pharmacopoeia
- vi. Pharmacy Law
- vii. British Pharmacopoeia
- viii. National Drug Policy
- ix. National/Benue State Essential Medicines List.
- x. Pharmacy Journals.
- xi. The Compendium of standards for the assurance Pharmaceutical Care in Nigeria.

**f) Schedule Drugs:**

- i. Separation of schedule drugs from over-the-counter drugs.
- ii. Availability of lockable DDA cupboard
- iii. Availability of dangerous drug register (PCN – Form K).
- iv. Regular entries into the dangerous Drugs Register (PCN–Form K).

**g) Adequate Records Keeping/Computerization**

- i. Drug Receipts
- ii. Sales Invoices
- iii. Sales Books/Ledgers
- iv. Bin Cards
- v. Adverse Drug Reaction Register
- vi. Alternative Power Supply
- vii. Fire Extinguisher

**NB:**

Pharmacy services may be provided by Hospital facilities as stated above, or by the Community Pharmacy accredited by Benue State Health Insurance Agency (BNSHIA).

## **Minimum Requirements for Medical Laboratory Services**

### **a) Personnel:**

- i. Medical Laboratory Scientist
- ii. Medical Technician
- iii. Medical Laboratory Assistant

### **NB:**

It is necessary to have an officer dedicated to quality assurance/biosafety at the secondary and tertiary facilities (move to beginning or end of section).

### **b) Laboratory:**

- Possession of laboratory qualifications approved by Medical Laboratory Science Council of Nigeria.

## **Functions of the Laboratory**

The Laboratory should be equipped to perform investigations in the following areas:

- i. Haematology
- ii. Medical Microbiology
- iii. Medical Parasitology
- iv. Histopathology
- v. Possession of personnel requirements for comprehensive laboratory services i.e. qualified medical lab scientist in the following areas:
  - a. Clinical Chemistry
  - b. Medical Microbiology
  - c. Medical Parasitology
  - d. Histopathology

### **c) General Minimum Equipment and Consumables**

- i. Binocular Microscope
- ii. Incubator
- iii. Weighing Scale
- iv. Water or Dry Bath
- v. Bench Centrifuge
- vi. Haemoglobin Electrophoresis Machine and Accessories
- vii. Haematocrit Centrifuge and Reader
- viii. ESR System and Accessories

- ix. Bunsen Burner and Gas Cylinder
- x. Laboratory Consumables (disposables, reagents, chemicals, stains etc).
- xi. Laboratory Glass Wares
- xii. Colorimeter/Spectrophotometer
- xiii. Improved Neubauer Counting Chamber
- xiv. Domestic and Blood Bank Refrigerators
- xv. Sterilizer/Autoclave
- xvi. Bleeding Bay/Sample Collection Room
- xvii. Pipetting Devices (single or variable, serologic etc).
- xviii. Microtome – where necessary
- xix. Wooden or plastic racks
- xx. Wash up room/special media
- xxi. Adequate water supply
- xxii. Air conditioner
- xxiii. Fire extinguishing facilities
- xxiv. Alternating power supply
- xxv. Toilet facilities/washable floors
- xxvi. Adequate sharp/waste disposal
- xxvii. Biosafety cabinet
- xxviii. Waste disposal (local incinerator must be provided)
- xxix. Impermeable working benches (formica/ tiles)
- xxx. Non cloth blind
- xxxi. Separate media room for microbiology\* which must be air conditioned.
- xxxii. Copy of certificate of incorporation of business name registration must accompany the completed application.

d) **Chemical Pathology**

- i. Flame Photometer
- ii. Fridge
- iii. Deep Freezer
- iv. Chemical Balance
- v. Automatic Pipette

e) **Haematology**

- i. Haematocrit Centrifuge and Reader
- ii. Binocular Microscope
- iii. \*\*Colorimeter (if offering chemical pathology. Spectrometer provided may suffice).

- f) **Parasitology**
  - i. Microscope
  - ii. Centrifuge
  - iii. Hot Air Oven
- g) **Bacteriology**
  - i. Binocular Microscope
  - ii. Autoclave
  - iii. Anaerobic Jar
  - iv. Facilities for CO<sub>2</sub> Incubation.
- h) **Blood Transfusion**
  - i. Blood Bank
  - ii. Facilities for bleeding of donors (bleeding couch)
  - iii. Centrifuge
  - iv. Microscope
  - v. Water bath
- i) **Histology**
  - i. Microtome
  - ii. Microscope
  - iii. Water Bath
  - iv. Tissue Processor

**NB:**

- a) Laboratory services may be in-house facilities as stated above or by stand-alone laboratories accredited by BNSHIA
- b) Laboratory accredited by BNSHIA shall operate on a 24-hour basis.

**Minimum Requirements for Radiography**

- a) **Personnel:**
  - i. At least a part-time Radiologist
  - ii. A Radiographer
- b) **Radiology Centre:**

The premises duly registered with the State Government and possession of a minimum of radiological equipment for routine and special investigations,

as specified by the radiographer's registration board of Nigeria (RRBN) and Nigerian Nuclear Regulatory Agency (NNRA).

**c) Radio-Diagnosis:**

- i. Waiting Room
- ii. Standard X-ray room as specified by RRBN
- iii. At least ONE static X-ray machine with a minimum of MAS and 125KVP output rating.
- iv. One sizeable processing room equipped with a set of manual processors, including a drier.
- v. One x-ray couch with Bucky
- vi. One chest stands
- vii. Lead aprons
- viii. One protective cubicle
- ix. Hangers – all sizes
- x. Cassettes – all sizes
- xi. Gloves and Masks
- xii. Gonad Shields
- xiii. Safe Light
- xiv. Lead lining as specified by RRBN

**Minimum Requirement for Ultrasonography**

**a) Personnel:**

- i. Sonographer
- ii. A Visiting Sonologist

**b) USS Centre:**

- i. Registration with RRBN
- ii. Possession of Professional Indemnity cover as may be determined from time to time by BNSHIA.
- iii. Patient waiting room.
- iv. One ultrasound machine with at least standard probes of different resistance rating.
- v. Gel

**NOTE:**

The above services may be provided by in-house facilities or by stand-alone Centres accredited by BNSHIA.

## **Minimum Requirements for Physiotherapy and Other Medical Rehabilitation Therapy Professions**

### **a) Personnel:**

- i. Registered physiotherapist and other medical rehabilitation therapist.
- ii. Medical rehabilitation therapy technicians.

### **b) Clinic/Centre:**

- i. Certification of equipment and premises by MRTB
- ii. Registration with the medical rehabilitation therapist board (MRTB)
- iii. Possession of indemnity covers as stipulated by the BNSHIA Guidelines.
- iv. Current license to practice.

### **c) Well-Equipped Gym Containing:**

- i. Bicycle Ergometer Wall and Parallel Bars
- ii. Hand and Wrist Exerciser
- iii. Traction Machines
- iv. Re-Education Board
- v. Shoulder Wheels
- vi. Tread Mill
- vii. Air Conditioner
- viii. Compression Bands
- ix. Foam Pads of all sizes and shapes
- x. Bowl and dishes
- xi. Sterilizer/autoclave
- xii. Treatment Room – with the following rehabilitation equipment;
- xiii. Short wave diathermy
- xiv. Infrared light
- xv. Hydropack (hot/cold)
- xvi. Electric Stimulators
- xvii. Ultrasound Stimulators
- xviii. Wax Bath Stimulators
- xix. Ultraviolet Stimulators
- xx. Microwave Stimulators
- xxi. Sphygmomanometer
- xxii. Splints
- xxiii. Clean Linens

- xxiv. Gloves and Masks
- xxv. Crepe Bandages
- xxvi. Stadiometer
- xxvii. Ointment/Cream for Massage

**d) Assistive/Devices (Stores):**

- i. Walking Stick
- ii. Crutches
- iii. Walking frame
- iv. Wheel Chairs

**NOTE:**

Physiotherapy and other medical rehabilitation therapy services may be provided by in-house facilities or by stand-alone physiotherapy clinics/centres accredited by BNSHIA/NHIS.

**Minimum Requirements for Medical Records**

**a) Personnel:**

- i. Health Technician in Health Information Records
- ii. Registered with NHRA and HRORBN
- iii. OND/HND in health information management registered with NHRA and HRORN.

**b) Requirements:**

- i. Patients waiting room with pigeon window well furnished
- ii. Patients hand card
- iii. Patients folder
- iv. Tracer card
- v. Outpatient register
- vi. Inpatient register
- vii. Notification of disease form
- viii. ICD 10/11 by WHO
- ix. Computer/ICT backups
- x. Library with professional medical journals
- xi. Health records archives as specified by HRORBN
- xii. BNSHIA Desk Officer.
- xiii. Good Ventilation
- xiv. Washable Floor
- xv. Alternate Power Supply
- xvi. Fire Fighting Equipment



## 9.5 Facility and Personnel Requirements for Tertiary Health Care Institutions

### a) Personnel:

Each department/subspecialty must be headed by the appropriately qualified and licensed professional/skilled experienced personnel.

### b) Clinics:

- i. **Psychiatry**
- ii. Subspecialty in **Surgery** (Urology, ENT, Ophthalmology, Orthopaedics, Paediatric Surgery etc).
- iii. **Internal Medicine** (dermatology, cardiology, pulmonology, nephrology, neurology, endocrinology etc).
- iv. **Obstetrics and Gynaecology** (reproductive endocrinology, high risk obstetrics, gynaecological oncology etc).
- v. **Paediatrics**(paediatric nephrology, paediatric neurology, paediatric cardiology and neonatology).

### c) Services:

In addition to all the departments identified at the secondary level:

- i. Specialized laboratory services
- ii. Blood transfusion services
- iii. Histopathology
- iv. Forensic services
- v. Pap smear
- vi. HIV confirmation, CD4 count and viral load etc
- vii. Specialized medical imaging department
- viii. Magnetic resonance imaging
- ix. Radiology
- x. Nuclear machine
- xi. CT Scan
- xii. Physiotherapy
- xiii. **Pharmacy:** Satellite pharmacy, pharmaceutical care, compounding, drug information service, therapeutic drug monitoring, unit dose dispensing, medical library, adequate information and technology infrastructure to include internet access.
- xiv. Dialysis
- xv. Optometry
- xvi. Minimum bed space of 70 beds (off)

xvii. Equipment; as for each sub-specialty

## **10.0 PROCEDURES FOR ACCREDITATION**

This is carried out for the following reasons:

- a) To ensure accessibility and availability of healthcare services to the enrollees.
- b) To promote and improve quality of Healthcare
- c) To ensure continuous improvement of quality of services provided under the Scheme.
- d) To improve public confidence in the Health care system.

A full accreditation procedure for any health care facility includes the following steps:

- i. Purchase of application form at the rate of ~~N~~5,000.00 (for each level of service).
- ii. Payment of a non-refundable Accreditation fee of Fifty Thousand Naira only (~~N~~50,000.00), for each level of service.
- iii. Facilities that have been accredited by NHIS shall pay a registration fee of ~~N~~15,000.00 only.
- iv. Screening of completed applications to determine suitability for possible inspection.
- v. Accreditation visits by teams of Healthcare professionals from BNSHIA to perform an in-depth evaluation to determine whether the facilities meet the established standards.
- vi. HCF shall be accredited provisionally for one year in the first instance.
- vii. BNSHIA shall pay two compulsory quality assurance visits to the HCF pending the next accreditation visit.
- viii. At the expiration of one year, it shall be assessed with emphasis on any deficiency noted during the first accreditation visit.
- ix. If there is no improvement, the HCF shall have its accreditation withdrawn.
- x. A HCF that meets the BNSHIA accreditation requirements at the follow up visit shall be issued full accreditation following approval by BNSHIA Management.
- xi. Full accreditations shall last for two (2) years, which shall be renewable.

- xii. BNSHIA shall regularly publish a list of institutions that have met these requirements and have been accredited by the Scheme.
- xiii. Periodic review of accredited Health Care facilities shall be carried out to determine whether or not they are eligible to continue to provide services to enrollees.

## **11.0 AGREEMENT BETWEEN HEALTH CARE FACILITIES AND BNSHIA**

Agreement between the Health Care Facilities and BNSHIA shall include the following terms:

- i. Acceptance by the Facility to provide healthcare services for 24 hours a day and 365 days a year.
- ii. Accepting beneficiaries without discrimination. A Facility cannot reject a patient except with approval of the Agency following an appeal to BNSHIA stating the grounds for rejection.
- iii. Pharmacy facilities shall stock generic drugs based on the BNSHIA Medicine List.
- iv. All Prescriptions by the Facility shall be in triplicate, and shall employ generic names. Two copies shall be sent to the pharmacy and a copy to BNSHIA.
- v. All beneficiaries shall be given adequate treatment in line with BNSHIA standard treatment and referral protocol.
- vi. A Facility shall not solicit to see on BNSHIA enrollee as a fee-paying patient.
- vii. Patients should only be referred to BNSHIA-accredited secondary and tertiary facilities.
- viii. A facility shall not misrepresent to an enrollee the benefit package of BNSHIA programmes
- ix. Acceptance by the facility to provide healthcare to enrollees even during periods of strike/industrial action or any other unforeseen circumstance in which services may be disrupted by making adequate alternative arrangement for provision of services
- x. To accord BNSHIA enrollees the necessary rights and privileges due to them as beneficiaries of the Scheme.
- xi. Facility shall maintain a BNSHIA dedicated account for the sole purpose of improving health care services and rendering account to BNSHIA during periodic inspections.

## 12.0 RENEWAL OF ACCREDITATION OF HEALTH CARE FACILITIES

Accreditation of every HCF is renewable every Two (2) years. Some of the criteria for re-accreditation shall include:

- i. Availability of requisite skilled/experienced personnel
- ii. Non-compromise on quality of service
- iii. Availability of facilities to provide prompt and efficient services to enrollees.
- iv. The institution of well-organized and proper management structures.
- v. Employment of trained managers to run the administration of facilities professionally
- vi. Regular attendance of BNSHIA – HCF meetings which shall be held from time to time to educate stakeholders. BNSHIA shall use attendance at these meetings as a prerequisite for reaccreditation.
- vii. Compliance with BNSHIA Operational Guidelines.
- viii. Compliance with the judgment of the Arbitration Panel.
- ix. Application for reaccreditation
- x. Payment of relevant fee(s)

### NOTE:

- a) Current practice licenses of personnel, and renewal of registration with relevant regulatory bodies shall be sent to BNSHIA on yearly basis or as applicable.
- b) For a hospital/clinic to be accredited as secondary or tertiary healthcare facilities, it should have in-house pharmacy and laboratory.
- c) Every HCF shall meet the basic ICT infrastructure requirements for its category of accreditation.
- d) All BNSHIA- accredited HCFs shall put in place functional medical records units/departments as a prerequisite to their reaccreditation. The unit/department shall coordinate the ICT of the facility.
- e) The institutionalization of internal total quality management system that will ensure effective total quality management in liaison with NHIS and BNSHIA.
- f) BNSHIA shall work towards ranking accredited HCFs. This will enable the Scheme to set a ceiling for the number of enrollees a HCF can efficiently and effectively manage.

## 13.0 OBLIGATIONS OF HEALTHCARE FACILITIES

- a) Providing the BNSHIA with the following information:
  - i. Names of serving health professionals and their qualifications (doctors, nurses, pharmacists, etc.)
  - ii. Hours of duty coverage
  - iii. Details of equipment available for medical care.
- b) Ensure that every beneficiary who visits the facility for care is attended to with utmost care, skill and prompt attention.
- c) Provide service to duly identified enrollee at all times using the current BNSHIA enrollee register provided.
- d) All primary healthcare facilities must be equipped for ante-natal, delivery and post-natal care.
- e) Provide the encounter register to BNSHIA on a monthly basis.

## **14.0 REGISTRATION OF TPAs**

### **Criteria for Registration**

The registration of an organization as TPA under the Agency shall be in such form and manner as may be determined from time to time by the Board, using guidelines which include:

- i. Registration with relevant regulatory Agencies.
- ii. Being financially viable before, during and after registration
- iii. Have a track record of a healthy relationship with Healthcare providers.
- iv. Make a complete disclosure of the ownership structure and composition of the organization.
- v. Have current account or accounts with one or more Banks approved by the Agency.

### **Functions of TPAs**

The functions of TPAs shall include the following:

- i. Render to the Scheme returns on its activities as may be required by the Board;
- ii. Discharge any other related assignments that may be assigned from time to time by the Agency.
- iii. Established a quality assurance system to ensure that qualitative care is given by the Health Care Providers.