

Note for LaQshya Certification of NQAS certified Health Facilities

LaQshya program is the targeted approach for improving the quality of care around birth. This initiative encompasses certification of Labour Room and Maternity OT of high case load facilities to the National Quality Assurance Standards (NQAS), which are accredited by International Society for Quality in Healthcare (ISQua).

A process note on the LaQshya Certification for the health facilities, applying afresh for the same, has already been shared with the states by the Maternal Health Division, MoHFW.

Since LaQshya checklists have been subsumed under the NQAS checklists for District hospital level facilities, therefore it has been decided that a District Hospital's OT and Labour Room which have been declared NQAS certified (without any conditionality) on/after 1st October 2018 are deemed to be LaQshya certified subject to submission of supplementary documents, as mentioned in Section-I of this note and also meeting the criteria for the LaQshya Certification.

This note is also intended for the States/ facilities, which wish to have LaQshya assessment and NQAS assessment concurrently.

Criteria for LaQshya Certification –Following certification criteria are required to be met for the LaQshya certification of Labour and OT of a health facility –

- *Criterion 1* - Separate overall score of the department (LR/OT) shall be $\geq 70\%$
- *Criterion 2*- Score of each Area of Concern in r/o department (LR/OT) shall be $\geq 70\%$
- *Criterion 3*- Individual scores of three core Standards (B3, E18 and E19) shall be $\geq 70\%$
- *Criterion 4*- Individual Score in each applicable Quality standard $\geq 50\%$
- *Criterion 5* – Client Satisfaction of the department shall be more $\geq 70\%$

Section – I: Procedure for award of LaQshya Certification (for facilities already assessed under NQAS)–

1. Labour Rooms and Maternity OTs of District Hospitals/ Sub-divisional Hospitals, which are Nationally Certified under the NQAS (without conditionality) on/after 01st October'18 need not apply separately for the LaQshya Certification.
2. The State/facility needs to send a request mail to certification.nqas@gmail.com for the LaQshya certification of the respective facility along with the copies of following documents:
 - Latest LR/OT Assessment Checklist validated by the SQAC
 - Standard Operating Procedures (SOPs) of LR & OT
 - Facility Level Indicators of last three months as per Annexure 'C' of the LaQshya Guideline
 - Patient Satisfaction Score of the preceding quarter of LR & OT
3. Certification team at NHSRC will validate the submitted documents against certification criteria and submit its recommendations to the MoHFW.
4. If a department does not meet the criteria for LaQshya certification, a letter from Advisor, QI, NHSRC will be sent to the facility stating the reason for the same.
5. Such deemed LaQshya certified status would not be extended to those NQAS certified facilities those were assessed for selected number departments and had excluded LR/OT in the certification assessment.

Section – II: Application for concurrent assessment of LaQshya and NQAS–

The checklists of LaQshya (LR & MOT) have been subsumed under the District Hospital checklist of the NQAS. Hence, district hospitals and high caseload sub-district hospitals that are planned for the NQAS assessment against the district hospital check-lists will be eligible for the concurrent NQAS and LaQshya assessments. High case load CHCs selected for implementation of the LaQshya as per the guidelines are expected apply separately for the LaQshya assessment. Following additional documents are required to be submitted along with the documents required for NQAS assessment -

- Application for the LaQshya Assessment

- In case of high case load SDH (above 100 deliveries per month / 60 deliveries per month in hills and desert area), data pertaining to average number of deliveries per month
- Latest LR Assessment Checklist validated by SQAC
- Latest OT Assessment Checklist validated by SQAC
- Facility Level Indicators for last three months as per Annexure 'C' of LaQshya Guideline
- Patient Satisfaction Score of the preceding quarter of LR & OT

The certification process such facilities would remain same as mentioned in the process note for 'LaQshya Certification of healthcare facilities', circulated by the Maternal Health Division, MoHFW on 31st May'18.

LaQshya certification related queries may please be mailed to certification.query@gmail.com.