

MEASUREMENT SYSTEM

Quality Assurance Program
HWC NQAS.





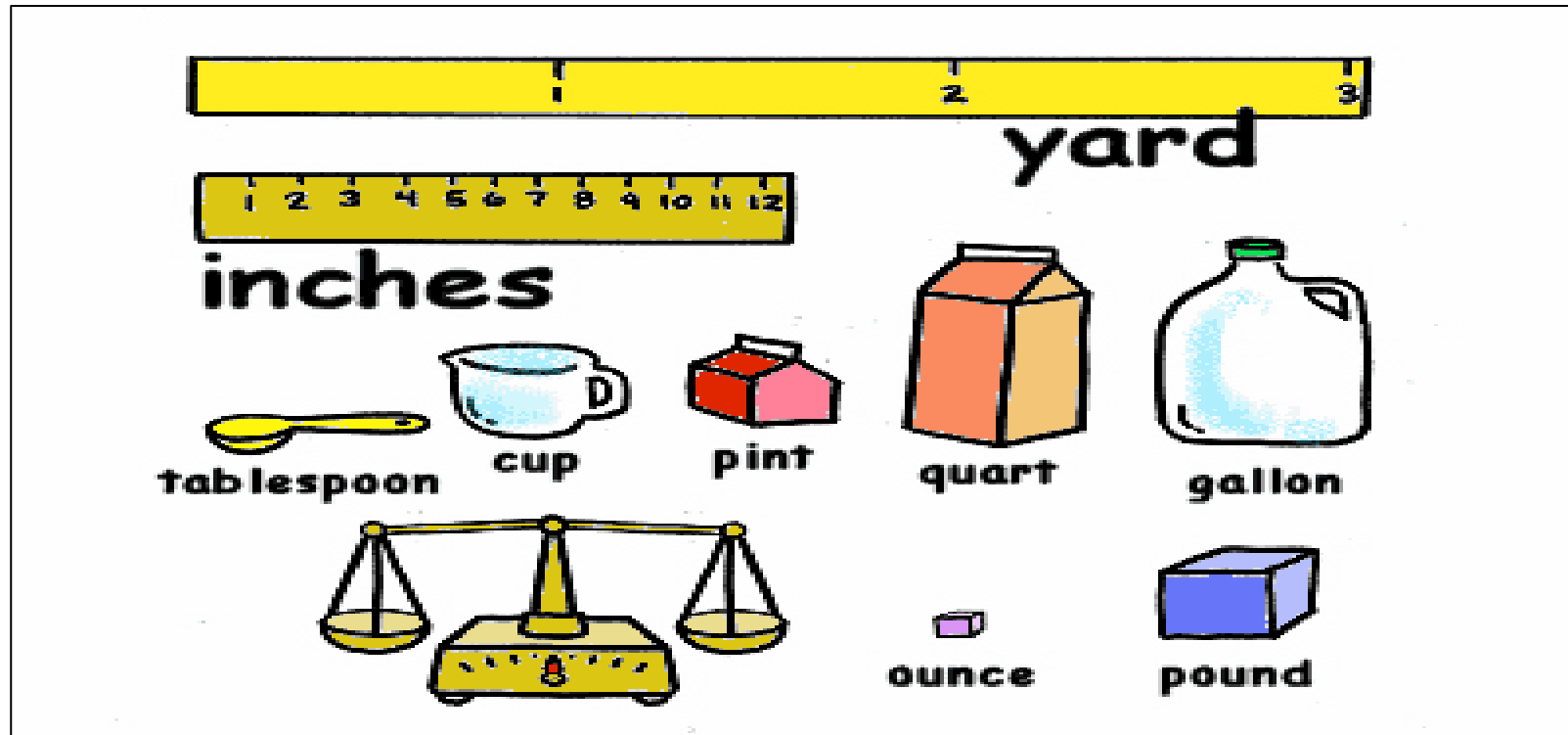
If you can't measure something, you can't understand it.

If you can't understand it, you can't control it.

If you can't control it, you can't improve it."

**Quality is all about Improvemnent
and
Measurement is the first Step.**

What is measurement?



**Process of applying Numbers
to objects or Process,
according to a set of Rules.**



MEASUREMENT is expressing attributes in Numbers and Units by applying a set of rules.

•

Numbers

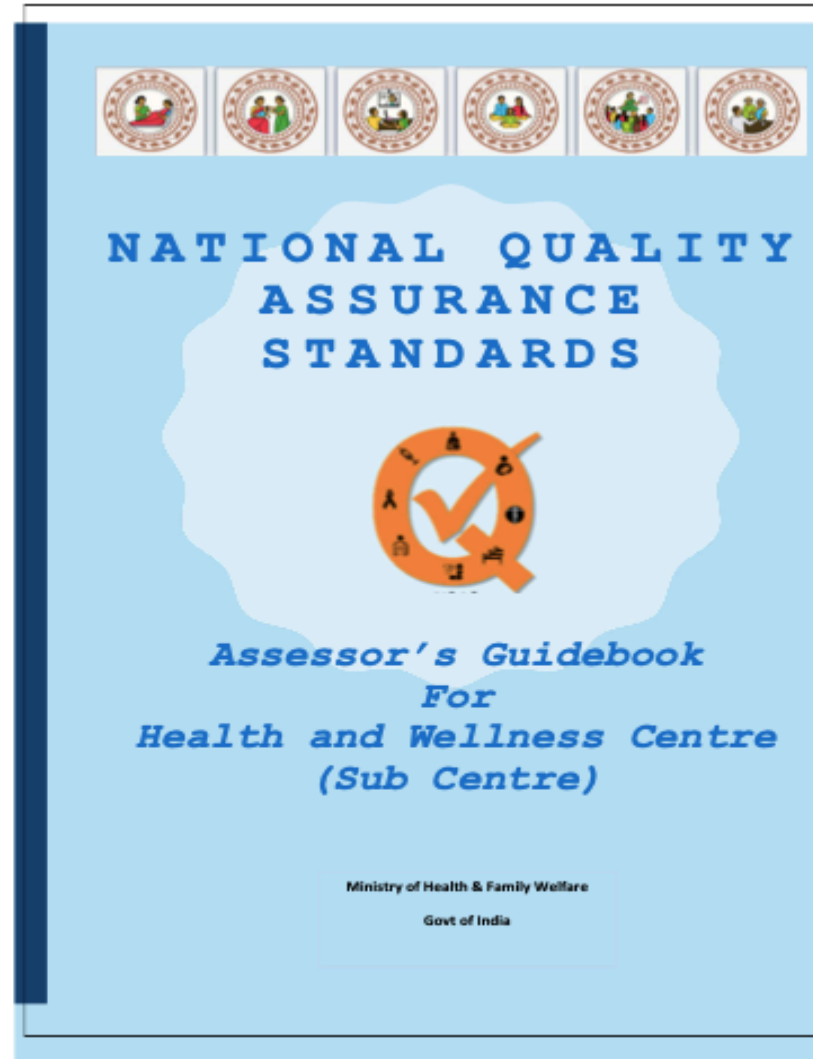
- Numbers
- Percentages
- Proportions
- Ration
- Rates

Units

- Kg
- Km
- Litre
- Ohms
- Volts

Scoring Rules.

National Quality Standards for Health and Wellness Centres.



Expended Range of Services

Services made available at HWC

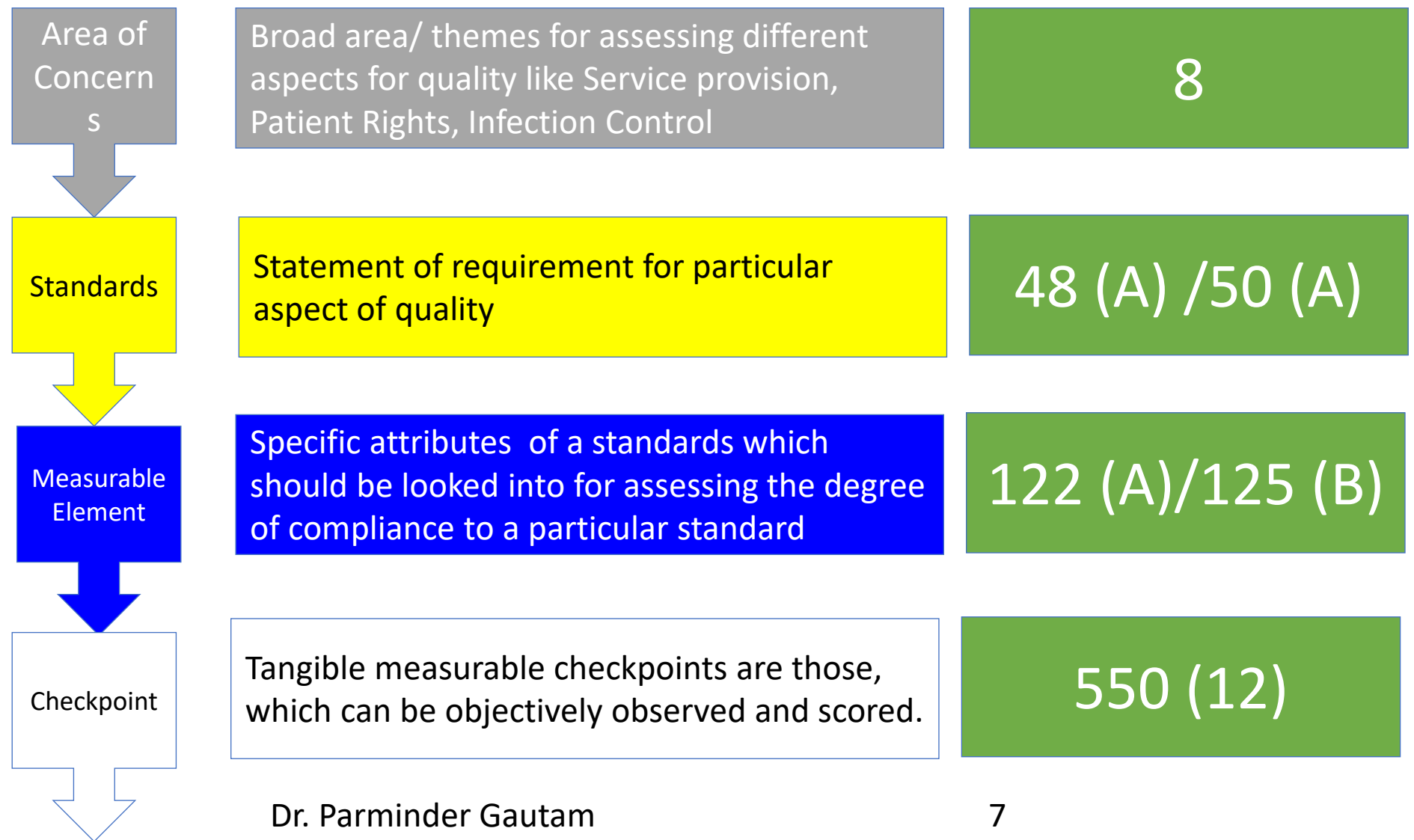
- 1. Care in Pregnancy and Child-birth.**
- 2. Neonatal and Infant Health Care Services**
- 3. Childhood and Adolescent Health Care Services.**
- 4. Family Planning, Contraceptive Services and other Reproductive Health Care Services**
- 5. Management of Communicable Diseases: National Health Programmes**
- 6. General Out-patient Care for Acute Simple Illnesses and Minor Ailments**
- 7. *Screening, Prevention, Control and Management of Non-communicable Diseases and Chronic Communicable diseases like Tuberculosis and Leprosy.***

Services* being added in incremental manner

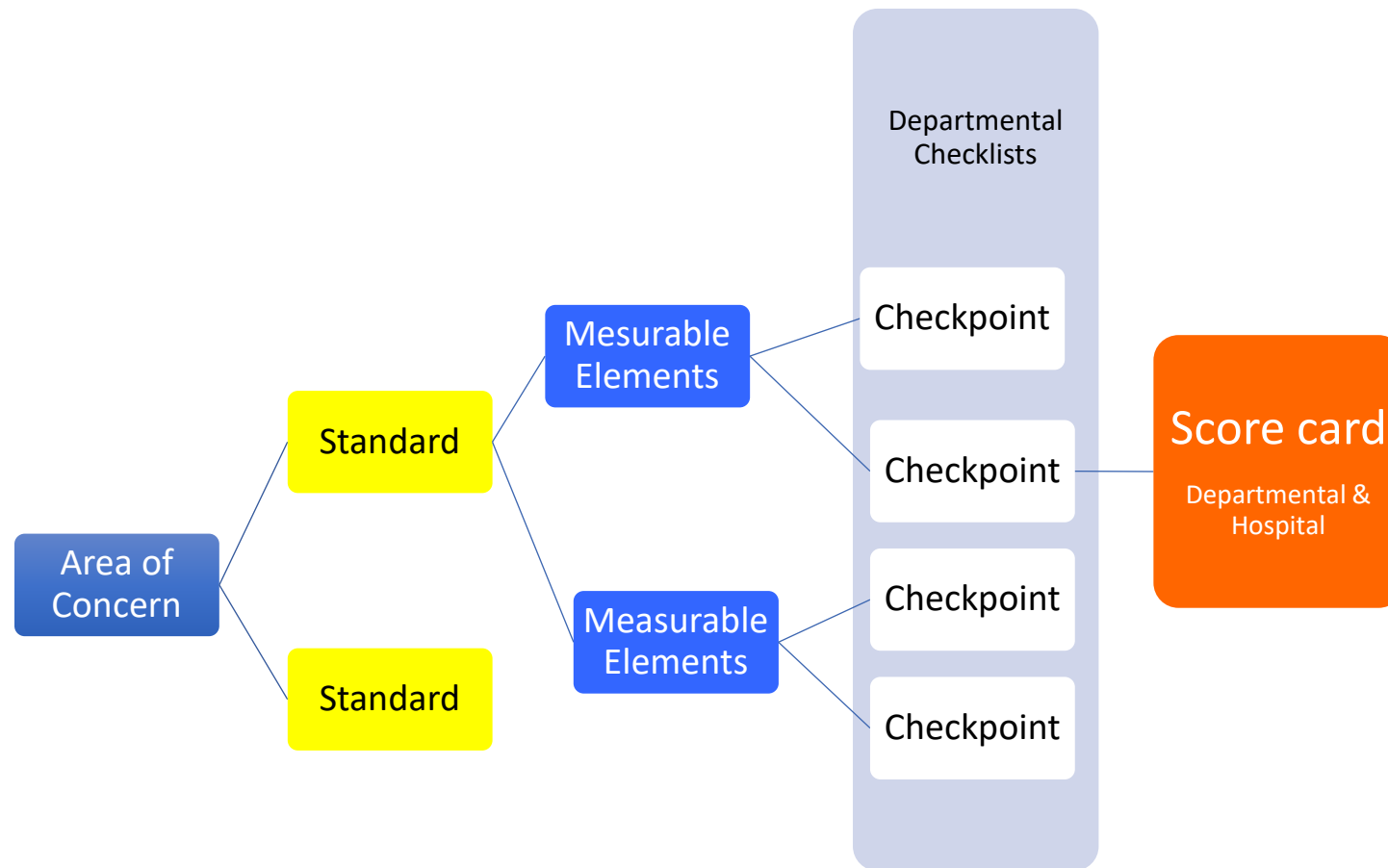
- 8. Basic Oral Health Care**
- 9. Screening and Basic Management of Mental Health Ailments**
- 10. Care for Common Ophthalmic and ENT Problem**
- 11. Elderly and Palliative Health Care Services**
- 12. Emergency Medical Services including Burns and Trauma**

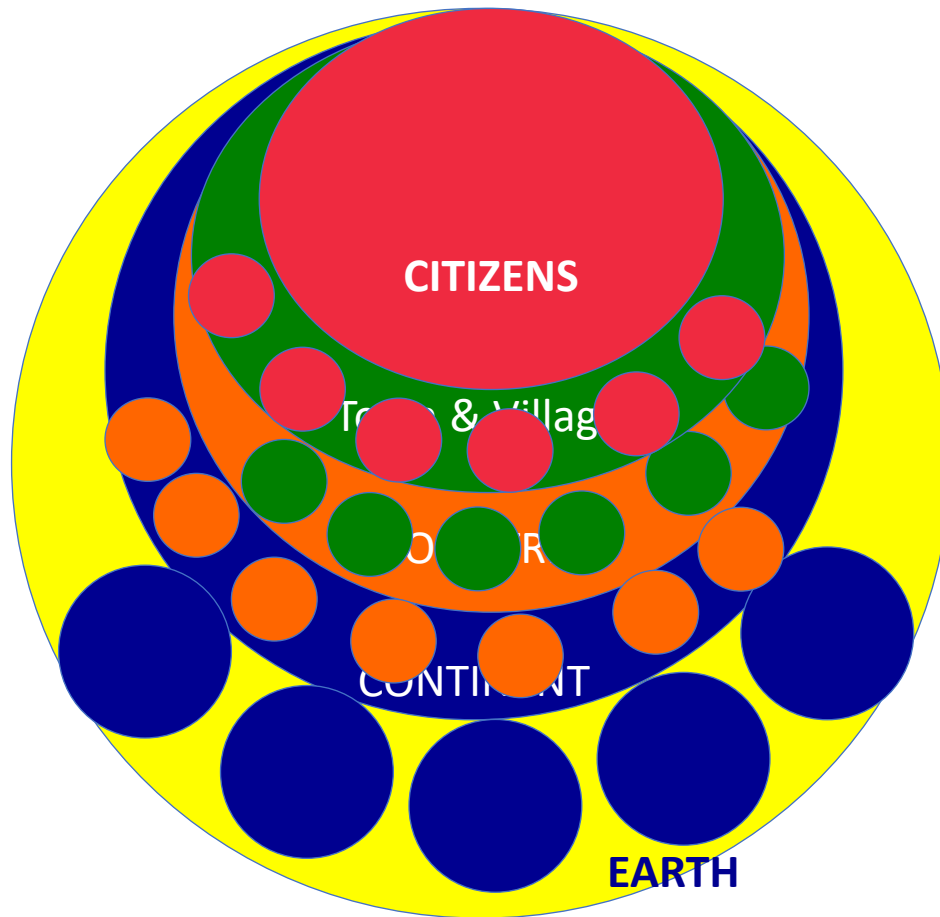


Quality Measurement System



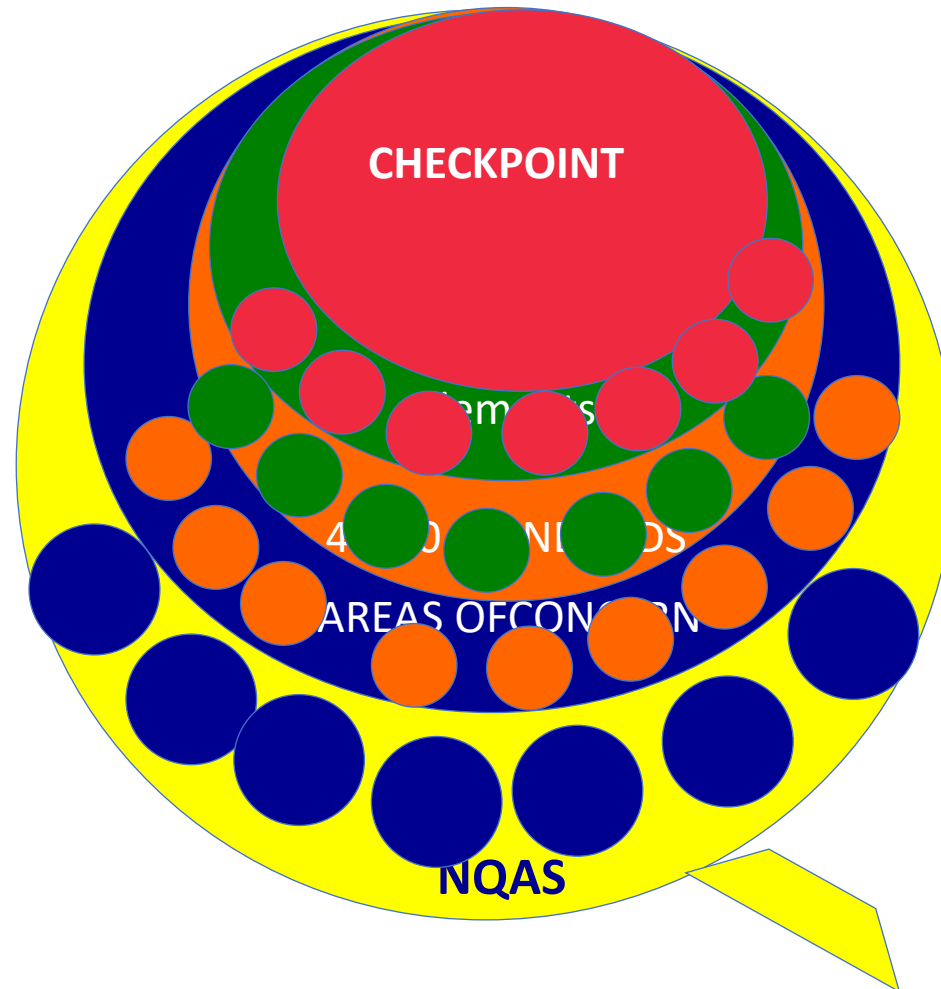
Relationship Between Different Components





EARTH

Dr. Parminder Gautam



NQAS

Quality in Health & Wellness Centre

Service Provision



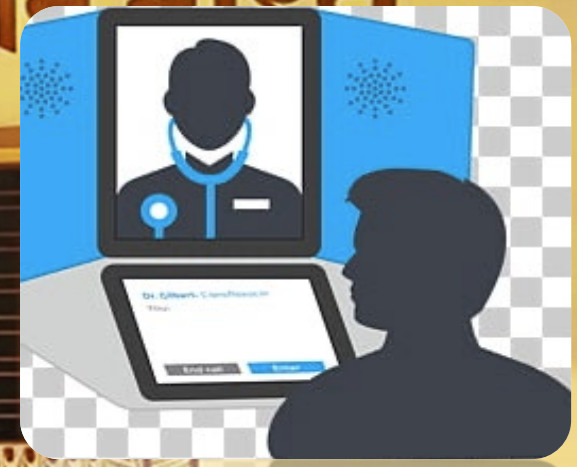
Patient Rights



Inputs



Support Services



Clinical Care



Infection Control



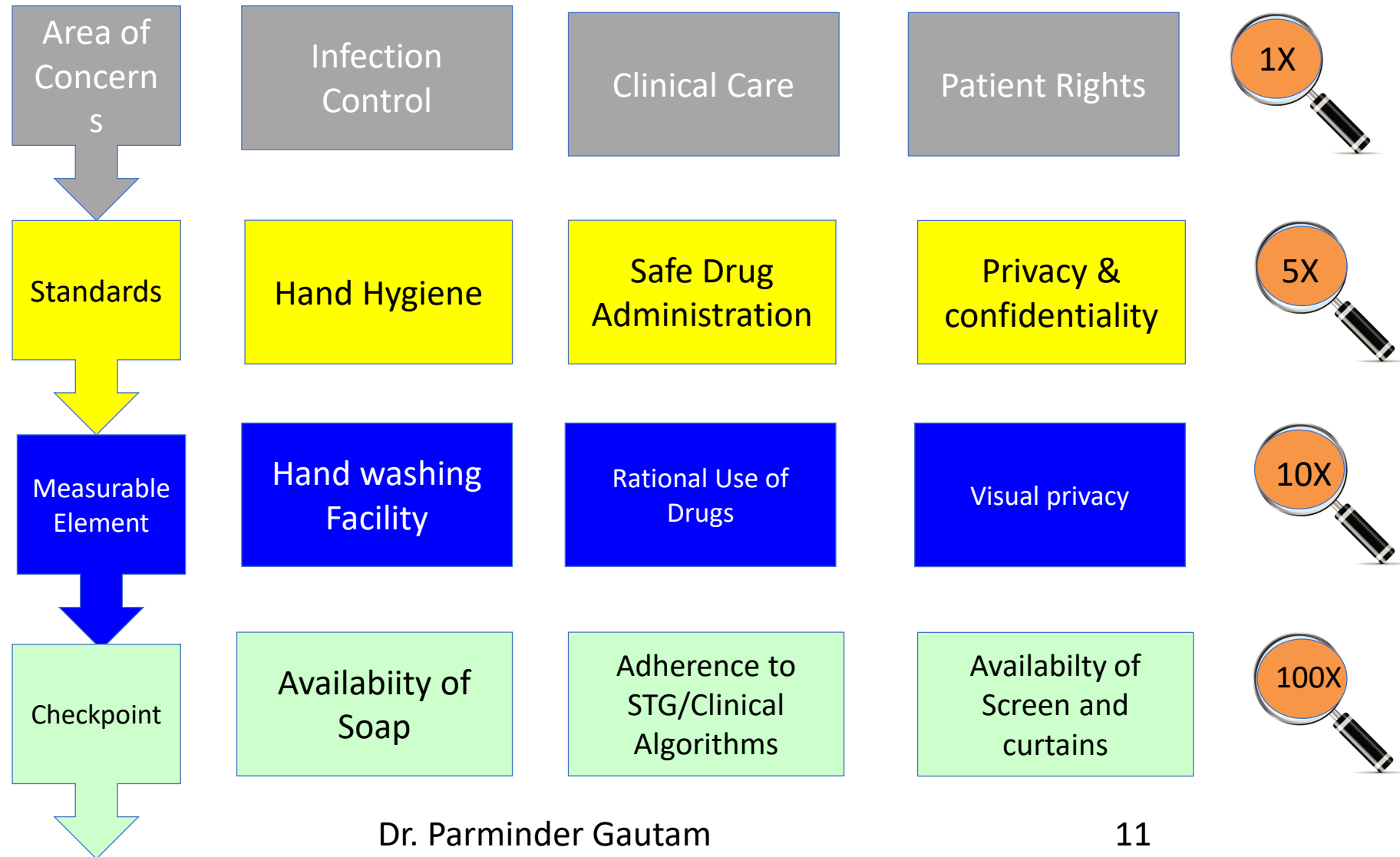
Quality Management



Outcome



Quality Measurement System



Anatomy of Checklist

	Measurable Element	Checkpoint	Means of Verification	Assessment Method	Compliance	Remarks
Reference No	Measurable Elements	Checkpoints	Means of Verification	Assessment Method	Compliance	Remarks
Area of Concern	Area of Concern A: Service Provision					
Standard A1	The facility provides Comprehensive Primary Healthcare Services					
ME A1.1	The facility provides care in Pregnancy & child birth services	Availability of functional ANC services with minimum 4 ANC check-ups	Services for early registration, screening including lab investigation ,counselling & identification of High risk and danger signs	SI/ RR		

Statement of Standard

Reference No.

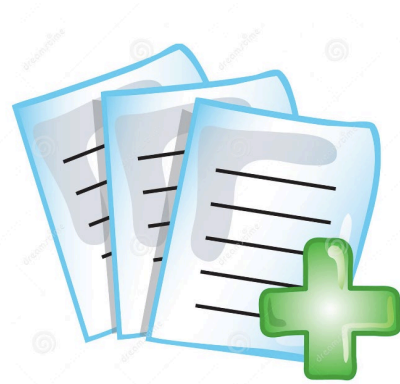
Assessment Method



OBSERVATION (OB)



STAFF INTERVIEW (SI)



RECORD REVIEW (RR)



CLIENT INTERVIEW (CI)

Observation (OB)



Compliance to many of the measurable elements can be assessed by directly observing the articles, processes and surrounding environment.

- **Enumeration** of articles like equipment, drugs, etc
- **Displays** of signages, work instructions, important information
- **Facilities** - patient amenities, ramps, drinking water, chairs, complaint-box, etc.
- **Environment** – cleanliness, loose-wires, seepage, overcrowding, etc.
- **Procedures** like measuring BP, counseling, segregation of biomedical waste,



Staff interview (SI)

Interaction with the staff helps in assessing the **knowledge and skill level**, required for performing job functions.

Competency testing – Quizzing the staff on knowledge related to their job

Demonstration – Asking staff to demonstrate certain activities like hand-washing technique, identification of early signs and symptoms of disease conditions etc.

Awareness - Asking staff about awareness off patients' right, Patient Safety, Quality policy, etc.

Feedback about adequacy of supplies, problems in performing work, safety issues, etc.



Record Review (RR)

To generate objective evidences, triangulated with finding of the observation.

Review of clinical records -History, GPE, referral records, follow up and drug dissension, etc.

Review of **registers** like Daily OPD Register, Expenditure Register.

Review of **licenses**, formats for legal compliances like Authorization for BMW management.

Review of **Work Instructions** for adequacy and process

Review of **records** – Outreach session, VHSNC meetings, VHNDs, etc.

Random review of **Family Folders** to ascertain compliance.

Review of **Patient's Records** to check follow up care post referral.

Clinet Interview (CI)



Interaction with patients/clients, their relatives and members of community may be useful in getting information about quality of services and their experience in the hospital.

- **Feedback** on quality of services, staff behavior, waiting times, etc.
- **Out of pocket expenditure** incurred.
- **Satisfaction** of the clients/individuals attending VHND, meetings, PSG meetings etc.

COMPLIANCE AND SCORING

THE THREE GOLDEN RULES

RULE NO: 1 (checkpoints without MOV or MOV are explanatory in nature)

CRITERIA TO BE USED	FULL COMPLIANCE (2)	PARTIAL COMPLIANCE (1)	NON COMPLIANCE (0)
CHECK POINT	ALL REQUIREMENTS OF CHECK POINTS ARE MET	HALF OF THE REQUIREMENTS OF CHECKPOINT ARE MET	NONE OF THE REQUIREMENTS MET

RULE NO:2 (Checkpoints with enumerated MOV)

CRITERIA TO BE USED	FULL COMPLIANCE (2)	PARTIAL COMPLIANCE (1)	NON COMPLIANCE (0)
MEANS OF VERIFICATION	100%	50% TO 99%	LESS THAN 50%

COMPLIANCE AND SCORING

THE THREE GOLDEN RULES

- **RULE NO:3** (Not as routine) Only when you are
 - Not able to score using Rule 1 and Rule 2.
 - It seems the checkpoint is not applicable.
 - Going beyond obvious.
 - Always look for INTENT in relation to the ME and Standard.

CRITERIA TO BE USED	FULL COMPLIANCE (2)	PARTIAL COMPLIANCE (1)	NON COMPLIANCE (0)
INTENT	FULLY MET	PARTIALY MET	NOT MET

					
National Quality Assurance Standards					
Health & Wellness Centre -Sub Centre					
Details of Services Provided At HWC_HSC					
1	Care in pregnancy & Childbirth	Mandatory	7	Management of Non Communicable Diseases	
2	Neonatal & Infant Health Services	Mandatory	8	Care for Common Ophthalmic and ENT	
3	Childhood & adolescent Health Services	Mandatory	9	Oral health care.	
4	Family Planning	Mandatory	10	Elderly and Palliative health care	
5	Management of Communicable diseases	Mandatory	11	Emergency Medical Services	
6	Management of Simple illness including Minor Elements	Mandatory	12	Management of Mental health ailments.	

Score Card

HWC_HSC Overall Score Card	HWC -HSC Overall Score & Area of Concern wise Scores					
	Service Provision	Patient Rights	Overall Score of HWC -HSC		Clinical Services	Infection Control
	50%	50%			50%	50%
	Inputs	Support Services	50%		Quality Management System	Output
	50%	50%			50%	50%

Score Card

Theme Wise Score	Theme Wise Score			
	Care in pregnancy & Childbirth	50%	Care for Common Ophthalmic and ENT	50%
	Neonatal & Infant Health Services	50%	Oral health care.	50%
	Childhood & adolescent Health Services	50%	Elderly and Palliative health care	50%
	Family Planning	50%	Emergency Medical Services	50%
	Management of Communicable diseases	50%	Management of Mental health ailments.	50%
	Management of Non Communicable Diseases	50%	Drugs & Diagnostics	50%

Score Card

Area of Concern	Reference No	Standard	Score Obtained	Maximum Scores	Percentage
Service Provision	Standard A1	The facility provides Comprehensive Primary Healthcare Services	50	100	50%
Service Provision	Standard A2	The facility provides drugs and diagnostic services as mandated	4	8	50%
Patient Rights	Standard B1	The facility provides information to care seeker, attendants & community about available services & their modalities	14	28	50%
Patient Rights	Standard B2	Facility ensures services are accessible to care seekers and visitors including those required some affirmative action	9	18	50%
Patient Rights	Standard B3	Services are delivered in a manner that are sensitive to gender, religious & cultural needs and there is no discrimination on account of economic or social reasons	8	16	50%
Patient Rights	Standard B4	The facility maintains privacy, confidentiality & dignity of patient	6	12	50%
Patient Rights	Standard B5	The facility ensures all services are provided free of cost to its users	5	10	50%
Inputs	Standard C1	The facility has adequate and safe infrastructure for delivery of assured services as per prevalent norms and it provides optimal care and comfort to users	17	34	50%



Quality needs a will to Change.....

A system to measure the change.....

An idea for improvement.....

Skill to execute and sustain the idea of Change.



Thanks

