

## **Protocol for LaQshya Assessment of Public Health Facilities, having internet connectivity issue during Virtual assessment**

After onset of COVID-19 pandemic in March 2020, when undertaking physical assessment for NQAS & LaQshya certification was not feasible, virtual assessment of the certification was initiated w.e.f. 1<sup>st</sup> July'2020. Till 20<sup>th</sup> March' 21, 188 virtual assessments have been conducted under the NQAS and 74 virtual assessments have been conducted under the LaQshya.

During the conduct of virtual assessments, few States/ UT's face a challenge in term of poor internet connectivity, which hampers the seamless conduct of the virtual assessment at few locations.

Such health facilities for the LaQshya certification assessment may follow the under-mentioned protocol for the certification.

### **1. Preparation prior to application –**

- The state may prepare an updated list of empanelled NQAS External assessors by mapping the pool of external assessors available in the state. Such assessors must have undergone 5-days external assessor training conducted by NHSRC and should be empanelled with NHSRC.
- QI division, NHSRC may be contacted in case the state requires the updated list of active assessors.

### **2. Protocol for application –**

1. The state may apply for LaQshya certification assessments as per protocol of virtual assessment, as circulated vide MoHFW D.O. No.: NHSRC/ 20-21/ QI/01/ Certification dated: 11<sup>th</sup> November'2020.
2. If facility has an internet connectivity issue, such facility would undergo physical assessment by the empanelled NQAS external assessors already available in the state.
3. The list of such facilities is to be submitted as an Annexure along with the MD, NHM letter of application.

### **3. Verification of the documents –**

- The protocol remains same as of virtual assessment protocol.

#### 4. Selection of Assessors for the Certification Assessment-

1. External empanelled assessors already available in the state are to conduct the certification assessment physically by visiting the health facility.
2. Team formation for the certification assessment shall be undertaken by NHSRC and communicated to the State.
3. The certification cell, NHSRC shall follow physical assessment protocol while deputing the assessors for certification assessment.
4. Boarding, Lodging and Honorarium of these assessors shall be borne by the state.
5. Assessors conducting physical assessment are expected to conduct the assessment based on the below given audit man-days.

Table 1: Assessors for LaQshya certification

Number of applied departments	Number of Assessors	Number of Days
One department (LR /M-OT)	1	1
Two departments (LR & M-OT)	2	1

6. Assessors are expected to mail the declaration form of confidentiality and impartiality to Certification Unit, NHSRC at-least three (03) days prior to the conduct of assessment.

#### 5. Conduct of Assessment –

- During the certification assessments assessors are expected to conduct impartial assessment of the department and generate a compliance report against all checkpoints.
- A video shall be made for all the requirements (checkpoints), as given in the LaQshya during the assessment with the support of health facility. Please ensure date and time of the assessment is clearly visible in the video. Video to be made in HD mode (1280 X 720pixel). Video must not be edited and no tampering has been done with the video content.

#### 6. Report Submission –

- The report generated and video developed during the certification assessment shall be submitted to the Certification Unit, NHSRC within 3

working days of the completion of assessment through an email to [certification.nqas@gmail.com](mailto:certification.nqas@gmail.com).

**7. Actions at Certification Cell post receipt of the State assessment report –**

- The Certification Unit, NHSRC shall depute an external assessor of another state for an independent review of the assessment conducted, based on the existing criteria.
- Three documents would be submitted by the certification unit to the selected assessor for review –
  - a. Documents received from facility.
  - b. Video developed during the certification assessment.
  - c. Report generated during the certification assessment.
- The independent assessor is expected to submit the report within three (03) working days of the receipt of complete set of documents.
- Honorarium of the national level assessors selected for an independent review shall be borne by NHSRC's budget.

**8. Certification Criteria –**

- Certification criteria would remain same as of virtual certification.

**9. Result Declaration –**

- The result of the assessment shall be communicated to the state after its approval by the competent authority.

The above-mentioned protocol shall be applicable only till the physical national level assessments are resumed as per the government guidelines.