



# Quality Measurement System & Assessment Protocols

---

Dr Arpita Agrawal  
Consultant, Quality Improvement  
National Health Systems Resource Centre

# Learning Objectives

---

- To understand the architecture-the Layout and design of different components of NQAS
- Comprehend and appreciate: Area of Concern, standards, Measurable Elements and checkpoints.
- Identify and understand different methods of Assessment
- Complete clarity/ understanding of Scoring rules.
- Get acquainted with assessment protocol

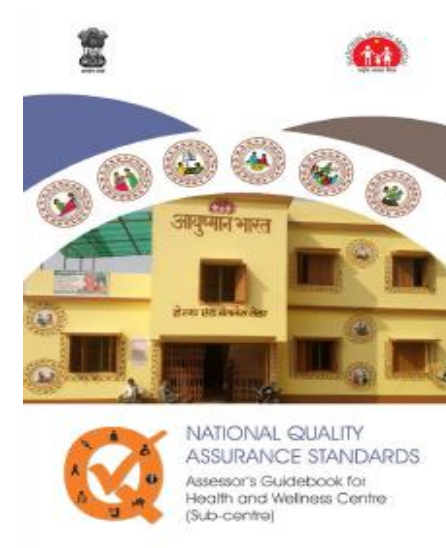
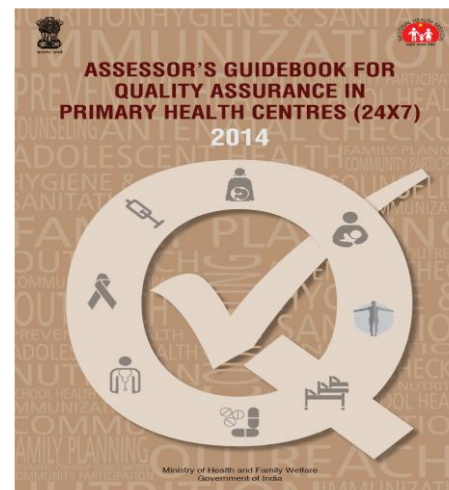
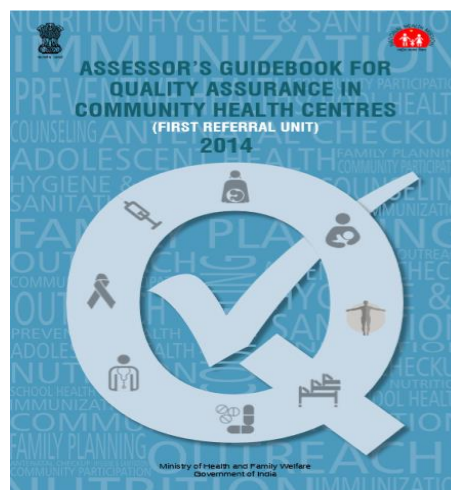
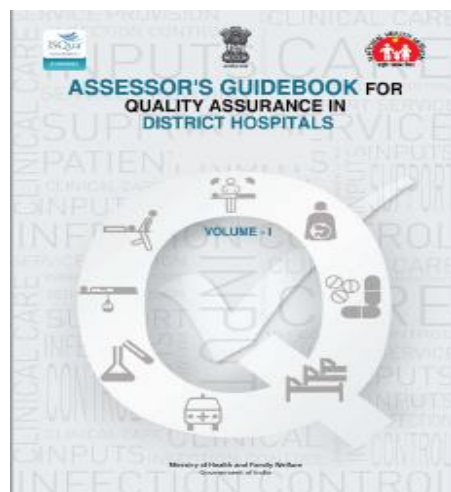


- If you can't measure something, you can't understand it.
- If you can't understand it, you can't control it.
- If you can't control it, you can't improve it."

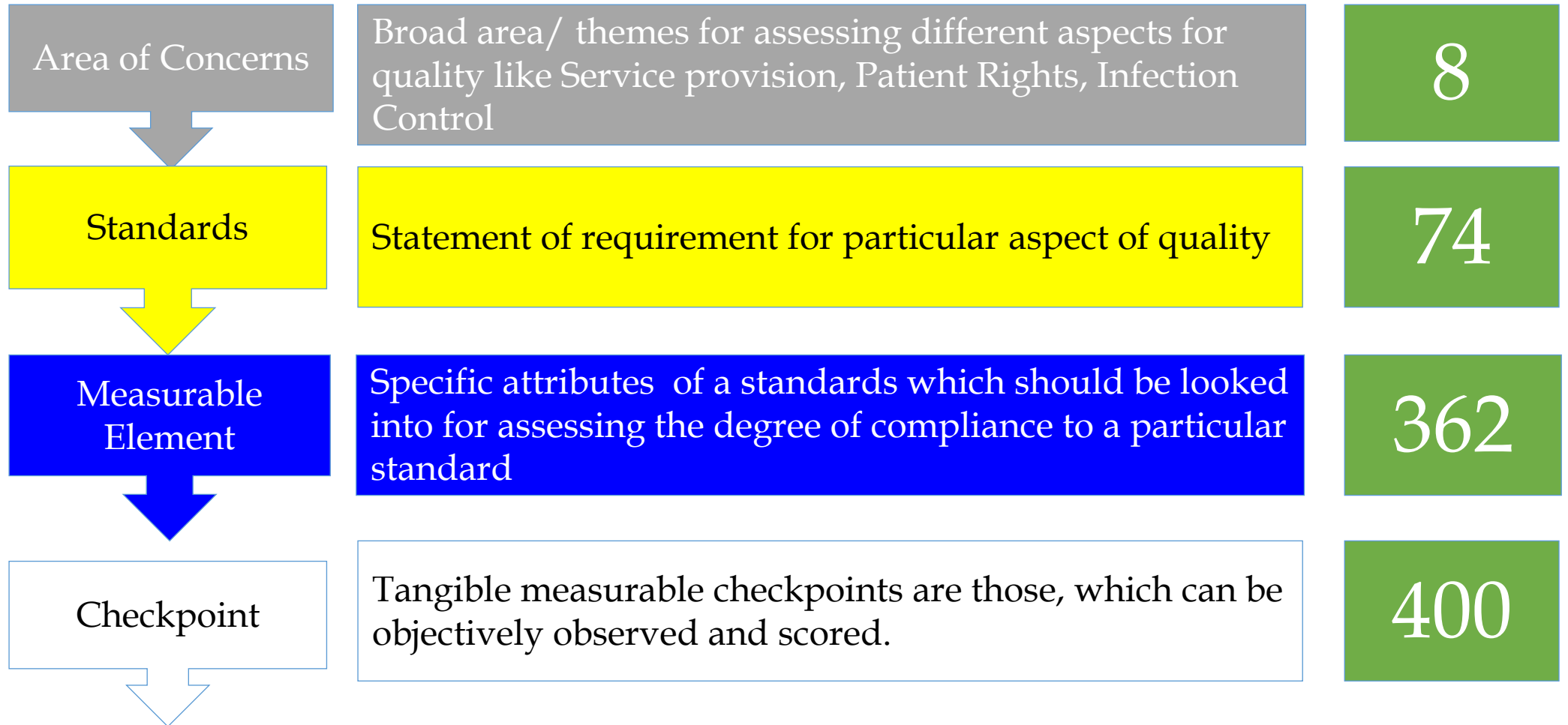
Quality is all about Improvement  
and  
Measurement is the first Step.



# Quality Standards for Different Level of Facilities



# Quality Measurement System





# Quality in Labour Room

## Service Provision



## Patient Rights



## Inputs



## Support Services



## Clinical Care



## Infection Control



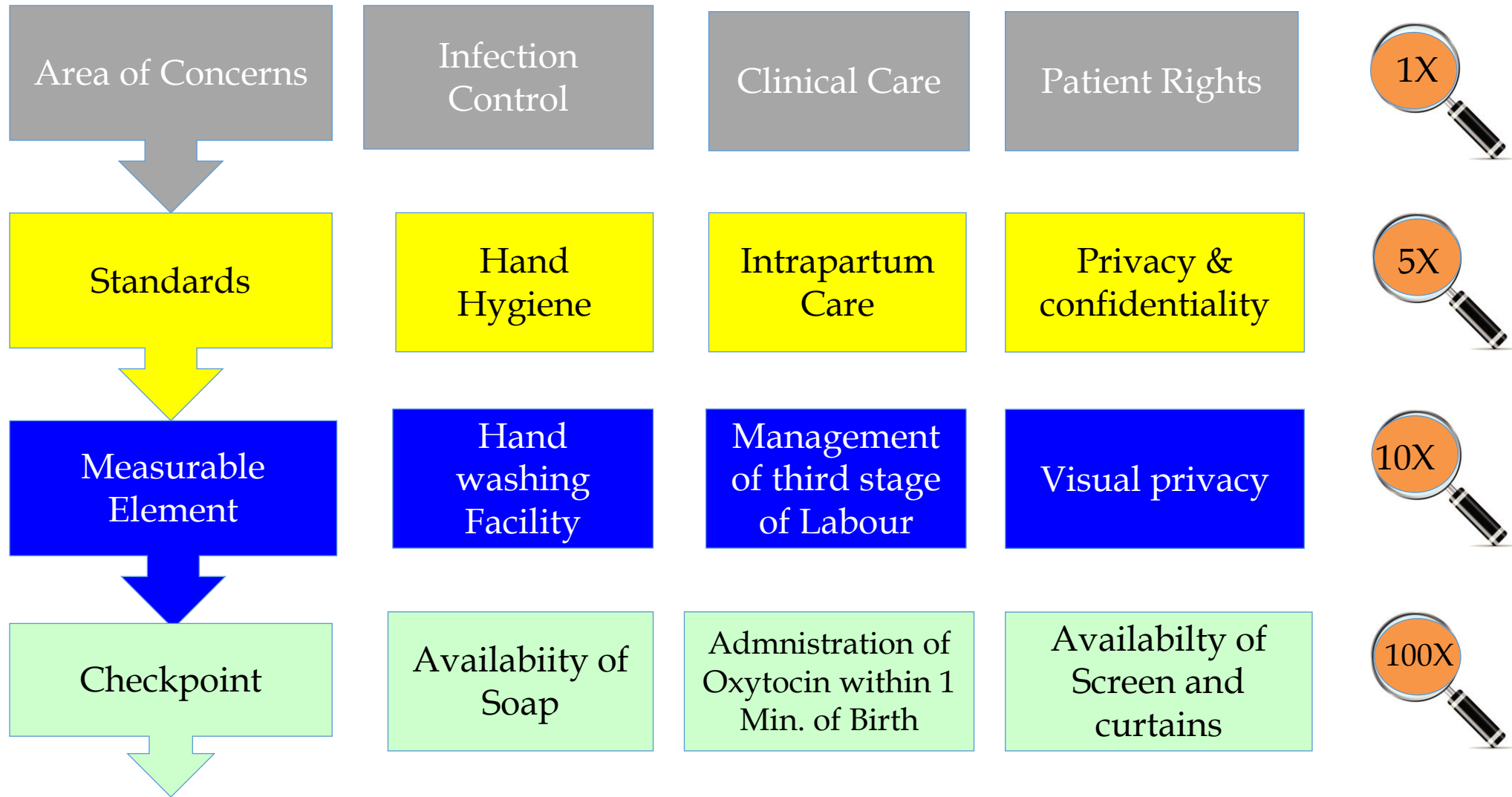
## Quality Management



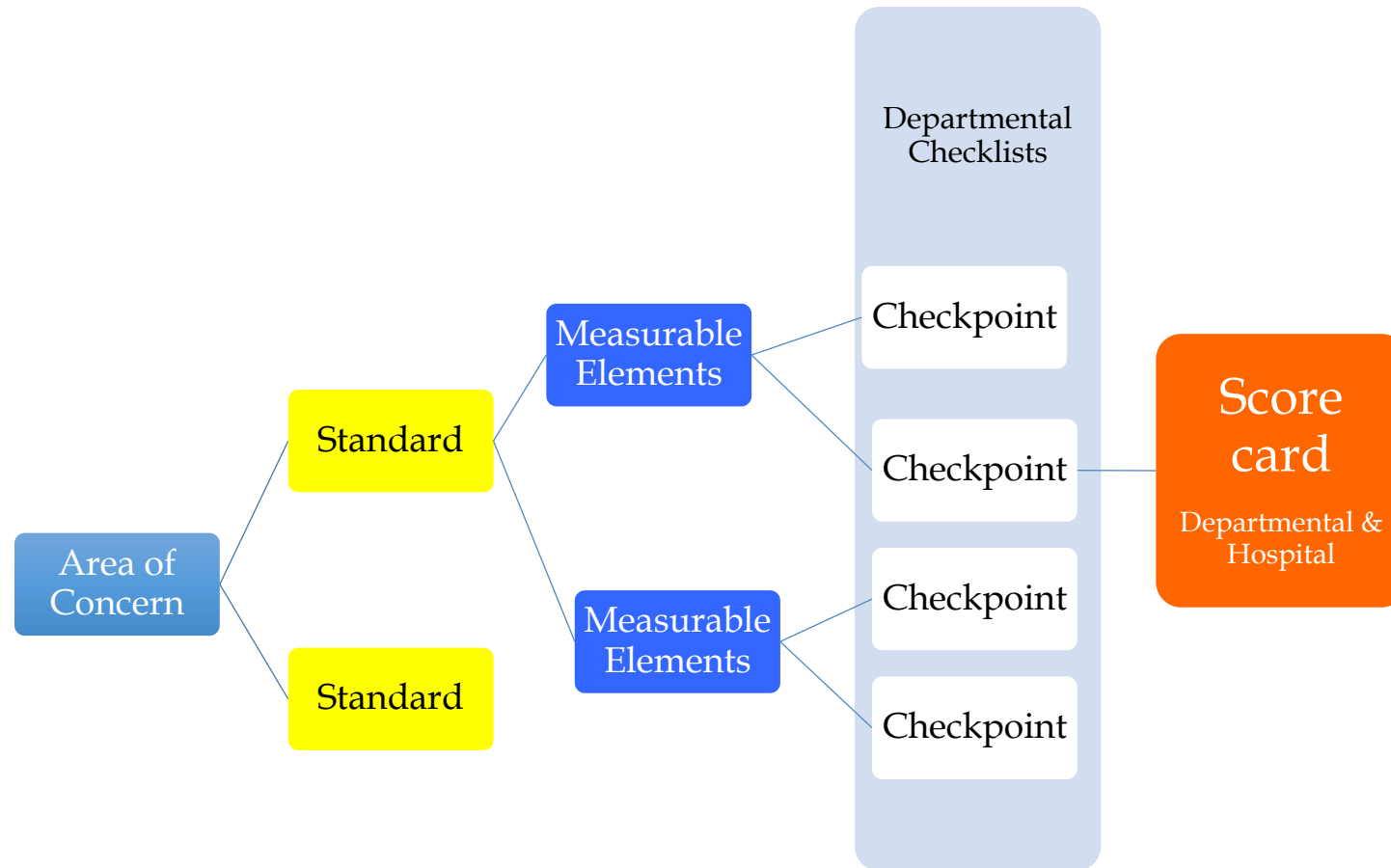
## Outcome



# Quality Measurement System

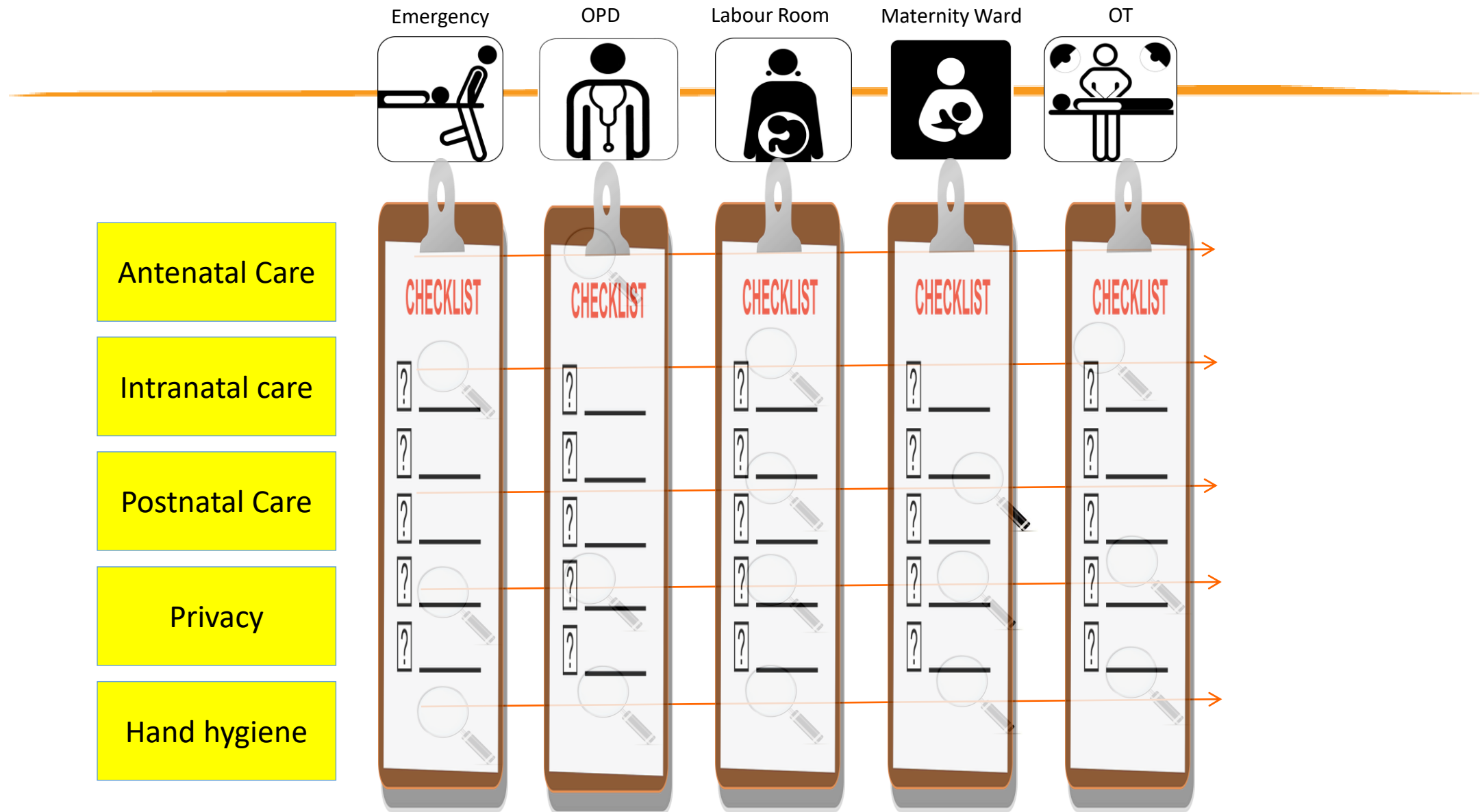


# Relationship Between Different Components





# Approaches for Assessment



# Anatomy of Checklist

	Measurable Element	Checkpoint	Compliance	Assessment Method	Means of Verification
Reference No.	Measure Element	Checkpoint	Compliance	Assessment Method	Means of Verification
Area of Concern	AREA OF CONCERN - A SERVICE PROVISION				
Standard A1.	Facility Provides Curative Services				
ME A1.1.	The facility provides General Medicine services	Availability of Emergency Medical Procedures		SI/OB	Poisoning, Snake bite, CVA, Acute MI, AKI, Hypovolumic Shock, Dyspnoea, Unconscious Patients
ME A1.2.	The facility provides General Surgery services	Availability of Emergency Surgical Procedures		SI/OB	Appendicitis, Rupture spleen, Intestinal Obstruction, Assault Injuries, perforation, Burns
ME A1.3.	The facility provides Obstetrics & Gynaecology Services	Availability of Emergency Obstetrics & Gynaecology Procedures		SI/OB	APH, PPH, Eclampsia, Obstructed labour, Septic abortion, Emergency Contraceptives

Statement of Standard



# Assessment Method

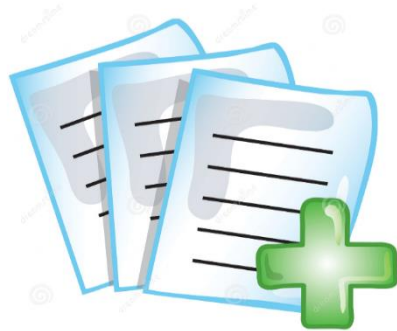
---



OBSERVATION  
(OB)



STAFF INTERVIEW  
(SI)



RECORD REVIEW  
(RR)



PATIENT INTERVIEW  
(PI)



# Observation (OB)



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

Few examples:-

- a) Enumeration of articles like equipment, drugs, etc
- b) Displays of signages, work instructions, important information
- c) Facilities - patient amenities, ramps, complaint-box, etc.
- d) Environment – cleanliness, loose-wires, seepage, overcrowding, temperature control, drains, etc
- e) 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.

## Examples -

- a) Competency testing - Quizzing the staff on knowledge related to their job
- b) Demonstration - Asking staff to demonstrate certain activities like hand-washing technique, new born resuscitation , etc.
- c) Awareness - Asking staff about awareness off patients' right, quality policy, handling of high alerts drugs etc.
- d) Attitude about patient's dignity and gender issues.
- e) Feedback about adequacy of supplies, problems in performing work, safety issues, etc.





# Record Review (RR)



It may not be possible to observe all clinical procedures. Records also generate objective evidences, which need to be triangulated with finding of the observation. For example on the day of assessment, drug tray in the labour room may have adequate quantity of Oxytocin, but if review of the drug expenditure register reveals poor consumption pattern of Oxytocin, then more enquiries would be required to ascertain on the adherence to protocols in the labour room.

Examples of the record review are given below -

- a) Review of clinical records - delivery note, anaesthesia note, maintenance of treatment chart, operation notes, etc.
- b) Review of department registers like admission registers, handover registers, expenditure registers, etc.
- c) Review of licenses, formats for legal compliances like Blood bank license and Form 'F' for PNDT
- d) Review of SOPs for adequacy and process
- e) Review of monitoring records - TPR chart, Input/output chart, culture surveillance report, calibration records, etc
- f) Review of department data and indicators



# Patient Interview (PI)

---



Interaction with patients/clients may be useful in getting information about quality of services and their experience in the hospital. It gives us users' perspective.

It should include -

- a) Feedback on quality of services, staff behavior, food quality, waiting times, etc.
- b) Out of pocket expenditure incurred during the hospitalization
- c) Effectiveness of communication like counseling services and self drug administration



# 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

**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



Familiarise with Measurable element and Checkpoint



Understand the Assessment method and Means of verification



Gather the information & Evidence



Compare with checkpoint and means of verification



Arrive at a conclusion for compliance





# Department Score Card

## Emergency Score Card

Emergency  
Score

Room

70%

### Area of Concern wise score

**Service Provision**

78 %

**Patient Rights**

52 %

**Inputs**

55 %

**Support Services**

50 %

**Clinical services**

77 %

**Infection control**

85 %

**Quality Management**

90 %

**Outcome**

73 %



# Hospital Score Card

NQAS SCORE CARD-DISTRICT HOSPITAL					Version : DH/ 02/19
Hospital Score Card (Deeparatment wise)					
Accident & Emergency	Labour Room (LaQshya)	ICU	OT	Pharmacy	Hospital Score
100%	100%	100%	100%	100%	
OPD	Maternity OT (LaQshya)	Maternity Ward	NRC	Auxillary Services	100%
100%	100%	100%	100%	100%	
Laboratory	SNCU	Paediatric Ward	Blood Bank	General Admin	LaQshya Score
100%	100%	100%	100%	100%	
Radiology	PP Unit	IPD	Mortuary		100%
100%	100%	100%	100%		



# Area of concern wise score

## HOSPITAL QUALITY SCORE CARD AREA OF CONCERN WISE

Service Provision 100%	Patient Rights 100%	Inputs 100%	Support Services 100%
HOSPITAL SCORE 100%			
Clinical Services 100%	Infection Control 100%	Quality Management 100%	Outcome 100%



# Standard wise score

Area of Concern & Standards	NQAS Score	LaQshya Score
Area of Concern A- Service Provision		
Facility Provides Curative Services	100%	100%
Facility provides RMNCHA Services	100%	100%
Facility Provides diagnostic Services	100%	100%
Facility provides services as mandated in national Health Programs/ state scheme	100%	NA
Facility provides support services	100%	NA
Health services provided at the facility are appropriate to community needs.	100%	NA



# Thematic score for HWCs

Theme Wise Score	Theme Wise Score			
	Care in pregnancy & Childbirth	100%	Care for Common Ophthalmic and ENT	100%
	Neonatal & Infant Health Services	100%	Oral health care.	100%
	Childhood & adolescent Health Services	100%	Elderly and Palliative health care	100%
	Family Planning	100%	Emergency Medical Services	100%
	Management of Communicable diseases	100%	Management of Mental health ailments.	100%
	Management of Non Communicable Diseases	100%	Drugs & Diagnostics	100%





# List of DH Level Checklists

19

Name of Checklists		
Accident & Emergency	NRC	Laboratory
OPD	IPD	Radiology
Labour Room Maternity OT (LaQshya)	ICU	Pharmacy
Maternity Ward	OT	Auxiliary Services
SNCU	PP Unit	Mortuary
Pediatric Ward	Blood Bank	General/ Admin



# List of CHC Level Checklist

Name of Checklists		
Accident & Emergency	New Born Stabilization Unit	Pharmacy & Store
OPD	Operation Theatre	Blood Storage Unit
Labour Room	Laboratory	Auxiliary Services
Inpatient Department	Radiology	General Administration



# List of PHC Level Checklists

---

OPD

Labour Room

Indoor

Laboratory

General Admin

National Health  
Programs



# List of Urban Primary Health Care (UPHC) Checklists

12

Name of Checklists		
General Clinic	Family Planning	Pharmacy
Maternal Health	Communicable Disease	Laboratory
New Born & Child Health	Non Communicable Disease	Outreach
Immunization	Dressing & Emergency	General Administration



# Measurement System for Levels for Facilities

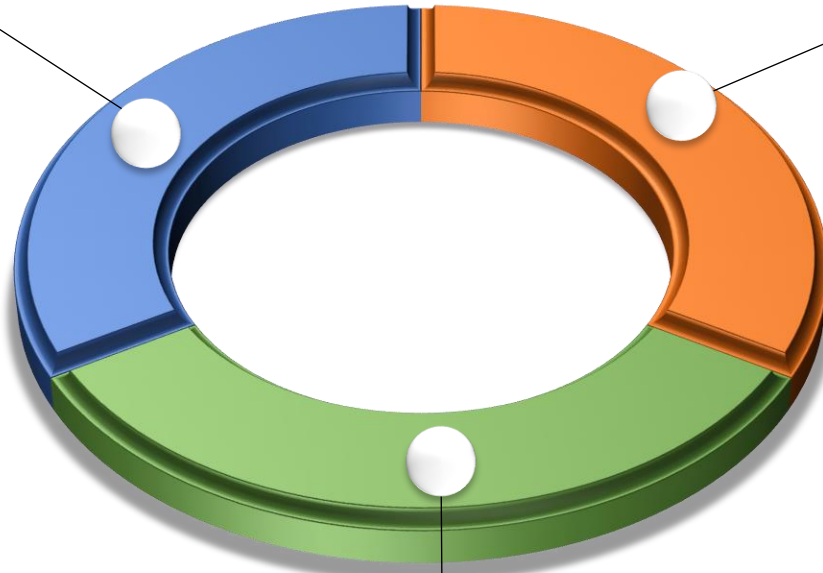
Component	District Hospital	CHC	PHC	UPHC	HWC-SC
Area of Concern	8	8	8	8	8
Standards	74	65	50	35	48 (A) 50 (B)
Measurable Elements	362	297	250	200	122 (A) 125 (B)
Checklist	19	12	6	12	1



# Assessment under NQAS

## Internal assessment

By the facility itself , gap identification followed by PDCA cycle for traversing gaps



## District & State level Assessment

- Peer assessment (quarterly) of HWC-SC/HWC-PHC/PHC/UPHC in a district by DQAU having one NQAS internal assessor
- Annual state assessment by SQAU

## National External Assessment

On receipt of application from state, external assessment is planned and carried out by a group of certified external assessors



# Departments for part NQAS certification at SUMAN notified facilities

Sl. No	Level of Facilities	Department
1	District Hospitals / SDH	OPD, Labour room, Maternity OT, Maternity ward, Pediatric ward, SNCU, Post-Partum unit, Blood Bank/Blood storage unit, General Administration
2	CHC	OPD, Labour room, OT, IPD, NBSU, Post-Partum unit, Blood Storage Unit, General Administration
3	PHC	All 06 departments. States may take exemptions for the National Health Programme & Laboratory, if needed.
4	UPHC	General clinic, Maternal Health, Newborn and Child health, Immunization, Family Planning, Outreach, General Administration
5	HWC-SC (7 mandatory packages)	a) Care in pregnancy & child-birth, b) Neo-natal & infant health care services, c) Family planning, Contraceptive services and other reproductive health care services, d) Childhood & adolescent health service, e) Management of Communicable diseases including NHP, f) Management of communicable diseases and Outpatient care for acute simple illnesses and minor ailments, g) Screening, Prevention, Control and Non-communicable diseases



**Thank  
you**

