NATIONAL QUALITY ASSURANCE PROGRAM

ENSURING QUALITY ACROSS HEALTH SYSTEMS IN INDIA

National Health Mission's Mandate is to provide Accessible, Affordable and Quality healthcare services to all. National Quality Assurance Program was launched in alignment to it in 2013 by MoHFW.

KEY FEATURES

NQAP along with its subdomains; Kayakalp, LaQshya, Swachh Swasth Sarvatra, Mera Aspataal aim to ensure Quality in Health Systems.

Set Standards of Care are available for District Hospitals, Community Health Centres and Primary (Urban & Rural) Health Centres.

Measurement through Key Performance Indicators which shall be useful to create benchmarks across Health Systems.
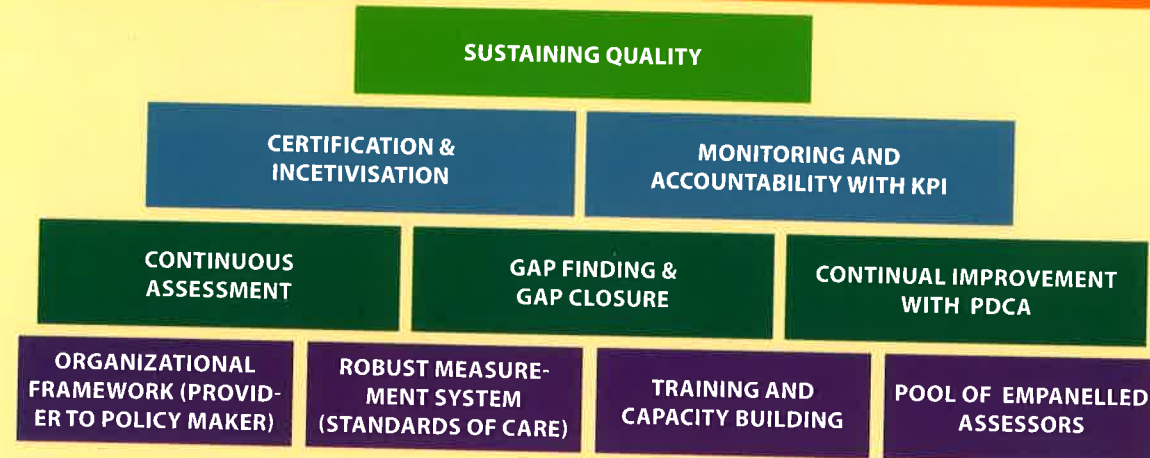
Ranking and Performance Analysis (Programme Wise/Facility Wise) enables successful planning and policy making.

Robust Measurement System to accelerate Quality in Health Systems.

Facilities achieving the criteria are Certified (State & National Level) and Incentivized.

LAQSHYA लक्ष्य

मेरा अस्पताल My Hospital

ISQua

BUILDING BLOCKS

SUSTAINING QUALITY

CERTIFICATION & INCETIVISATION

MONITORING AND ACCOUNTABILITY WITH KPI

CONTINUOUS ASSESSMENT

GAP FINDING & GAP CLOSURE

CONTINUAL IMPROVEMENT WITH PDCA

ORGANIZATIONAL FRAMEWORK (PROVIDER TO POLICY MAKER)

ROBUST MEASUREMENT SYSTEM (STANDARDS OF CARE)

TRAINING AND CAPACITY BUILDING

POOL OF EMPANELLED ASSESSORS

KEY ACHIEVEMENTS

National Quality Assurance Standards of Care have been accredited by ISQua in 2016.

NQAP's Training Program has been accredited by ISQua in 2018.

370+ Trainings

3250+ Internal assessors

280+ Empanelled External assessors

13200+ Quality Trained Workforce

ISQua®

KEY ACHIEVEMENTS

Active Planning, Implementation and Monitoring by Central Quality Supervisory Committee at National Level and Quality Assurance Committees & Units at 36 States and their Districts.

Backbone of the system – Quality Team and Circles at facility and departmental level respectively.

NQAS standards have been Included by IRDAI (Insurance Regulatory and Development Authority of India) as one of the benchmark to be reached by healthcare facility in order to be empaneled in providers' network(2018).

180+National Certification 500+ State Certification

Development of 13 Standard Treatment Guidelines to support NQAP.

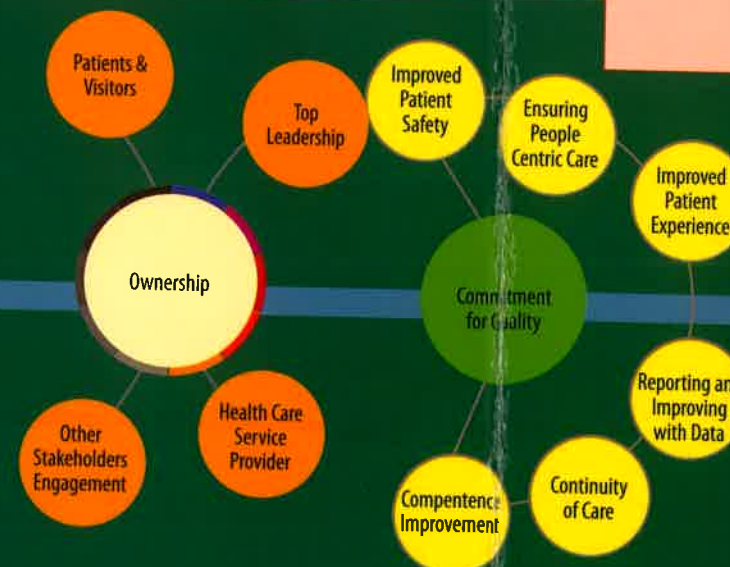**Gunak–** A Quality Assessment Application useful for assessing public health facilities.

Preloaded with NQAS, Kayakalp and LaQshya checklists.

Available for Apple and Android Users.

Mera Aspataal/ My Hospital (GoI initiative) an IT platform to capture "Voice of Patient".

Till date 1100+ facilities have joined the network.

ENSURING QUALITY ACROSS HEALTH SYSTEMS IN INDIA

NATIONAL HEALTH MISSION
NATIONAL QUALITY ASSURANCE PRORAM

KAYAKALP & LAQSHYA

Patients & Visitors

Top Leadership

Improved Patient Safety

Ensuring People Centric Care

Improved Patient Experience

Ownership

Commitment for Quality

Other Stakeholders Engagement

Health Care Service Provider

Reporting and Improving with Data

Compentence Improvement

Continuity of Care

CULTURE OF QUALITY

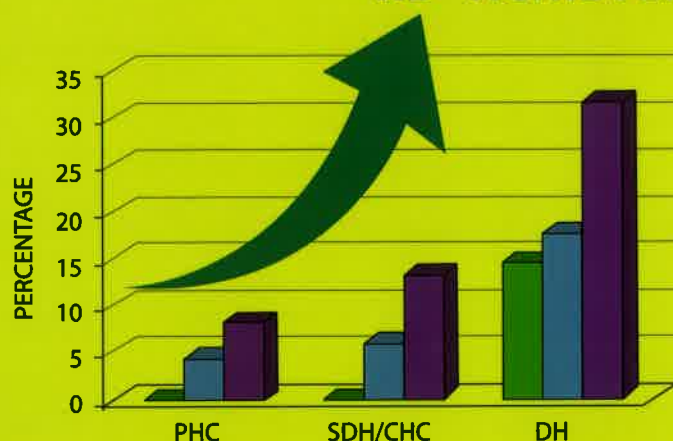**IMPROVED QUALITY OF CARE**

KAYAKALP
REJUVENATING PUBLIC HEALTHCARE FACILITIES

"Swachh Bharat Abhiyan" was launched by the Prime Minister in 2014. In alignment MoHFW launched Kayakalp Award Scheme (2015) with an aim of promoting Cleanliness and Hygiene in Public Healthcare facilities.

KEY FEATURES

Promotes Cleanliness, Hygiene & Infection Control Practices in Public Healthcare Facilities.

Creating a culture of ongoing assessments (Internal/Peer/External).

Special recognition for exemplary performing facilities.

Incentives for Achievement and Sustainability.

KEY ACHIEVEMENTS

- 2015-16
- 2016-17
- 2017-18

- ⊙ Number of facilities scoring 70% and above is increasing every year.

- ⊙ Percentage of DH has increased from 14.6% (15-16) to 31.8% (17-18).

- ⊙ Percentage of SDH/CHC has increased from 6% (16-17) to 13.3% (17-18).

- ⊙ Percentage of PHC has increased from 4.4% (16-17) to 8.3% (17-18).

SWACHH SWASTH SARVATRA

In an effort to partnership with stakeholders, MoHFW (Kayakalp) in collaboration with Ministry of Drinking Water & Sanitation (Swachh Bharat Abhiyan , Rural) launched an integrated scheme "Swachh Swasth Sarvatra (2016).

L A Q S H Y A
LABOUR ROOM QUALITY IMPROVEMENT INITIATIVE

In an effort to reduce preventable maternal & newborn mortality & morbidity by improving Quality of Care during delivery and immediate post-partum care, 'LaQshya' initiative has been launched in December'17.

KEY FEATURES

- Focus on care around birth in the Labour Room and Maternity OT.
- Special emphasis on Respectful Maternity Care.
- Quality Circles are the key drivers which are supported by the mentors.
- Six Rapid Improvement Events which are focused on skill up-gradation.
- Branding and incentivisation upon fulfillment of three targets.
- 18 month Quality Improvement Project to achieve the objective targets.

THE TARGETS

Quality Certification of Labour Room and Maternity OT under National Quality Assurance Standards. Facilities are required to achieve 70% of score to in all areas to achieve certificate.

Attainment of at least of 75% facility level targets.

80% of the beneficiaries are either satisfied or highly satisfied.

KEY ACHIEVEMENTS

Established protocol for National and State Certification

Successful conduction of Orientation Workshops across 36 States/UTS , 1 National level and 2 Regional level Training of Trainers.

17 LR and 14 OT NQAS certified (till October' 18).

RESOURCE MATERIAL

Reach to us and Share your "Quality" Journey

Website- http://qi.nhsrcindia.org/
Facebook- https://www.facebook.com/Kayakalp-586316831510706
Twitter- https://twitter.com/QNhsrc

NHSRC

NATIONAL HEALTH SYSTEMS RESOURCE CENTRE
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