

Calculating Final Kayakalp score (weighted average) by incorporating performance under Mera Aspataal

Kayakalp award scheme aims to promote Cleanliness, Infection control and Hygiene in public healthcare facilities. Since its inception, number of facilities participating in the program is increasing manifold by every passing year with continuous efforts of Facilities' Quality Teams, District and State Quality Committees.

While the efforts of all stakeholder are in unison to meet the objectives of Kayakalp Award Scheme, it now becomes more pertinent to capture the "Voice of Patients, the Health Seekers" and utilize the same as one of the criteria for award declaration.

In continuation to the same, Ministry of Health and Family Welfare has decided to include "Facility's Mera Aspataal Score" as one of the criteria. For FY 19-20 only District hospitals shall be assessed with these revised criteria.

This guidance note aims to make the stakeholders understand the process of evaluation using these revised criteria

Please Note:-

Final Scores of DH will be based on the weightage average scores obtained under two Criteria:-

- a) **Kayakalp Score (Weightage - 85%) of external assessment.**
- b) **Mera Aspataal Score (Weightage - 15%) on cleanliness.**

Note: - District Hospitals not integrated with Mera Aspataal, will loose 15% of weightage and the Final score would be calculated by multiplying Kayakalp Score in external assessment by 0.85 (85%)

Methodology for calculating Final Kayakalp Score (weightage average) of the facility. Final Kayakalp Score would be calculated at state level.

Scores and Weightages:

Criteria	Type of Score	Details	Weightage
A	Kayakalp score	Score obtained in external assessment	85%
B	Mera Aspataal Score	%age of patients dissatisfied with the cleanliness	15%

Steps to Calculate-

A. Kayakalp Score:-

Final score obtained after external assessment of the facilities

B. Mera Aspataal Score:

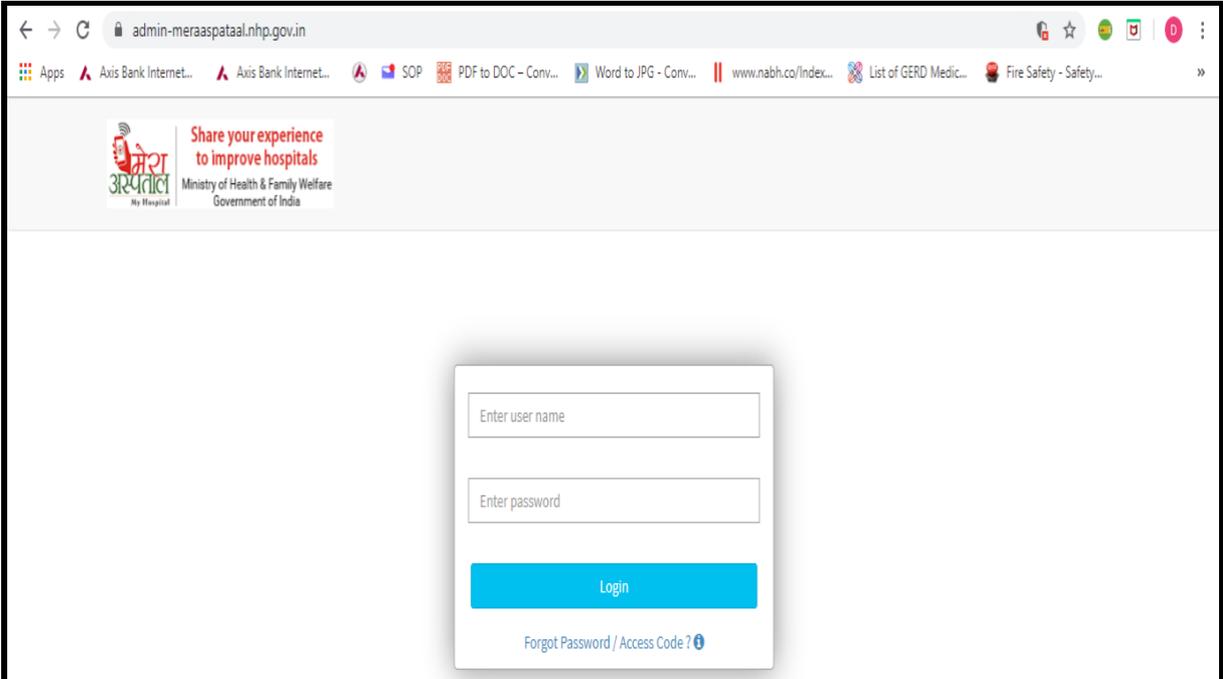
1. Calculate Average % of patients dissatisfied with cleanliness of each DH.
2. Find the DHs with Maximum and Minimum % of patients dissatisfied with cleanliness.

Mera Aspataal Score of Hospital can be calculated using the formula:

$$\frac{\text{Max. \% age of dissatisfied patients in the state} - \% \text{ of patient dissatisfied at a Hospital}}{\text{Max. \% of dissatisfied patients in the state} - \text{Min \% age of dissatisfied patients in the state}} \times 100$$

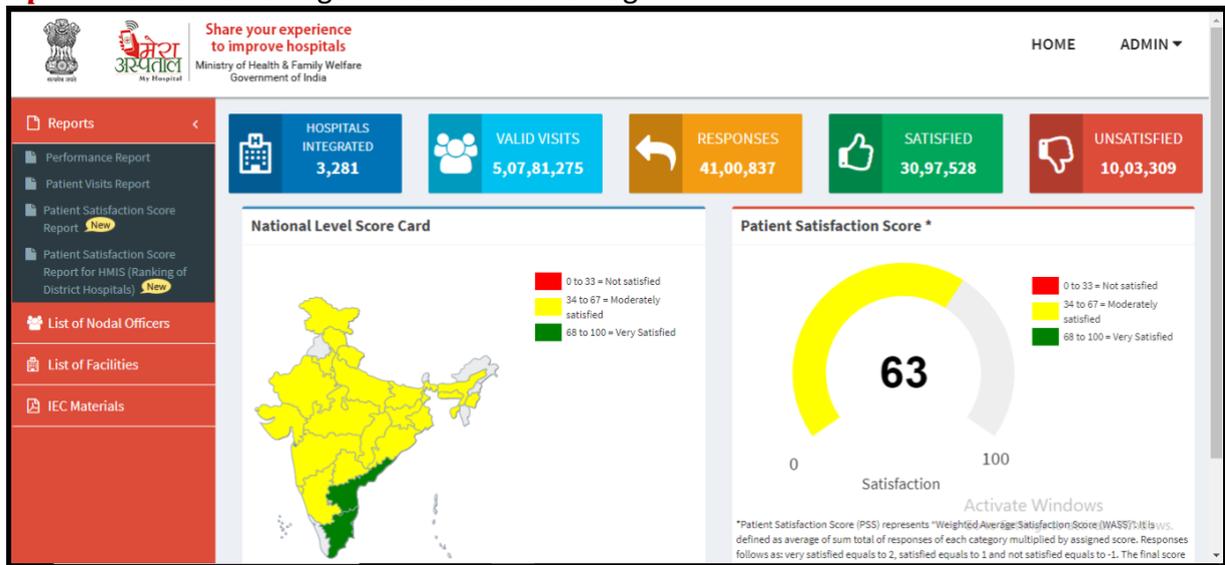
Score (%) of patients dissatisfied with cleanliness can be taken from Mera Aspataal Portal in following steps:-

Step-1 – Open the Login page of Mera Aspataal-



The screenshot shows the login page of the Mera Aspataal portal. The browser address bar displays 'admin-meraaspataal.nhp.gov.in'. The page header contains the logo and the text 'Share your experience to improve hospitals', 'Ministry of Health & Family Welfare', and 'Government of India'. The main content area features a login form with two input fields: 'Enter user name' and 'Enter password'. Below the fields is a blue 'Login' button and a link for 'Forgot Password / Access Code ?'.

Step-2 – Go to Home Page – Dashboard after login-



Step-3 – Go to the Performance Report & put the details of DH.

The Performance Report form contains the following details:

- District: Dakshina Kannada
- Type of facility: District Hospital
- Name of Facility: Wenlock District Hospital Mangalore (State - Active)
- Data Type: Cumulative
- Indicator: Dissatisfaction (Drill Down)
- Patient type: All
- Dissatisfaction Indicator: Cleanliness of the hospital
- Year: 2018-19

A 'Generate' button is located at the bottom of the form.

Step-4 – *Now check the compliance of dissatisfaction under Cleanliness. State has to check for each DH facilities and take maximum & minimum % compliance for calculating Mera Aspataal Score.

Category	Value
4 Total responses for dissatisfaction	2,185
4.1 Staff behaviour	743
Staff behaviour (%)	34
4.2 Cleanliness	340
Cleanliness (%)	16
4.3 Cost of treatment	446
Cost of treatment (%)	20
4.4 Quality of treatment	29
Quality of treatment (%)	1
4.5 Other reasons	627
Other reasons (%)	29

Final Kayakalp Score can be calculated as per the given below example –

- Let us take an example of State with **10** district hospitals with **8** of them integrated with 'Mera Aspataal'. Kayakalp external scores & Mera Aspataal score of all 10 DH are tabulated below-

District Level Health Facilities in State	% of patient dissatisfaction with cleanliness under Mera Aspataal of the DH (a)* <i>(It can be taken from mera Aspataal portal)</i>	Max % of patients dissatisfied with Cleanliness = (b) Min % of patients dissatisfied with Cleanliness = (c)	Mera Aspataal Score of District Hospital (d) $(b-a / b-c) * 100 = d$	Kayakalp External Score of health facility (e)	Weighted average Score of Kayakalp <i>(15%=0.15 & 85%= 0.85)</i> (f) $(d \times 0.15) + (e \times 0.85) = f$
DH -A	16%	Max % of patients dissatisfied with Cleanliness = 42% Min % of patients dissatisfied with Cleanliness = 16%	$(42-16/42-16)*100 = \mathbf{100}$	99	$(100 \times 0.15) + (99 \times 0.85) = \mathbf{99.15}$
DH -B	19%		$(42-19/42-16)*100 = \mathbf{88.46}$	95	$(88.46 \times 0.15) + (95 \times 0.85) = \mathbf{94.01}$
DH -C	21%		$(42-21/42-16)*100 = \mathbf{80.76}$	93	$(80.76 \times 0.15) + (93 \times 0.85) = \mathbf{91.16}$
DH -D	28%		$(42-28/42-16)*100 = \mathbf{53.84}$	85	$(53.84 \times 0.15) + (85 \times 0.85) = \mathbf{80.32}$
DH -E	30%		$(42-30/42-16)*100 = \mathbf{46.15}$	82	$(46.15 \times 0.15) + (82 \times 0.85) = \mathbf{76.62}$
DH -F	33%		$(42-33/42-16)*100 = \mathbf{34.61}$	79	$(34.61 \times 0.15) + (79 \times 0.85) = \mathbf{72.34}$
DH -G	36%		$(42-36/42-16)*100 = \mathbf{23.07}$	77	$(23.07 \times 0.15) + (77 \times 0.85) = \mathbf{68.91}$
DH -H	42%		$(42-42/42-16)*100 = \mathbf{0}$	72	$(0 \times 0.15) + (72 \times 0.85) = \mathbf{61.20}$
DH -I	Facility not linked with Mera Aspataal		NA	77	$(0 \times 0.15) + (77 \times 0.85) = \mathbf{65.45}$
DH -J	Facility not linked with Mera Aspataal		NA	96	$(0 \times 0.15) + (96 \times 0.85) = \mathbf{81.60}$

Kayakalp result Summary:-

- Kayakalp Winner Facility in the State = **District Hospital-A with 99.15% score**
- Kayakalp Runner up Facility in the State = **District Hospital-B with 94.01% score**
- Kayakalp commendation Award = **District Hospital C, D, E, F & J**
- Not Qualified = **District Hospital G, H & I**

- * If data of current FY is not available then Historical data of last FY may be considered for calculating Average Max. and Min. % of dissatisfied (dis) patients.**