PLANNING AND BUDGETING FOR QUALITY

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Swachh Swasth Sarvatra: Convergence with Ministry of Jal Shakti & MoUHA

LaQshya: Ensuring Quality of care during delivery & immediate post- partum

Mera-Aspataal: Platform to capture voice of Patients for improving Quality Services

Kayakalp: Swachh Bharat Swasth Bharat

AEFI Surveillance: Ensuring Quality in AEFI Surveillance

National Quality Assurance Standards:

MusQan QoC and Child friendly Services to new born and children

National Quality Assurance Program

Planning for Quality-Setting TARGETS

If you fail to Plan then your are planning for failure.

Plan before you budget.

SETTING TARGETS

S   Specific

M   Measurable

A   Achievable (but challenging)

R   Relevant and recorded

T   Timely

REALISTIC BUT CHALLENGING & ASPIRATIONAL TARGETS.

KEEP THE BIGURE PICTURE IN MIND

Dear Colleague,

Ministry of Health & Family Welfare has undertaken a thorough revision of Quality Assurance Framework in the Country and has finalized the revised "Operational Guidelines for Improving Quality in Public Healthcare Facilities – 2021". The Guidelines have been released by Hon'ble Union Minister of Health & Family Welfare on 17th September, 2021. Services provided by Public Health Facilities need to be bench marked against National Quality Assurance Standards which are internationally accredited by International Society for Quality in Health Care (ISQua). Formal certification against these standards assures the patients that the care delivered to them is at par with the best in country.

Ensuring Quality is also one of the focus areas of the National Health Policy (NHP-2017). The Ministry is committed to support the States/UTs in achieving the Quality certification against National Quality Assurance Standards (NQAS). Proposed targets for the State/UTs are given in Annexure–I. These targets may please be kept in mind preparing the NHM PIPs for the coming years.

For achieving these targets, you are requested to include status of NQAS certified facilities in your regular review of districts and monitoring dashboard.

In addition, following actions may be thought-of for achieving tangible progress:-

a. Sensitization of District Magistrates on the Quality Assurance Program.
b. Identification of the technical support institutions for harnessing their capacities for achieving quality certification for the facilities.
c. Allocating targets to CMOs/Civil Surgeon (equivalent) for achieving NQAS certification of health facilities.
d. Surakshit Matritva Aashwashan (SUMAN) notified facilities, LaQshya certified and Kayakalp winner facilities could be taken on priority for NQAS certification.
e. Identification of individual subject matter experts who could be trained and empanelled for providing hand-holding support to the facilities.
f. Strengthening the State/UT NQAS certification mechanism.
g. Filling all vacant positions of state & district consultants under the National Quality Assurance Program.

Annexure

(Ref. DO. No. Z-18015/26/2020-NHM-II, dated 22nd September)

Targets for NQAS certification of Public Health Facilities

(Denominator – Number of Institutions as per RHS 2019-20)

Level of Health Facilities	Cumulative Certified FY 2021-22 (Percentage)	Cumulative Certified FY 2022-23 (Percentage)	Cumulative Certified FY 2023-24 (Percentage)	Cumulative Certified FY 2024-25 (Percentage)	Cumulative Certification FY 2025-26 (Percentage)
1. District Hospital	40	50	60	70	75
2. Sub-district Hospital	12	25	40	50	60
3. Community Health Centre	12	25	40	50	60
4. Primary Health Centre	12	25	40	50	60
5. Urban Primary Health Centre	12	25	40	50	60
6. HWC (SC)	2	10	20	40	60

TARGETS FOR NQAS CERTIFICATION

NUMBER OF FACILITIES TO BE NQAS CERTIFIED AT STATE AND NATIONAL LEVEL.

	STATE CERTIFICATION				NATIONAL CERTIFICATION			
DH	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
SDH	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
CHC	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
PHC	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
UPHC	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
HWC	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4

NQAS

NQAS STATE CERTIFICATION

- State certification recognized by IRDA

- State certification by activating state certification unit

- Set Targets for State certification

- National certification only after state certification

IRDA notification

Obtain either **Pre-entry level** certificate (or higher level of certificate) issued by NABH or **state level certificate** (or higher level) under NQAS issued by NHSRC.

MoHFW DIRECTIVE FOR STATE NQAS CERTIFICATION

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भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली - 110011
Government of India
Ministry of Health & Family Welfare
Nirman Bhavan, New Delhi - 110011

D.O. No. 10(3)/2014 –NRHM-I pt. (P-3061261)
Dated 8th August 2016

Subject: Certification of Health Facilities under National Quality Assurance Program

Dear Colleague,

This is subsequent to the D.O letter issued on 'Quality Assurance Programme at Public Health Facilities' dated 15th January 2014. This ministry has finalized the following:

(i) Criteria for National/ State Certification under NQAP

(ii) Draft certificate for certification for facilities meeting the prescribed score for five criteria and draft certificate with conditionality for facilities meeting the prescribed score in criterion I and any two of the remaining four criteria.

(iii) Format for reporting of State level certification/ assessment.

Copies of the same are enclosed.

It is expected that, these documents and guidance contained therein will assist your State/ UT to achieve progress regarding certification of various health facilities under National Quality Assurance Program. For any further queries in this regard, QI division of NHSRC may be contacted.

With regards,

Yours sincerely,

(Manoj Jhalani)

Principal Secretary (Health) - All States and UTs

For Kayakalp

- Include Eco-friendly award scheme:-
  - Best DH- Rs 10 Lakhs
  - Best SDH/CHC- Rs 5 Lakhs

  - ***Ensure Peer Assessment for all facilities and upload data for DH ranking- Niti Ayog***

TARGET FOR LAQSHYA CERTIFICATION

NUMBER OF FACILITIES TO BE LAQSHYA CERTIFIED AT STATE AND NATIONAL LEVEL.

	STATE CERTIFICATION				NATIONAL CERTIFICATION			
MEDICAL COLLEGES	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
DH	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
SDG	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
CHC	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
PHC	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4

TARGET FOR MusQan CERTIFICATION

NUMBER OF FACILITIES TO BE MusQan CERTIFIED AT STATE AND NATIONAL LEVEL.

	STATE CERTIFICATION				NATIONAL CERTIFICATION			
DH	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
SDG	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
CHC	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
PHC	TOTAL-				TOTAL-			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4

TARGETS FOR MERA ASPATAAL INTEGRATION

NUMBER OF FACILITIES TO BE INTEGRATED WITH MERA ASPATAL

MEDICAL COLLEGES

NUMBER OF FACILITIES TO BE INTEGRATED

Q1	Q2	Q3	Q4

DH

NUMBER OF FACILITIES TO BE INTEGRATED

Q1	Q2	Q3	Q4

SDH

NUMBER OF FACILITIES TO BE INTEGRATED

Q1	Q2	Q3	Q4

CHC

NUMBER OF FACILITIES TO BE INTEGRATED

Q1	Q2	Q3	Q4

PHC & UPHC

NUMBER OF FACILITIES TO BE INTEGRATED

Q1	Q2	Q3	Q4

PRIVATE EMPANELED

NUMBER OF FACILITIES TO BE INTEGRATED

Q1	Q2	Q3	Q4

PLANNING ACTIVITIES FOR NQAS CERTIFICATION.
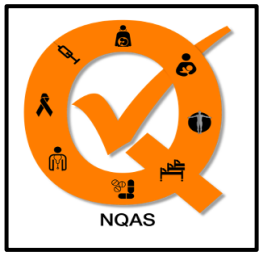
STATE
- SQAC & SQAU CONSTITUTED AND ARE FUNCTIONAL
- REGULAR MEETINGS.
- STAFF ARE TRAINED
- FIELD VISITS TO SUPPORT HEALTH FACILITIES.

DISTRICTS
- DQAC & DQAU CONSTITUTED AND ARE FUNCTIONAL
- REGULAR MEETINGS.
- STAFF ARE TRAINED.
- FIELD VISITS TO SUPPORT HEALTH FACILITIES.

HEALTH FACILITY
- QUALITY TEAM FORMED.
- QUALITY TEAM IS TRAINED.
- SUPPORTED BY SQAU AND DQAU.

SELECTING/PRIORITIZING FACILITIES FOR NQAS CERTIFICATION

- KAYAKALP winners.

- LaQshya certified

- Facilities completing internal assessment with reasonable scores

- Part certification

- Established organizational framework:

  - Functional DQAC and DQAU.

  - Supportive visits by state and district teams.

- Trained staff.

- Supportive district administration.

- Motivated staff.

SELECTING/PRIORITIZING FACILITIES FOR KAYAKALP AWARDS.

- Target all DHs.

- Integrate all DHs with Mera Aspatal.

- Include UPHCs and HWCs (at least 25%)

- Review last year performances and scores.

- Increase no. of facilities judicially. The increase may be at least in the range of 10% to 25%.

SELECTING/PRIORITIZING FACILITIES FOR LaQshya CERTIFICATION

- First Target all DHs.

- Followed by SDH and high-caseload CHCs (>100 deliveries/month).

- Joint certification: Whenever planning for NQAS certification (state/national) add LaQshya as well and vice-versa.

- Functional coaching team at state and districts with onsite support and monitoring.

- Facilities with functional Quality circles and completed internal assessment.

- Staff is trained and motivated.

SELECTING/PRIORITIZING FACILITIES FOR MERA ASPATAL INTEGRATION

- First Target all DHs.

- Target all UPHCs

- Followed by SDH, CHCs, and PHCs

- Facilities with central Hospital Management system (eg. E-hospital)

- Facilities with computerized Registration system.

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┌─────────────────────────────────────────────────────┐
│  Identify facilities with computerized patient       │
│  registration system and manual registration system  │
└─────────────────────────────────────────────────────┘
                        ↓
┌─────────────────────────────────────────────────────┐
│  Create NIN Id for the facility                       │
└─────────────────────────────────────────────────────┘
                        ↓
┌─────────────────────────────────────────────────────┐
│  Share department wise list of facilities with        │
│  department codes                                     │
└─────────────────────────────────────────────────────┘
                        ↓
┌─────────────────────────────────────────────────────┐
│  Test Sample data (CSV/JSON/XML) with                 │
│  Mera Aspataal team                                   │
└─────────────────────────────────────────────────────┘
                        ↓
┌─────────────────────────────────────────────────────┐
│  Share state and facility nodal officer details       │
└─────────────────────────────────────────────────────┘
                        ↓
┌─────────────────────────────────────────────────────┐
│  On board with Mera Aspataal                          │
└─────────────────────────────────────────────────────┘
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SELECTING/PRIORITIZING FACILITIES FOR
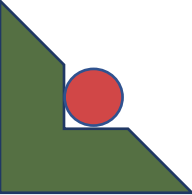## Swachh Swasth Sarvatra (SSS)

- Its one time grant only:-
  - CHC/UCHC- Rs 10,00,000/-
  - UPHC- Rs 50,000/-

- Target the facilities that have least score in the Kayakalp Internal/Peer Assessment

- No duplication of facility is allowed

- It's the maximum grant, and state can ask for any reasonable money to upgrade the facility to reach kayakalp level

- Incremental approach may be used, don't propose all in one go

- Check with your resource envelope

Planning for Trainings.

- Training need Assessment.
- Planning training.
  - Participants.
  - Faculty
  - Duration.
  - Mode: virtual/physical.
- Align with
  - Targets.
  - Gaps

Planning for Trainings.

- Cascading mode of trainings under QA Programme

- Physical vs virtual trainings

- Partnership with the other institutions for QA trainings:-
  - ASCI
  - SIHFW
  - SHSRC

Planning for Quality under urban health.

The neglected component.

QULAITY ASSURANCE IN URBAN HEALTH FACILITIES

- Select the facilities for NQAS certification- UCHCs & UPHCs based on the internal and district/state assessment reports with reasonable scores

- KAYAKALP winners.

- Ensure all the facilities to undergo peer assessment under Kayakalp.

- Ensure that at least 25% of the facilities won Kayakalp awards

- Select facilities under ''SSS'' to achieve Kayakalp norms.

- Target maximum number of facilities for a system of patient feedback or Mera Aspataal integration.

- Plan for Quality assurance training to build the capacity of the facility staff.

Budgeting for Quality.

The norms for PIP Budgeting.

PHYSICAL VERSUS VIRTUAL CERTIFICATION/AWARDS

Budgeting for NQAS

FMR Code	Particulars	Unit Cost (Rs)	Budget (Rs. In lakhs)
HSS.6	Programme Management Activities		
	State Quality Assurance Unit		
	One time establishment Cost of SQAU	1 Per State	4,50,000
	Operational Cost of SQAU	1 Per State/Year	2,40,000
	Review meeting of SQAU	Per Quarter	10,000
	State Consultant (QA)	Per State	60,000
	State Consultant (PH)	Per State	60,000
	State Consultant (QM)	Per State	50,000
	Programme cum Accounting Assistant	Per State	25,000

Budgeting for NQAS

FMR Code	Particulars	Unit Cost (Rs)	Budget (Rs. In lakhs)
HSS.6	**District Quality Assurance Unit**		
	One time establishment Cost of DQAU	1 Per District	3,50,000
	Operational Cost of DQAU	1 Per State/Year	1,68,000
	Review meeting of DQAU	Per Month	2000
	Misc. (for Hospital/Quality Manager)	Per Month	2000
	District Consultant (QA)	Per District	50,000
	District Consultant (PH)	Per District	50,000
	District Consultant (QM)	Per District	40,000
	Programme cum Admin Assistant	Per District	20,000
	Hospital/Quality Manager	Per Facility	45,000
	Quality Assurance Trainings		
	Awareness workshop (1 Day)	Number	83,000*
	Internal Assessor Training (2 Days)	Number	
	Service Provider Training/ IA Cum SPT (3 Days)	Number	
	Any other Training	Number	
	TISS Course (PGDHQM)		2,15,250**

- *State may also include travel, boarding & lodging and DA of Participants and hiring of vehicle cost as per norms of State*
- ** *State may add cost of travel (Three times to Mumbai)*

Budgeting for NQAS

FMR Code	Particulars	Unit Cost (Rs)	Budget (Rs. In lakhs)
HSS.6	Quality Assurance Assessment (State & district Level assessment cum Mentoring Visit) certification & re certification (State & National Level)		
	State Assessment cum Mentoring Visit by SQAU	Per SQAU in a year	2,88,000*
	District Assessment Mentoring Visits by DQAU	Per DQAU in a year	96,000*
	State Level Assessment (DH and SDH)	Per DH/SDH	86,000*
	State Level Assessment (CHC)	Per CHC	63,000*
	State Level Assessment (PHCs)	Per PHC	43,000*
	State Level Assessment (HWC-SC)	Per HWC-SC	28,000*
	National Level Assessment (DH and SDH)	Per DH/SDH	2,10,000
	National Level Assessment (CHC/UCHC)	Per CHC/UCHC	1,46,000
	National Level Assessment (PHC/UPHC)	Per PHC/UPHC	1,20,000
	National Level Assessment (HWCs-SC)	Per HWC-SC	96,000

* State may also include travel cost as per norms of State

Budgeting for LaQshya certification.

FMR Code	Particulars	Unit Cost (Rs)	Budget (Rs. In lakhs)
HSS.6	LaQshya Certification		
	National Certification of HFs (Both LR & OT)	Per HCF	119000
	National Certification of HFs (Only LR or OT)	Per HCF	91,000
	State Certification of HFs (Both LR & OT)	Per HCF	30,000*
	State Certification of HFs (Only LR or OT)	Per HCF	15,000*

*** State may also include travel cost of assessors as per norms of State**

Budgeting for Kayakalp

FMR Code	Particulars	Unit Cost (Rs)	Budget (Rs. In lakhs)
HSS.7	Kayakalp Assessments		
	Internal Assessments of DHs	Per DH	2000
	Peer Assessments of DHs	Per DH	25,000
	External Assessments of DHs	Per DH Selected	61,000
	Internal Assessments of SDH and CHCs	Per SDH/CHC	1000
	Peer Assessments of SDH and CHCs	Per SDH/CHC	13000
	External Assessments of SDH and CHCs	Per SDH/CHC	35000
	Internal Assessment of PHCs/HWCs	Per PHC/HWCs	500
	Peer Assessment of PHCs/HWCs	Per PHC/HWCs	5000
	External Assessments of PHCs/HWCs	Per PHC/HWCs	8000

Budgeting for Kayakalp

FMR Code	Particulars	Unit Cost (Rs)	Budget (Rs. In lakhs)
HSS.7	Kayakalp Awards		
	Kayakalp Award Winner DH	One DH	50,00,000
	Kayakalp Award First Runner up DH (If Applicable)	One DH	20,00,000
	Kayakalp Award Second Runner up DH (If applicable)	One DH	10,00,000
	Commendation awards for DH	Per DH	3,00,000
	Kayakalp Award Winner CHCs/SDHs	One CHC/SDH	15,00,000
	Kayakalp Award First Runner up CHC/SDH (If Applicable)	One CHC/SDH	10,00,000
	Commendation awards for CHCs/SDHs	Per CHC/SDH	1,00,000
	Kayakalp Awards for PHC	One PHC/Per District	2,00,000
	Commendation awards for PHCs	Per PHCs	50,000
	Kayakalp Awards for HWCs	One HWC/District	1,00,000
	Kayakalp Award First Runner up HWCs (If Applicable)	One HWC/District	50,000
	Kayakalp Award Second Runner up HWCs (If applicable)	One HWC/District	35,000
	Commendation awards for HWCs	Per HWC	25,000

Budgeting for Kayakalp

FMR Code	Particulars	Unit Cost (Rs)	Budget (Rs. In lakhs)
HSS.7	Kayakalp Awards Eco Friendly Facility		
	Best Eco friendly facility DH	1 DH	10,00,000
	Best Eco friendly facility SDH/CHC	1 SDH/CHC	5,00,000

Budgeting for Kayakalp

FMR Code	Particulars	Unit Cost (Rs)	Budget (Rs. In lakhs)
HSS.7	**Kayakalp Trainings**		
	Awareness Training (If Required)	1 Per State	40,000
	Master Training on "Swachh Bharat Abhiyan" (If Required)	1 Per State	1,50,000
	External Assessor Training under Kayakalp (If required)	1 Per State	1,00,000
	Awareness cum Internal Assessor Workshop	1 Per district	40,000
	Facility Level training on Swachh Bharat Abhiyan for DHs	1 Per DH	20,000
	Facility Level training on Swachh Bharat Abhiyan for SDHs/CHCs	1 Per SDH/CHC	15,000
	Facility Level training on Swachh Bharat Abhiyan for PHCs/HWCs	1 Per PHC	6000
	Support for Implementation of Kayakalp	**As per Proposal**	
	Contingencies	Per State	10,00,000 for Large and 2,00,000 for small
	Swachh Swasth Sarvatra	**Per UCHC/CHC in ODF Blocks** **UPHC**	**10,00,000** 50,000

Budgeting for Mera Aspatal.

FMR Code	Budget head	Budget
	Infrastructure (Computer, internet)	Rational. With justification.
	HR	Rational. With justification.
	IEC (at facility, in general)	Rational. With justification.
	Trainings	As per one-day awareness trainings norms.

Thank you