Synergizing Efforts to achieve Quality Certification in Healthcare System

Sep 12th , 2022

❖ **About IQVIA**

❖ **Experience in Quality Improvement in Public Healthcare Facilities**

❖ **Case Study- Uttarakhand Quality Improvement Initiatives**

❖ **IQVIA Quality Team**

About IQVIA

IQVIA is a global leader in providing Healthcare Consulting, Research, Technology & Data Analytics for over 60 years

IQVIA – Global

- Founded in 1954 and headquartered in Danbury, CT, USA
- **100+** countries and 6 continents | employs **65,000+** people worldwide | **$11bn** revenue worldwide
- **1200+** healthcare experts | **4500+** industry and customer experts **5000+** customers
- **35,000+** projects across Provider, Payor, Pharmaceutical & Public Health over past 5 years

Globally $12+ billion revenue ONLY from Healthcare Sector

FORTUNE 500 Company with offices across 100+ countries with 58,000+ people

Supporting transformational projects across the globe

where Human Science *meets* Data Science
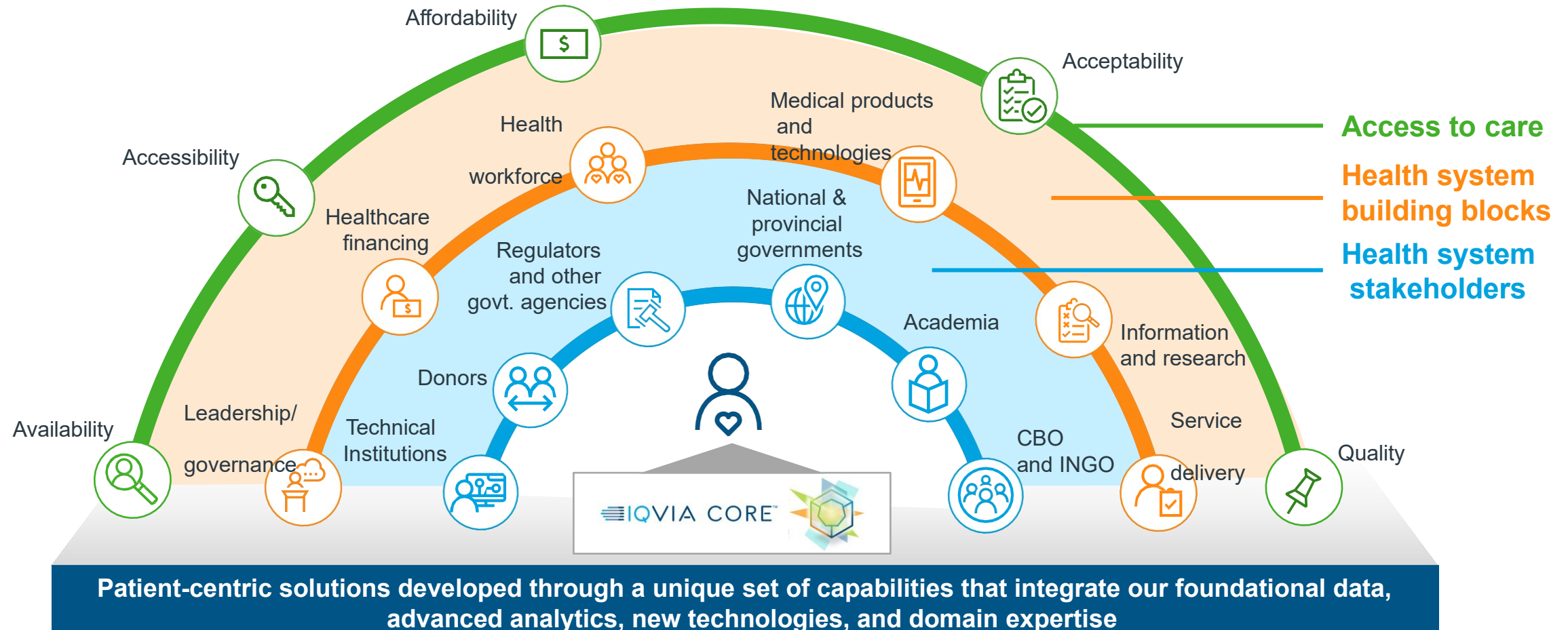
More Effective Health Delivery

Pay for Value & Outcomes

Improved Health

IQVIA works with a range of stakeholders to strengthen public health system building blocks and address key barriers to care

Access to care

Health system building blocks

Health system stakeholders

Affordability
Acceptability
Accessibility
Availability
Quality

Medical products and technologies
Health workforce
National & provincial governments
Healthcare financing
Regulators and other govt. agencies
Academia
Information and research
Leadership/ governance
Donors
Technical Institutions
CBO and INGO
Service delivery

IQVIA CORE™

Patient-centric solutions developed through a unique set of capabilities that integrate our foundational data, advanced analytics, new technologies, and domain expertise

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IQVIA has been advising diverse stakeholders such as multilateral agencies and governments

In India, IQVIA is offering Extensive Experience as Technical Support Unit to Large National Level Programs

Program Management Unit to Support Implementation of PMJAY

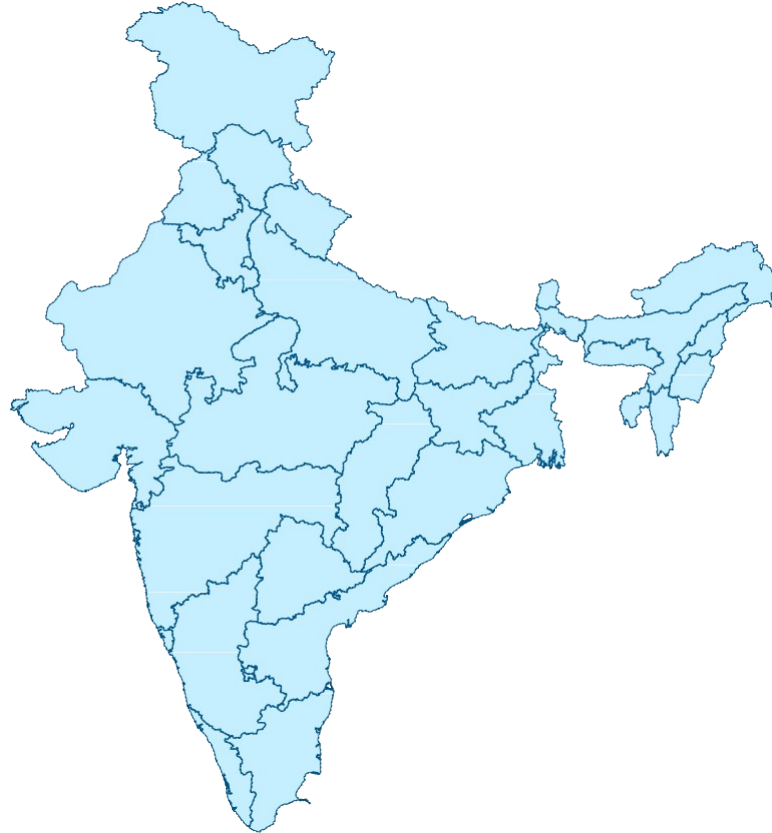**Project Management Consultant (PMC) for National Digital Health Mission (NDHM)**

National Technical Support Unit to Central Tuberculosis Division (CTD), MoHFW

Establishment of TPMU and Census of all healthcare establishments (Public and Private) in the country

iDEFEAT TB Institutional Strengthening to Accelerate Actions for TB and Drug Resistant TB in India

PMU for Mapping of private providers for JEET project by integrating it with "national health resource repository (NHRR)

PMU for development, supervision and management of Medical College at Kohima, Nagaland

Project Management to deploy and evaluate 99DOTS and the Medication Event Reminder Monitor Device

Hospital Consultancy and PMC Services for revamping of 41 district hospitals of Uttar Pradesh)

PMTA to Support Implementation of the Mizoram Health Systems Strengthening Project

Project Management Consultants for largest flagship program in India - NDHM and PMJAY

Strategic consultants to World Bank on program evaluation and health system strengthening

Trusted and Strategic Partner to Governments and Donors across India

Large PMUs comprising of more than 50 professionals with expertise varying across Public Health including *Digital Health, M&E, Disease Management ,Quality assurance, Healthcare Infrastructure among others*

Public Health Experts with cumulative experience of more than 100 years in areas of Digital Health, Infectious Disease, NCDs, Hospital Planning, Nutrition, WASH

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IMS Health & Quintiles are now **IQVIA**™

IQVIA's experience in Quality Improvement and Accreditation

IQVIA has provided a wide range of services tailored to the needs of different stakeholders in the *Quality Improvement and Accreditation*

Service	Description
Gap analysis for Quality Improvement and Accreditation of Government Hospitals- State Health Authority, Uttarakhand	IQVIA provided technical assistance to 167+4 High priority facilities(**DH,SDH,BH,CHC,PHC**) to achieve **NQAS, LaQshya, MusQan and ABPMJAY (Bronze, Silver, Gold) certification**
Preparation of model plans with cost estimates and designing of Labour Room and WASH in Health Facilities in keeping with the "Clean and Green" concept and labour room strengthening initiative LaQshya of MoHFW	Developed suitable designs for labor room organization and restructuring as well as indicative costing of labor rooms in **15 Medical Colleges** under **LaQshya implementation**
Improving Quality in Labour Rooms in Jharkhand	Provided technical guidance in achieving LaQshya certification of **19 facilities(DH/CHC/PHC)** in six districts of Jharkhand
Project Management Consultant for AYUSHMAN BHARAT Pradhan Mantri Jan Arogya Yojana (AB-PMJAY)	IQVIA provided technical assistance and project management support to develop the hospital quality framework and network of **185 certified hospitals**
Providing verification and audit services for assignments under Andhra Pradesh Health System Strengthening Project (APHSSP)	Supported Government of Andhra Pradesh in strengthening the health system and improving the quality of services in **31 facilities**
Hospital Survey on Quality of Health Care and AB-PMJAY implementation	Assessment of quality of care and implementation experience of health insurance mechanisms in 164 empaneled/ non empaneled, public/private Hospitals/CHCs across seven states

IQVIA has provided a wide range of services tailored to the needs of different
stakeholders in the *Quality Improvement and Accreditation*

Providing verification and audit services for assignments under Tamilnadu Health System Strengthening Project (TNHSSP)

Supported Government of Tamilnadu in strengthening the health system and improving the quality of services in **56 facilities**

Quality assessment of 20 District Hospitals in Uttar Pradesh

Developed a framework and methodology to assess the performance and **quality of care of 20 district hospitals**

Hospital Survey on Quality of Health Care and AB-PMJAY implementation

Carried out a cross-sectional survey in hospitals on assessment of **quality of care**

Revamping of 41 District level hospitals and Project Management Consulting Services, India

This assignment was focused on evaluation and potential improvement of district hospital infrastructure and assessing PPP opportunities

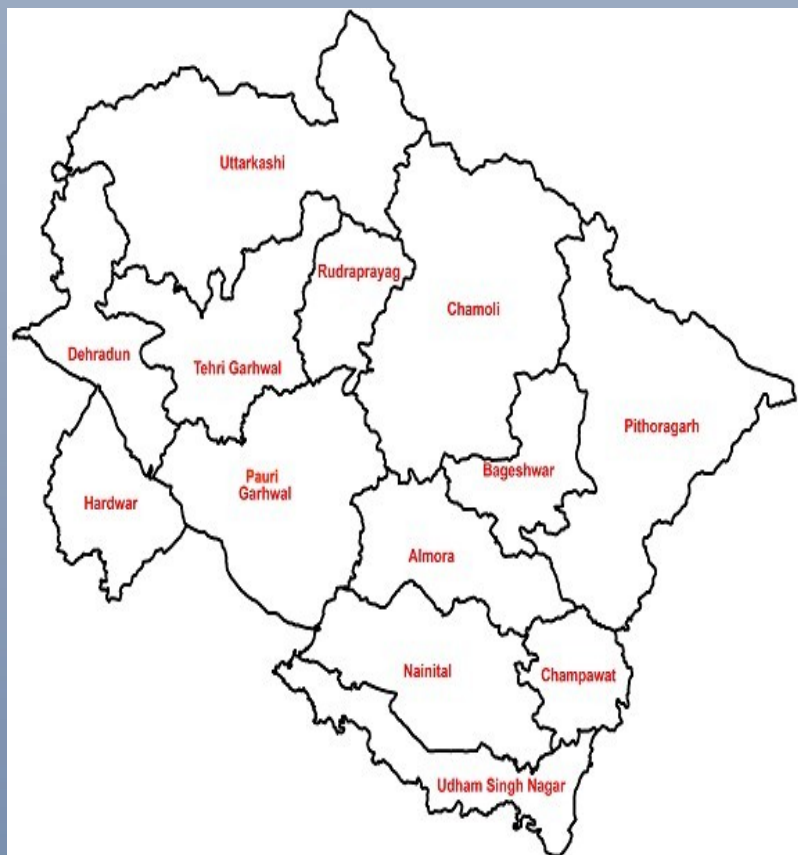***Quality Assessment of Network Hospitals of the Dr. YSR Aarogyasri Health Care Trust***

The objective was to identify fraud/overtreatment in private and Public hospitals, in order to take corrective decisions to improve policy and decision-making processes on quality of health care services of network hospitals

Objectives and Scope

The overall purpose of the assignment is to assist Govt. of Uttarakhand to develop comprehensive quality assurance plan and achieve certifications under NQAS, LaQshya, MusQan & AB PMJAY

Healthcare Facilities	No.
Base Hospital	3
District Hospital	13
Sub- District Hospital (Combined Hospital)	20
Community health Center (CHC)	79
Primary Health Center (PHC)	52

1. Conceptualize an overall quality accreditation framework to improve the quality of care in 167 facilities

2. Rapid assessment & training need assessment of facilities using existing NQAS, LaQshya, MusQan & AB PMJAY standards

3. Identify gaps in availability, knowledge and practice at health care facilities for further strengthening

4. Capacity building & trainings of hospital staff on quality, infection prevention etc. in cascade model

5. Provide recommendations to improve the quality parameter for the hospital include infrastructural, clinical services, supports services, patient care & health outcomes

6. Provide support in conducting district, state and national assessment for quality certification under NQAS, LaQshya, MusQan & AB PMJAY

Facility Assessment Approach

Assessment for **167 facilities** include base hospitals, district hospitals, sub district hospitals CHCs & PHCs
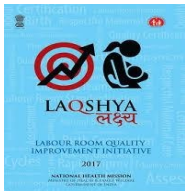
Comprehensive one-stop shop for assessing each facility's service availability and readiness

Data received from the assessment will be essential in improving the quality of care & services

Focus area

- Optimal & trained human resource
- Physical Infrastructure
- Essential support services
- Standard treatment protocols and clinical guidelines
- Referral process and protocols
- Infection control practices
- Equipment and diagnostic services
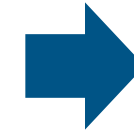- Blood transfusion service

Genesis Assessment Tool

Facility Specific Improvement Plan

Development of Stakeholder specific Capacity Building Modules

To impart better understanding of the quality policies, **capacity building content would be developed specifically for the assignment, and it would be ably supported by** relevant data, case studies, international best practices etc. Based on the influence and interest matrix Stake holders will be grouped for state, regional and district specific trainings for effective delivery of capacity building sessions.

TRAINING CALENDAR FOR YEAR 2022

A. Technical Training

S.no	Training By	Category of Hospitals	Topics	Target Audience
1	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Introduction to NQAS	Hospital Wide
2	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Quality	Hospital wide
3	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Vision and Mission of Hospital	Hospital Wide
4	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Sterilization and disinfection	Hospital Wide
5	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Bio-medical Waste Management	Hospital Wide
6	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Hospital Infection Control	Hospital Wide
7	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Spill Management	Hospital Wide
8	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Fire (Code Red)	Hospital Wide

B. Soft Skills & Behaviorial Skills Training

S.no	Training By	Category of Hospitals	Topics	Target Audience
1	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Patient's Right and Responsibility	Hospital Wide
2	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Employee's Right and Responsibility	Hospital Wide
3	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Consents	Nursing & Doctors
4	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Identification of patients	Hospital Wide

C. Clinical Training

S.no	Training By	Category of Hospitals	Topics	Target Audience
1	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Basic Life support	Hospital Wide
2	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Adverse Drug Reaction (Management and Reporting) and Adverse Events	Nursing, Pharmacy, Doctors
3	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Initial Assessment and re-assessment	Nursing & Doctors
4	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Rights of Medication & Medication Error	Nursing & Doctors, Pharmacy
5	IQVIA	Medical Colleges/Dental College and Ayush Hospitals	Safe injection practices	Nursing, Doctor, Technician

(watermark: ILLUSTRATIVE)

Training on **100 plus topics** with Focus on biomedical waste, clinical practices and infection control and soft skills

Development of **standard operating procedures, policies**, **signages** and **technical formats** for ex blood transfusion reactions, consents etc.

Capacity building modules for **infection control and biomedical waste** in health care setting will be developed keeping in consideration **evidence-based data** published by **international organizations** and **verified sources of Ministry of health and Family Welfare**
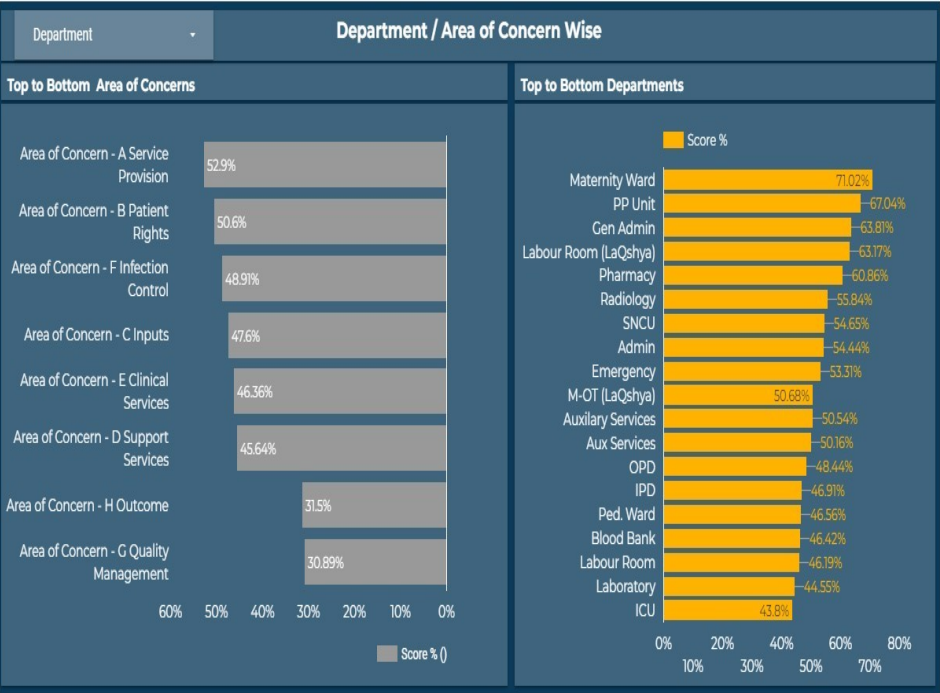
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Augment the implementation of schemes/Projects and fund utilization for patient benefit and quality improvement, IQVIA is committed to augment the advocacy of Quality services and Patient satisfaction of Govt. Health facilities among all the stakeholders

Outputs

National certification of the facilities: Developed tools, guidelines , policies and pertaining to waste management, practices clinical and national certification quality standards to achieve

A total of 50 facilities were prepared for NQAS/LaQshya for National level certification and recommended to SHA

Development of live monitoring dashboard and tools: Live monitoring dashboard to analyze the progress of various quality interventions.

Capacity building: Develop training content, manual, training schedule and imparting training to all concerned stakeholders

Outcomes

Increased Awareness of hospitals staff, policy makers and development agencies about quality protocols

Improved knowledge, attitude and skills of medical staff, nonmedical staff , administrative staff and other health workers in health promotion , waste management, patient satisfaction and management of hospital infections.

Model Replication: Certified facilities will motivate and create a benchmark for the district to promote quality and thus creating a region-specific model quality for improvement.

Impact

National and International Visibility

Accreditation and certification on Govt of India Standards will create a National/International visibility for the state.

Patient and Community Satisfaction

Increased trust with state machinery and governance.

Future Preparedness

The facilities will be better prepared for future emergencies like COVID 19.

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Online Real time Quality Accreditation/Certification Dashboard

https://datastudio.google.com/u/0/reporting/5e53bfaa-c92f-43f6-9ef4-f53011df818f/page/p_6rd9fvspsc?s=ioj38S_qzHk
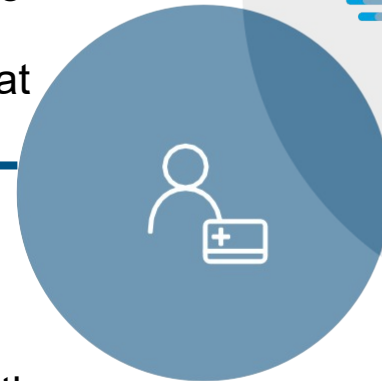
Why IQVIA

Improve Quality Accreditation & Certification, State Quality Performance and Patient satisfaction

One of the largest team of quality healthcare professionals and experts

Extensive experience of supporting national & state government and implementing healthcare solution at the various level

- Strong understanding of state healthcare system and district Specific needs
- Three to five times increase in the no of accreditation & certification

IQVIA™

- World leader in providing specialized healthcare consulting, technology, and analytics services

- Dedicated quality staff in aspirational and suggested districts
- Dedicated state team for documentation, data monitoring & capacity building

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Advisors and Experts

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Thank You!

In case of any questions or future correspondence, please contact:

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