



National Health Policy -2017

Goal:

Attainment of the highest possible level of health and well-being for all at all ages, through a preventive and promotive health care orientation in all developmental policies, and universal access to good quality health care services without anyone having to face financial hardship as a consequence.



Quality in Healthcare



Case of Maya -72 yrs. old lady

- Live alone since she retired 15 yrs. ago
- Type 2 DM, Hypertension and hypercholesterolaemia
- Stays indoor & take occasional walk due to poor eyesight and recently she developed backpain also
- Over last 2yrs, Maya admitted twice in the hospital due to congestive heart failure
- She does not monitor her BP, Diabetes and eat convenience food and she has also missed most of the post discharge follow up
- Today she has come to HWC complaining she is out of breath, feeling tightness in chest and she trouble in lying down also
- CHO noticed that Maya has trouble in finding right words for her symptoms
- She has also told nurse she has difficulty in tracking her monthly bills



Case of Maya -72 yrs. old lady

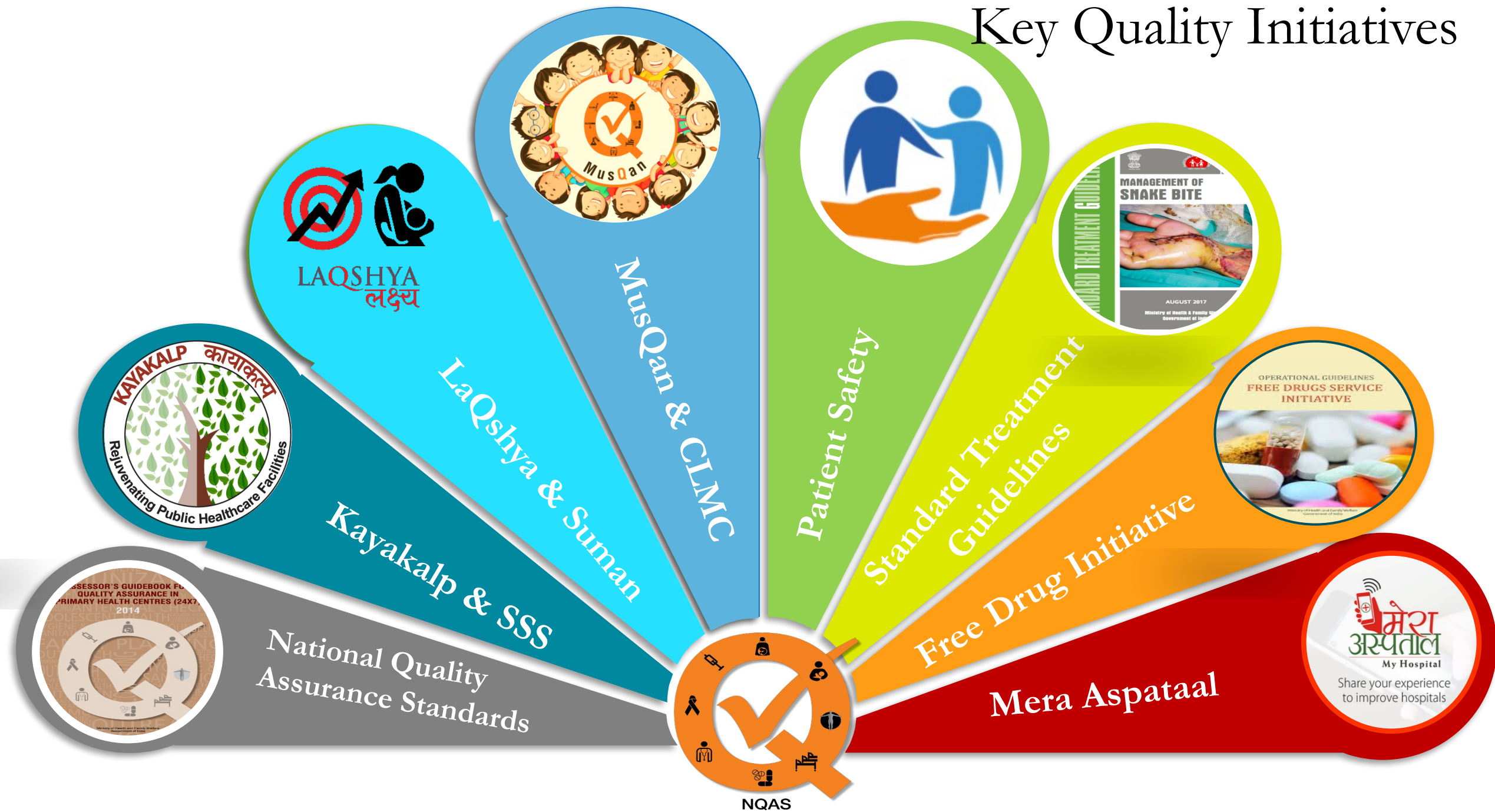
Next few days Maya is going to get care from number of Healthcare workers ????

What is Quality of Care means for Maya ???

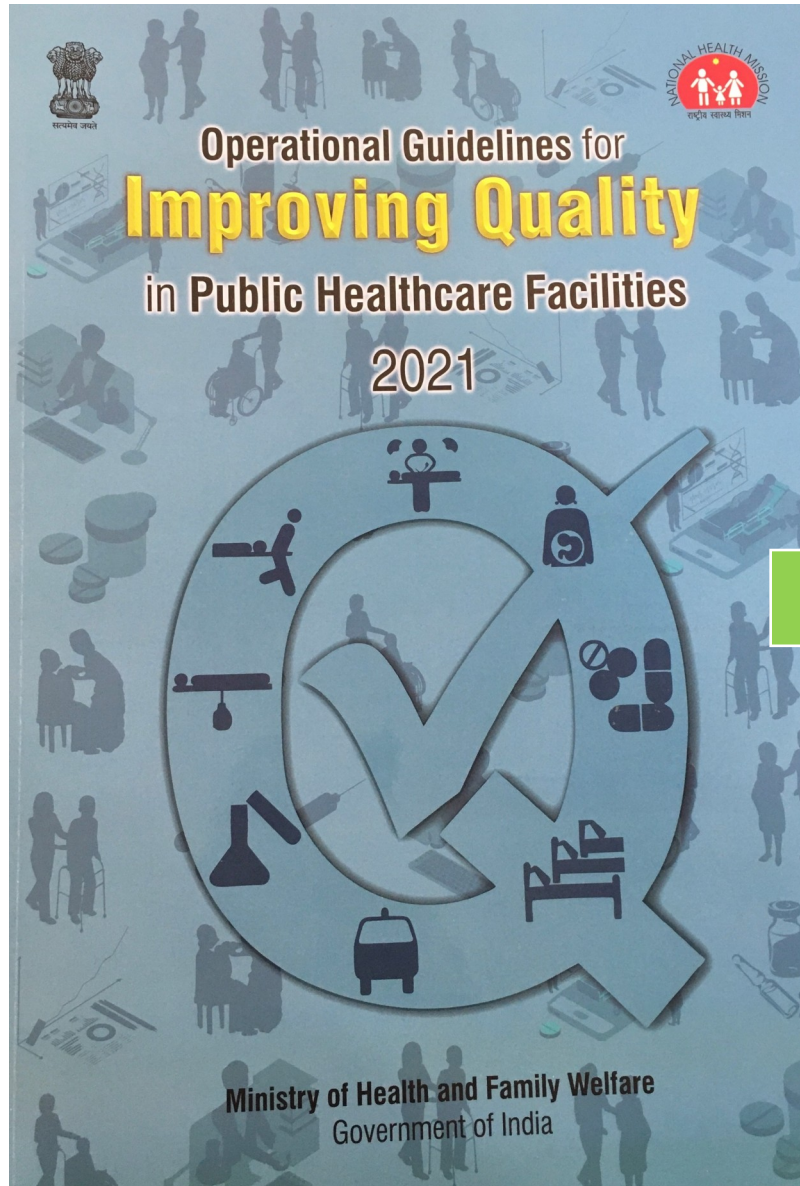
- Effective
- Timely
- Integrated
- Safe
- Person Centred
- Equitable
- Efficient



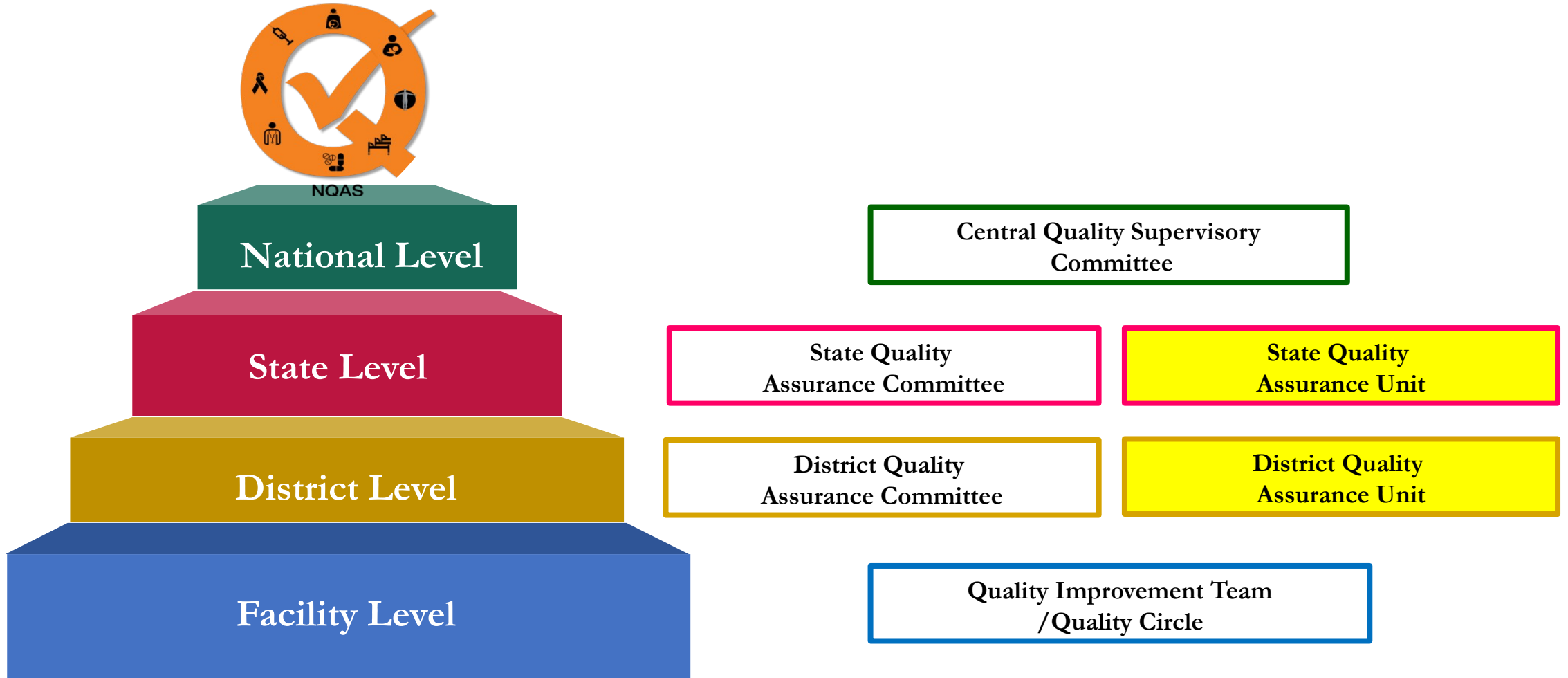
Key Quality Initiatives



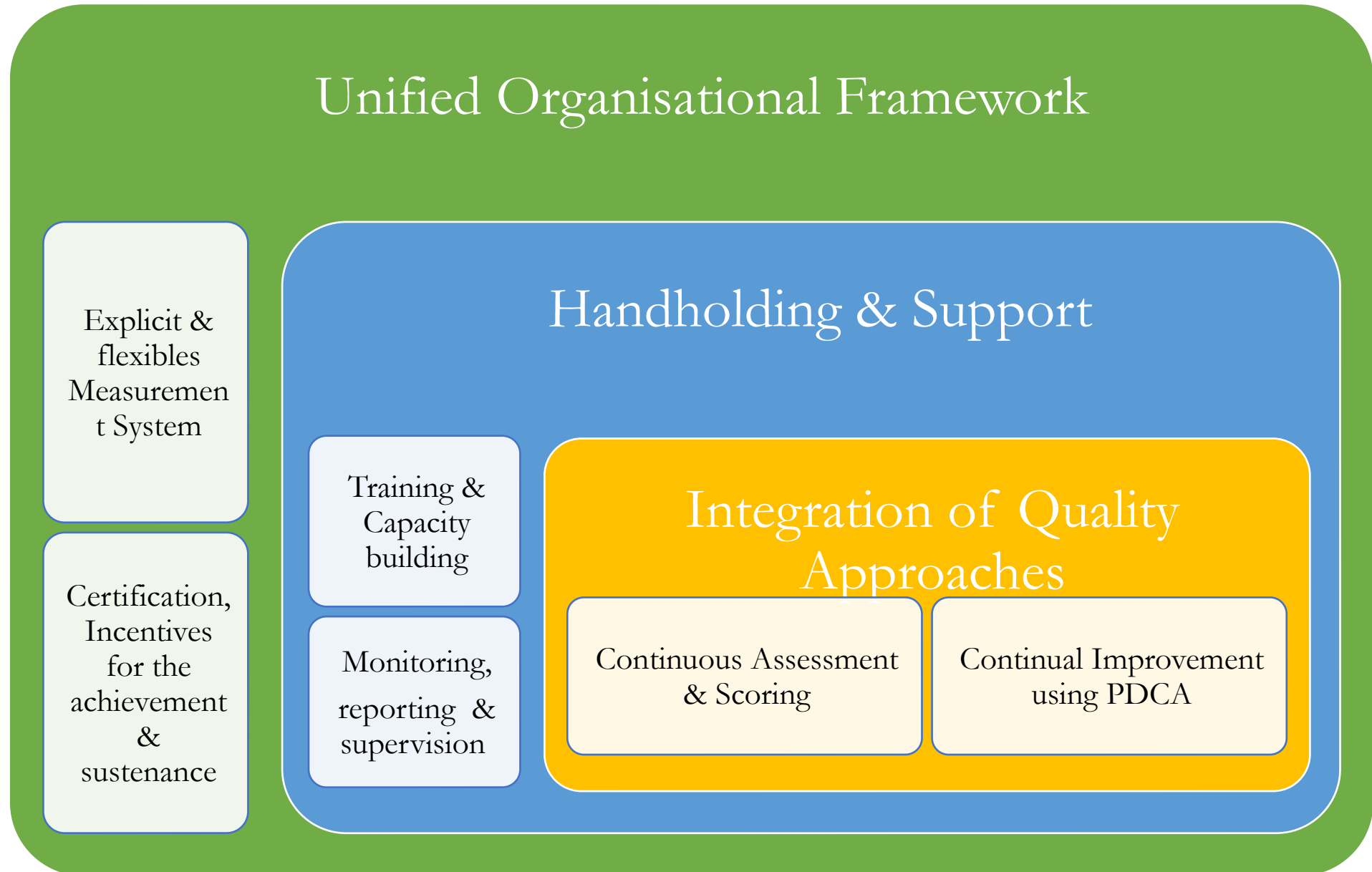
National Quality Assurance Standards



Organizational Structure



Key Feature of National Quality Assurance Program



Measurement of Quality



Service Provision



Patient Rights



Inputs



Support Services



Wellness & Clinical Care



Infection Control



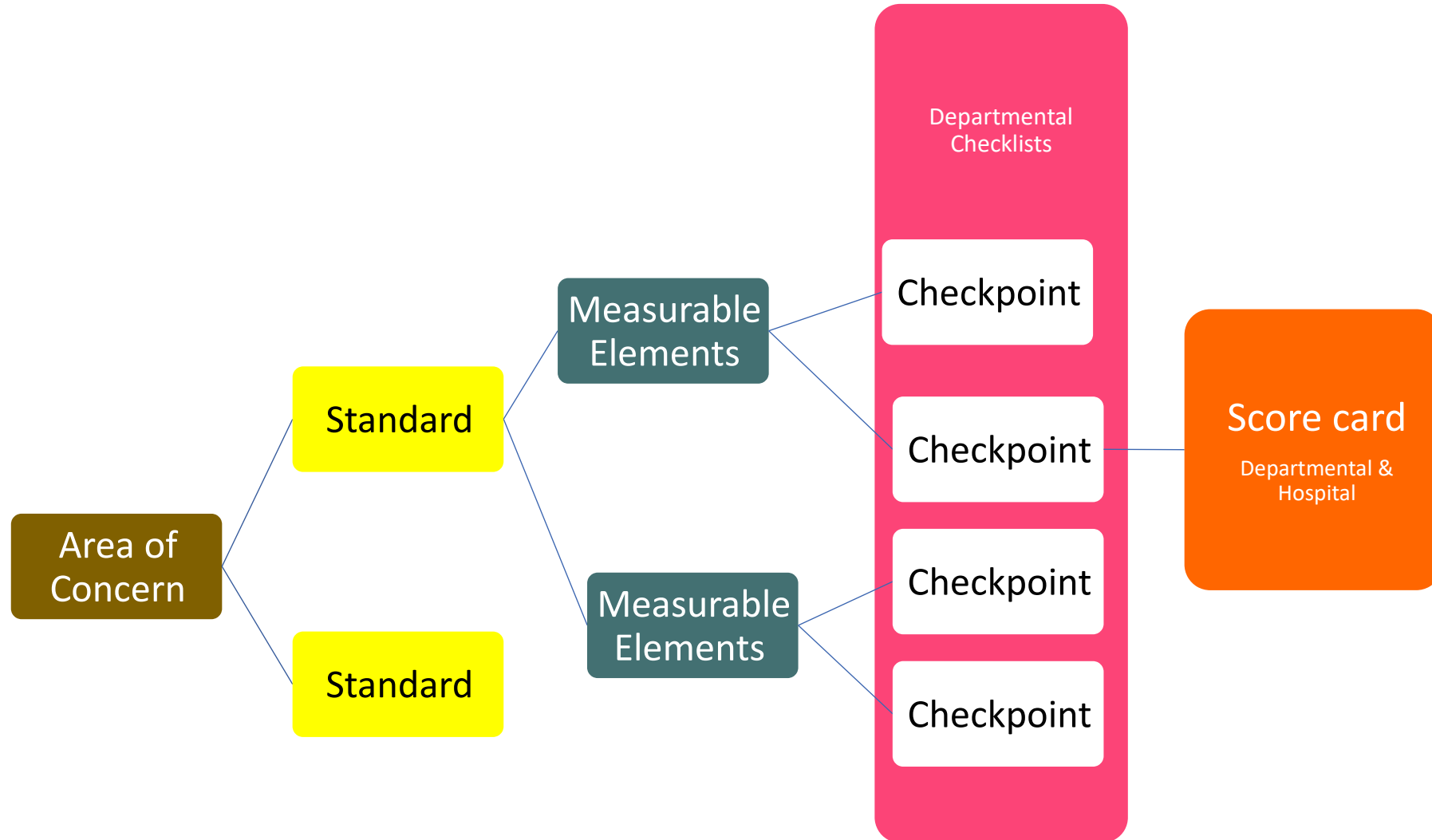
Quality Management



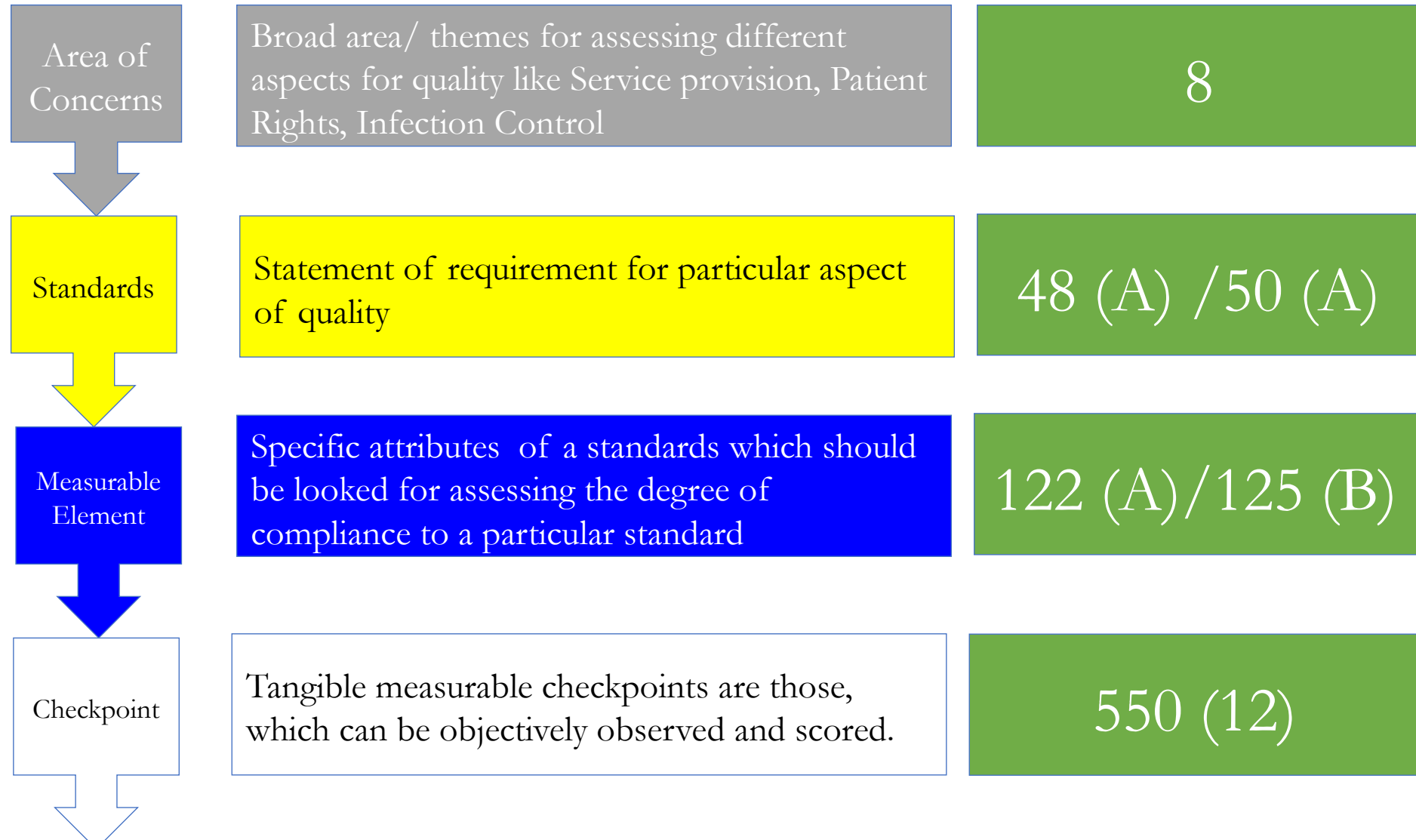
Outcome



Relationship between different components



Quality Measurement System in NQAS-HWC



Area of Concern -A

Standard A1

**Comprehensive Primary
Healthcare Services**

Standard A2

Drugs & Diagnostic



Area of Concern -B

Standard B1

Information about available services

Standard B2

Accessibility to services

Standard B3

Gender sensitivity & religious cultural needs

Standard B4

Privacy, confidentiality and dignity

Standard B5

Entitlement & services provided without financial barrier

Area of Concern -C

Standard C1

Adequate, safe and comfortable infrastructure

Standard C2

Adequate, qualified and trained staff

Standard C3

Competence & performance evaluation

Standard C4

Available drugs & diagnostics

Standard C5

Functional equipment & instruments

Area of Concern -D

Standard D1

Facility maintenance and upkeep

Standard D2

Storage, inventory and dispensing of drugs

Standard D3

Clinical records and data management using IT

Standard D4

Transparency and accountability

Standard D5

Health promotion and disease prevention through community mobilisation

Standard D6

Statutory and regulatory requirement

Area of Concern -E

Standard E1

**Registration, assessment &
re assessment**

Standard E2

**Continuity of care and
referral**

Standard E3

Diagnostic services

Standard E4

Safe drug administration

Standard E5

**STG and rational use of the
drugs**

Standard E6

**Dressing and care
processes**

Area of Concern -E

Standard E7

Emergency Care

Standard E8

**Ophthalmic, ENT & Oral
aliments**

Standard E9

Mental health aliments

Standard E10

Communicable diseases

Standard E11

**Non Communicable
diseases**

Standard E12

**Elderly & palliative care
services**

Area of Concern -E

Standard E13

New born, infant and child

Standard E14

Family planning

Standard E15

ARSH

Standard E16

Antenatal Care

Standard E17

Intra-natal Care

Standard E18

Post- natal Care

Area of Concern -F

Standard F1

IPC program

Standard F2

Hand hygiene

Standard F3

PPE

Standard F4

Disinfection & Sterilization

Standard F5

**Bio Medical Waste
Management**

Area of Concern -G

Standard G1

Organizational framework

Standard G2

**Patient & employee
Satisfaction**

Standard G3

Work Instructions

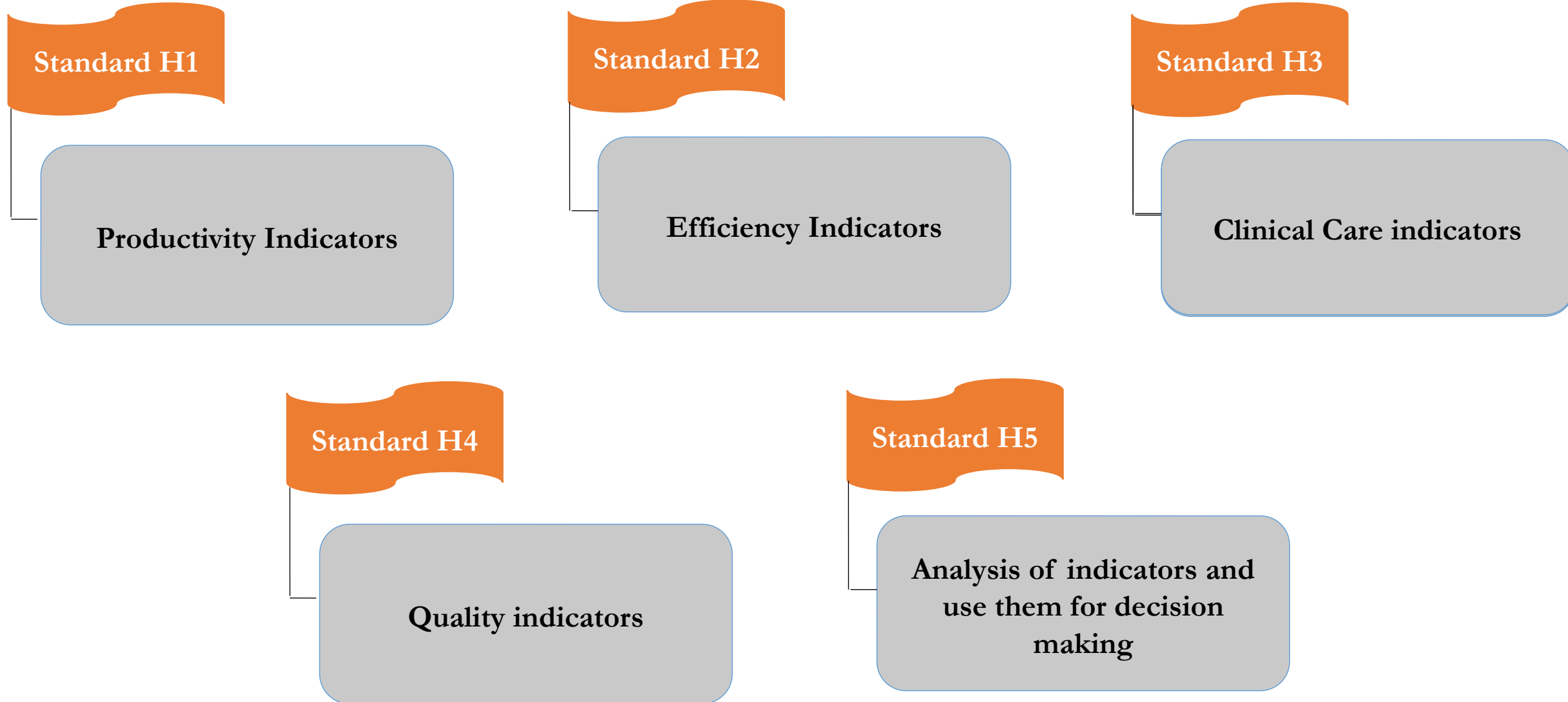
Standard G4

**Periodic review of clinical,
non clinical & support
services**

Standard G5

Quality policy & objectives

Area of Concern -H



Score against each checkpoint

Reference No	Measurable Elements	Checkpoints	Means of Verification	Assessment Method	Compliance	Remarks
	Area of Concern A: Service Provision					
Standard A1	The facility provides Comprehensive Primary Healthcare Services					
ME A1.1	The facility provides care in Pregnancy & childbirth services	Availability of functional ANC services with minimum 4 ANC check-ups	Services for early registration, screening including lab investigation ,counselling & identification of high risk and danger signs	SI/ RR	2	
		First aid, referral & follow up services for high-risk pregnancies are provided	APH, PIH, Preeclampsia, Severe Anemia, IUGR, Multiple pregnancies, Gestational Diabetes , Hypothyroidism, Syphilis and bad obstetric history	SI/ RR	2	
		Availability of Normal Vaginal delivery services and referral services for Obstetrics emergencies	Normal Delivery using partograph, identification & management of danger sign during labour and post delivery 24 hr stay	SI/ RR	2	SC type B

Score Card - Overall Score & Area of Concern
wise Scores

HWC_HSC Overall Score Card	HWC -HSC Overall Score & Area of Concern wise Scores				
	Service Provision	Patient Rights	Overall Score of HWC -HSC	Clinical Services	Infection Control
	60%	70%		72%	91%
	Inputs	Support Services	72%	Quality Management System	Output
	60%	80%		80%	75%

Thematic Score Card

Theme Wise Score	Theme Wise Score			
	Care in pregnancy & Childbirth	90%	Care for Common Ophthalmic and ENT	72%
	Neonatal & Infant Health Services	71%	Oral health care.	60%
	Childhood & adolescent Health Services	60%	Elderly and Palliative health care	82%
	Family Planning	65%	Emergency Medical Services	65%
	Management of Communicable diseases	73%	Management of Mental health ailments.	72%
	Management of Non Communicable	76%	Drugs & Diagnostics	70%



Way Forward

- Identify the target HWCs.
- Provide the support needed by the facility through quality or CPHC teams
- Map the existing capacities available in district , block and facility
- Measure the quality in terms of process and outcomes measures
- Learning and sharing –Peer to peer learning – through quarterly sharing meeting, news letter / bulletin or any other meeting opportunity, develop health worker forum for sharing
- Involvement of local PRI's and community engagement
- Recognize and celebrate the success of health facility



Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.

- Willa A Foster

Thanks for your patience