

Consultative workshop for Development Partners on National Quality Assurance Standards

12th September 2022

Dr. Anupa Vig, Deputy Director Technical

Dr Naresh Potter, State Technical and Program Lead(Rajasthan)

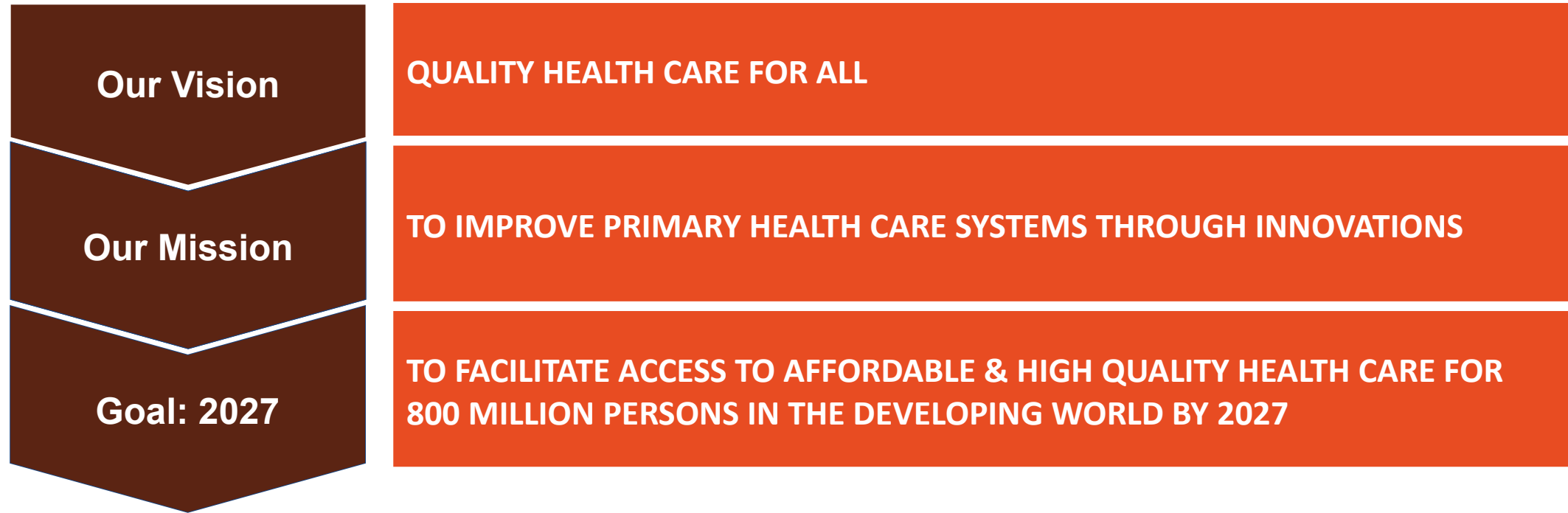
Ms. Rohini Jinsiwale, Senior Specialist CPHC(Madhya Pradesh)

LEHS | WISH Foundation



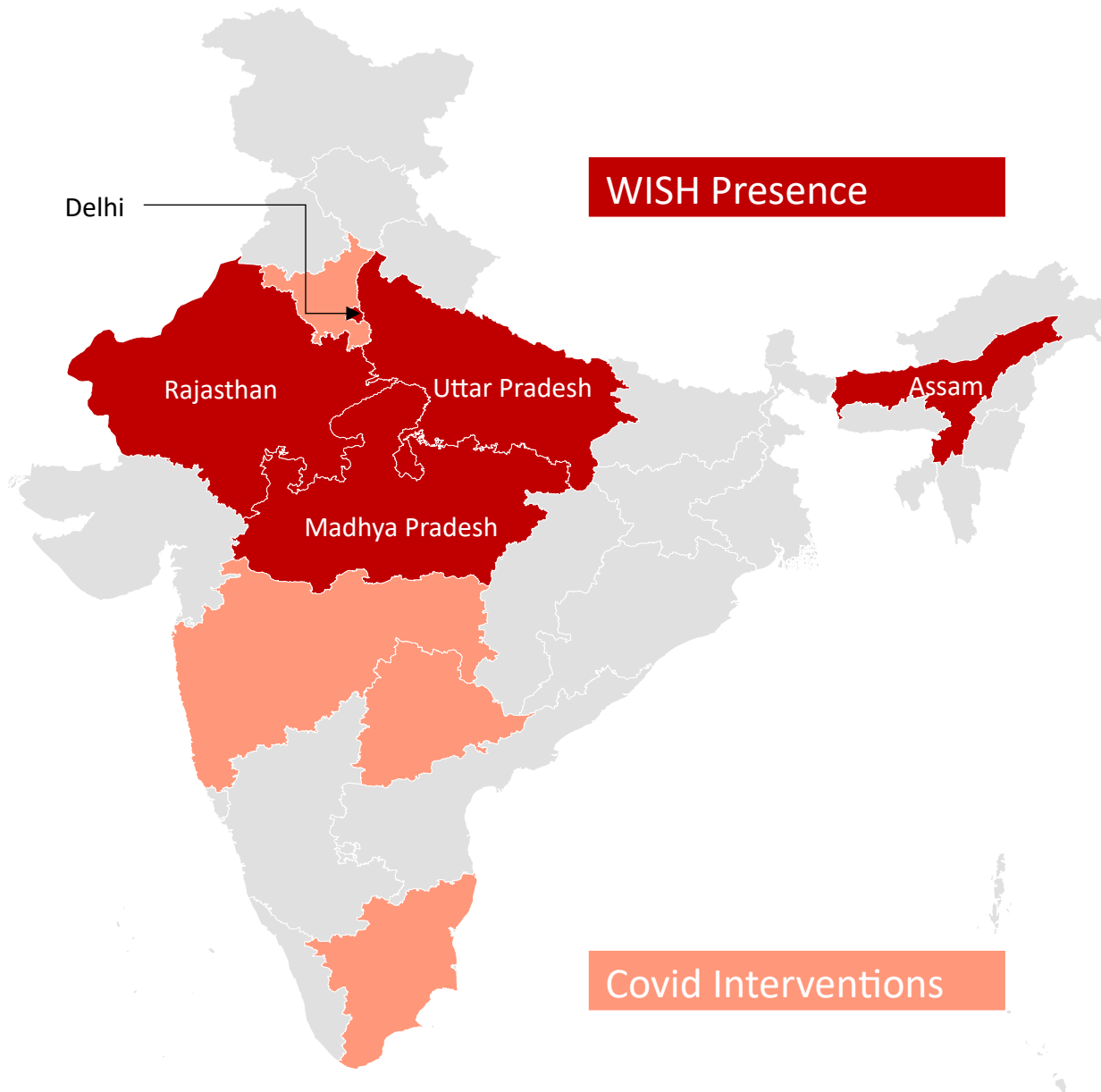
Vision, Mission, and Goal | WISH *

** WISH is a flagship programme of Lords Education and Health Society (LEHS), a registered society in India*



1. Definition of underserved: Below local poverty line (usually, \$1.9 PPP per capita per day); It is estimated that the number of poor people in the world by 2027 will be ~500 million.

Our Presence



Rajasthan

- 36 Tech-enabled HWCs
- Technical Support Unit – HWC, Quality, Urban Health

Delhi

- Knowledge-Management and Technology Partner to 500+ 'Mohalla Clinics' in the Delhi slums and resettlement colonies

Madhya Pradesh

- ~400 (HWCs, Sanjeevani, LaQshya facilities, etc.)
- Technical Support Unit – MH, Urban, NCD, mental health, eSanjeevani etc.

Uttar Pradesh

- 20 HWCs in Shravasti & Fatehpur

Assam

- 15 THWCs & 2 Command Centers
- Technical Support for Smart Clinics in 6 urban and tea- garden hospitals
- Technical support - eSanjeevani



400+ Staff



5
States



140+ M
Population
Covered

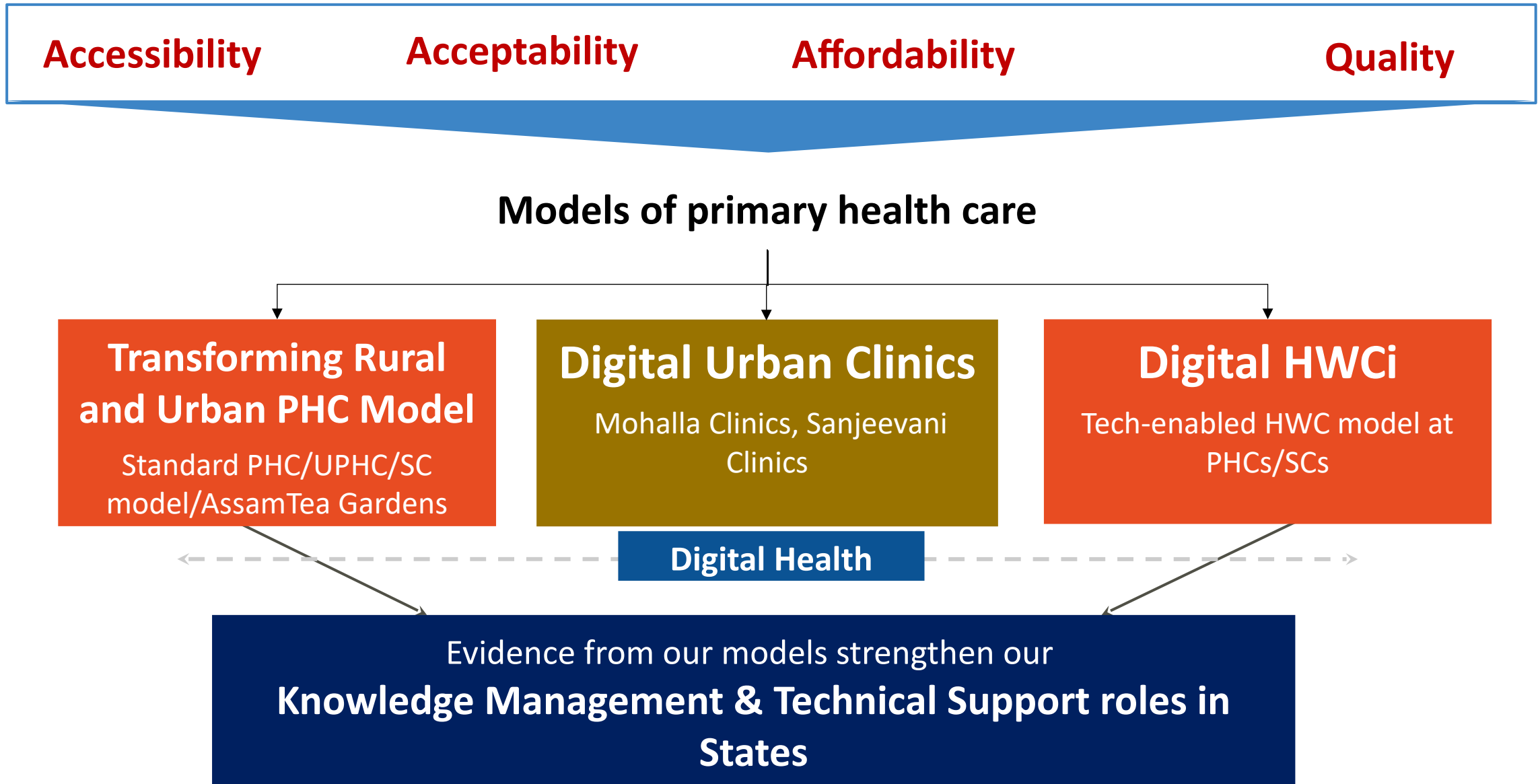


22000+ Clinics

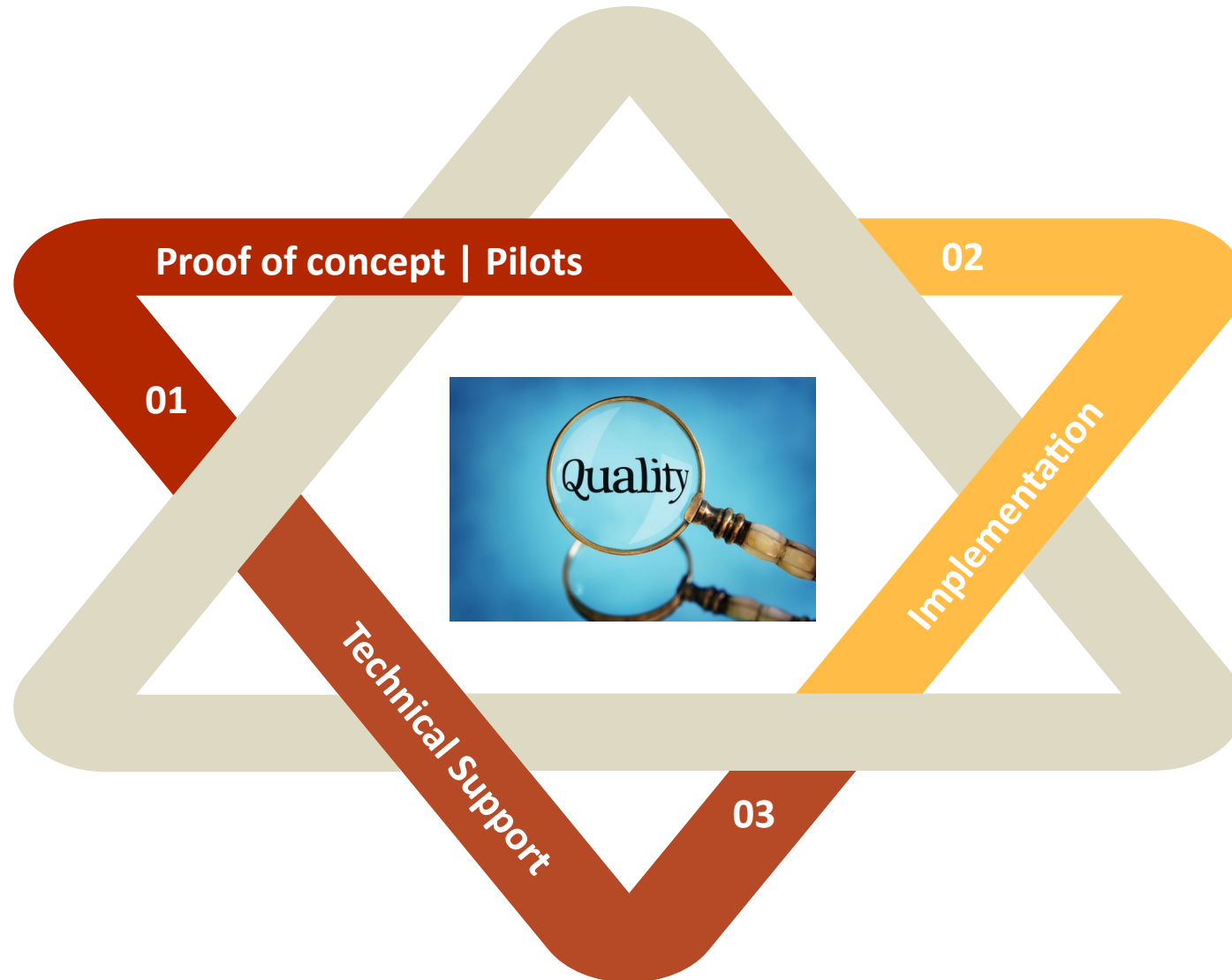


44+ M
Consults

WISH develops evidence-based models of Primary Health Care



Phased Work



1. Proof of Concept | Pilots

SwasthyaATM, POCDs, dHWCi

2. Implementation.

dHWCi, AAMC, Sanjeevani Clinics, Quality Accreditation

3. Technical Support

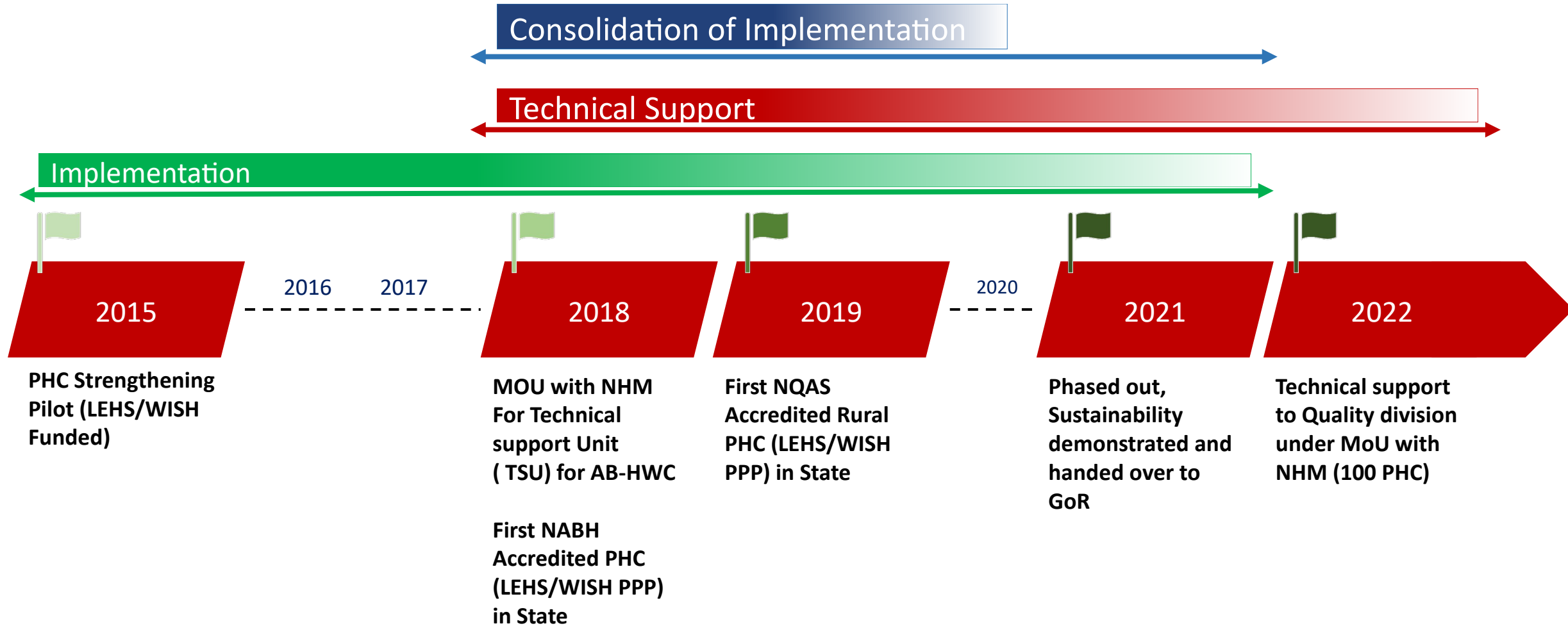
State Health Innovation Units, HWC, Urban Health, eSanjeevani, Quality, Maternal Health, NCD, Mental Health

Beginning of The Journey In Quality

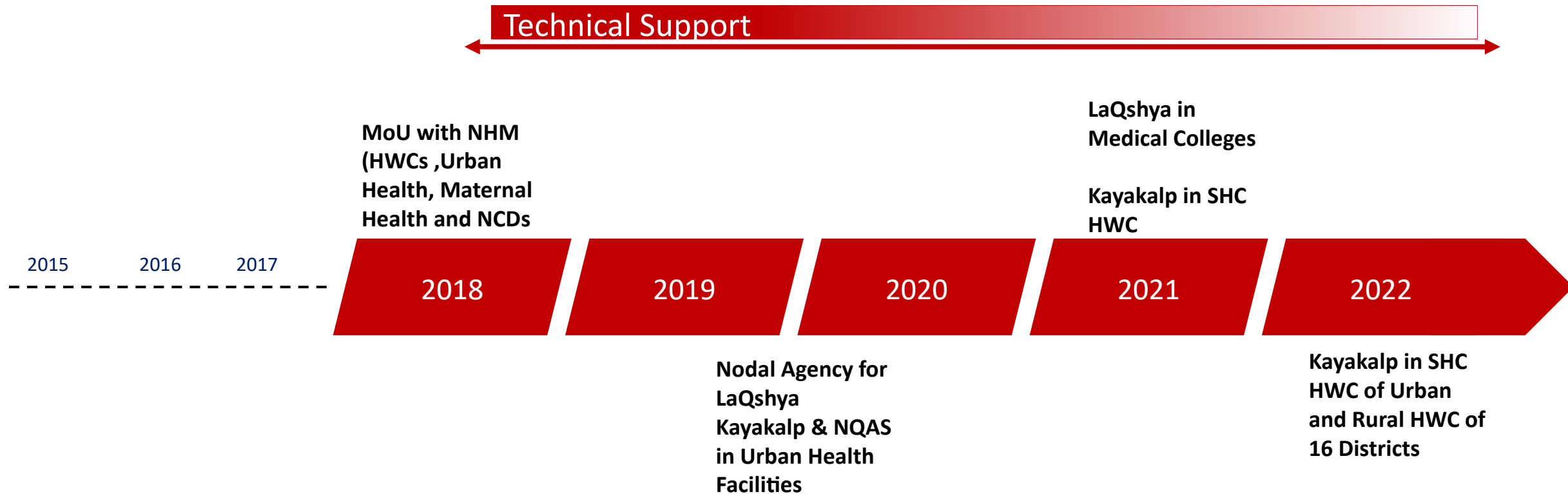
PHC BHADOTI (PPP Model)



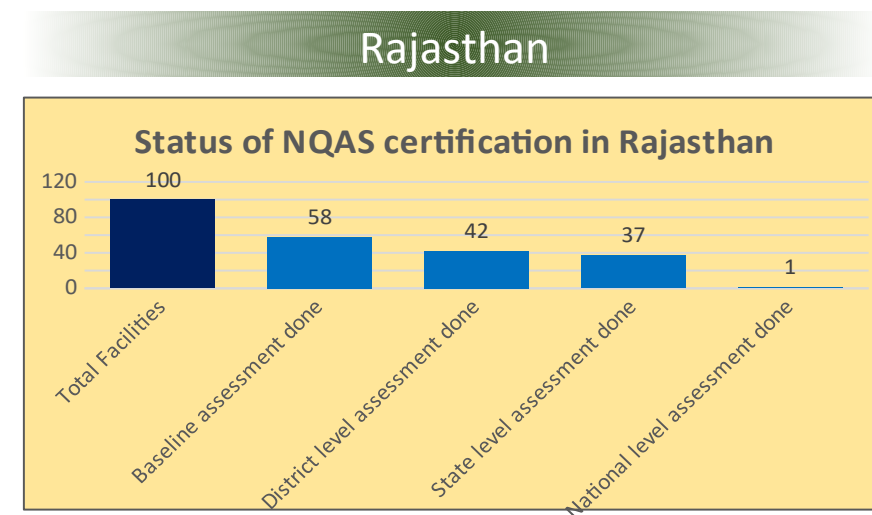
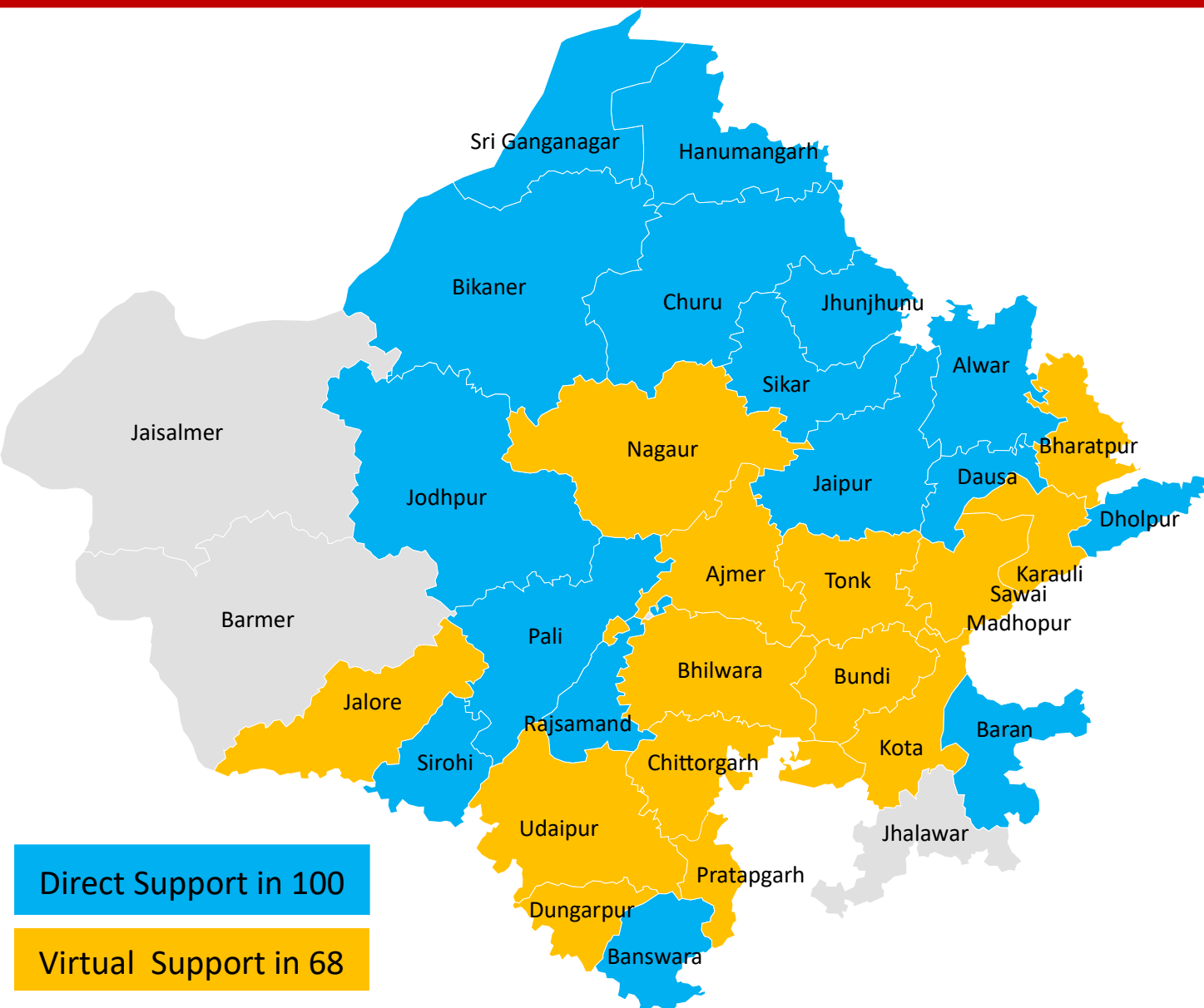
Rajasthan –Journey

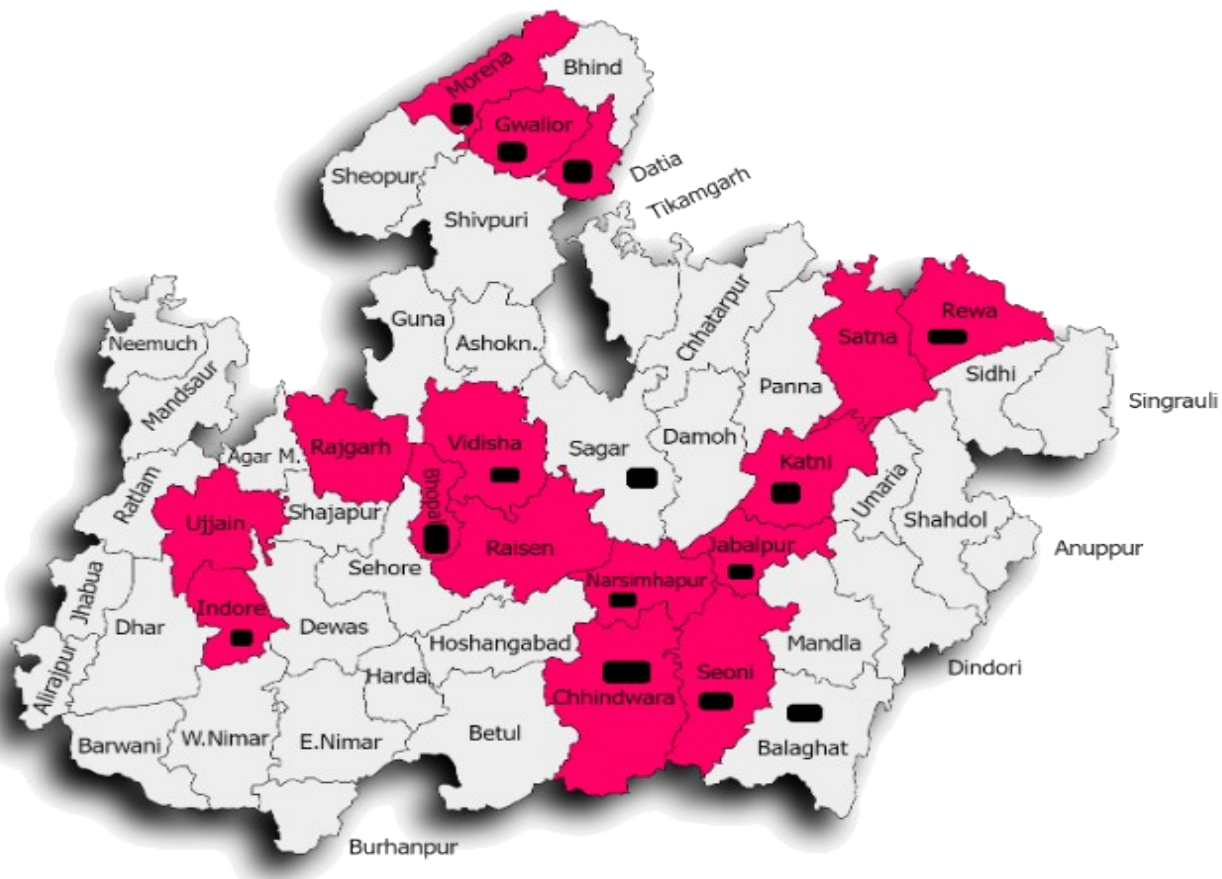


Madhya Pradesh- Journey



Geographical Reach- Rajasthan

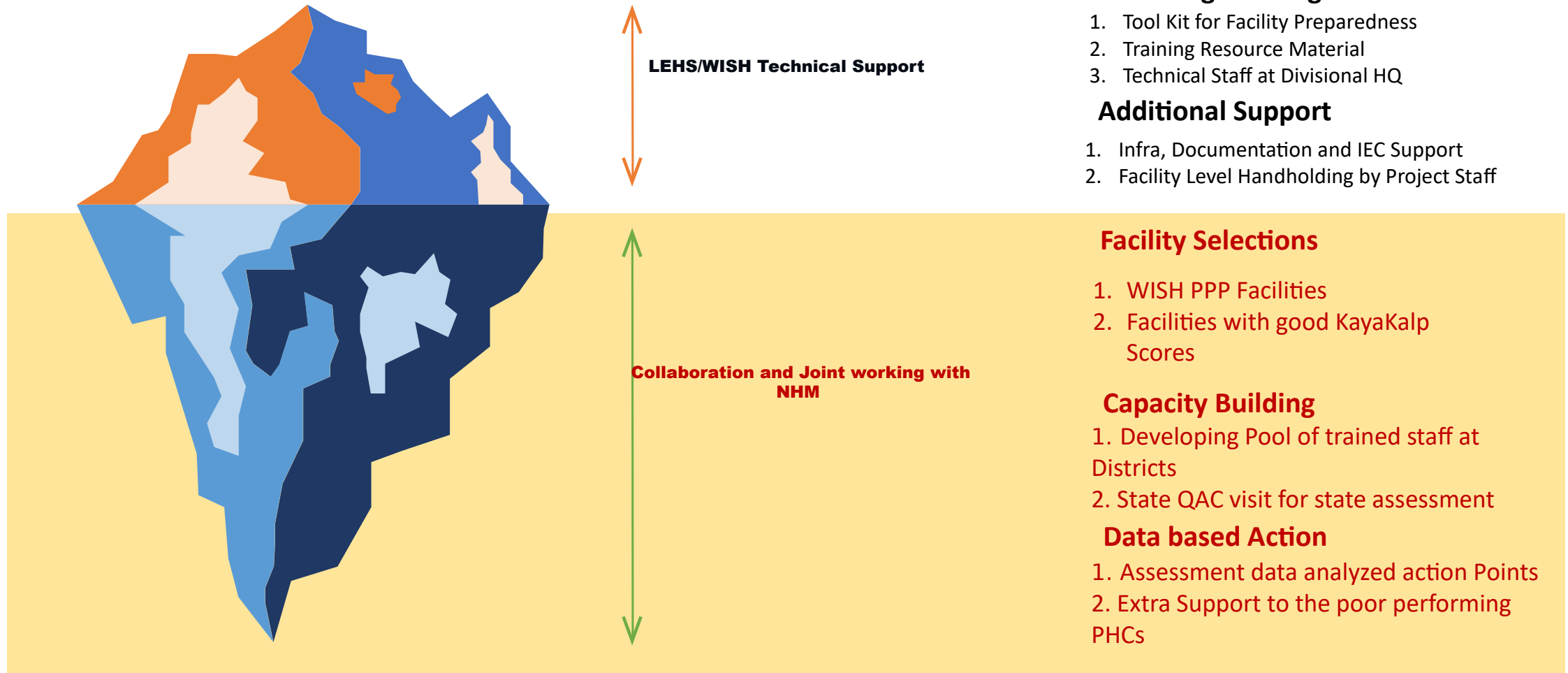




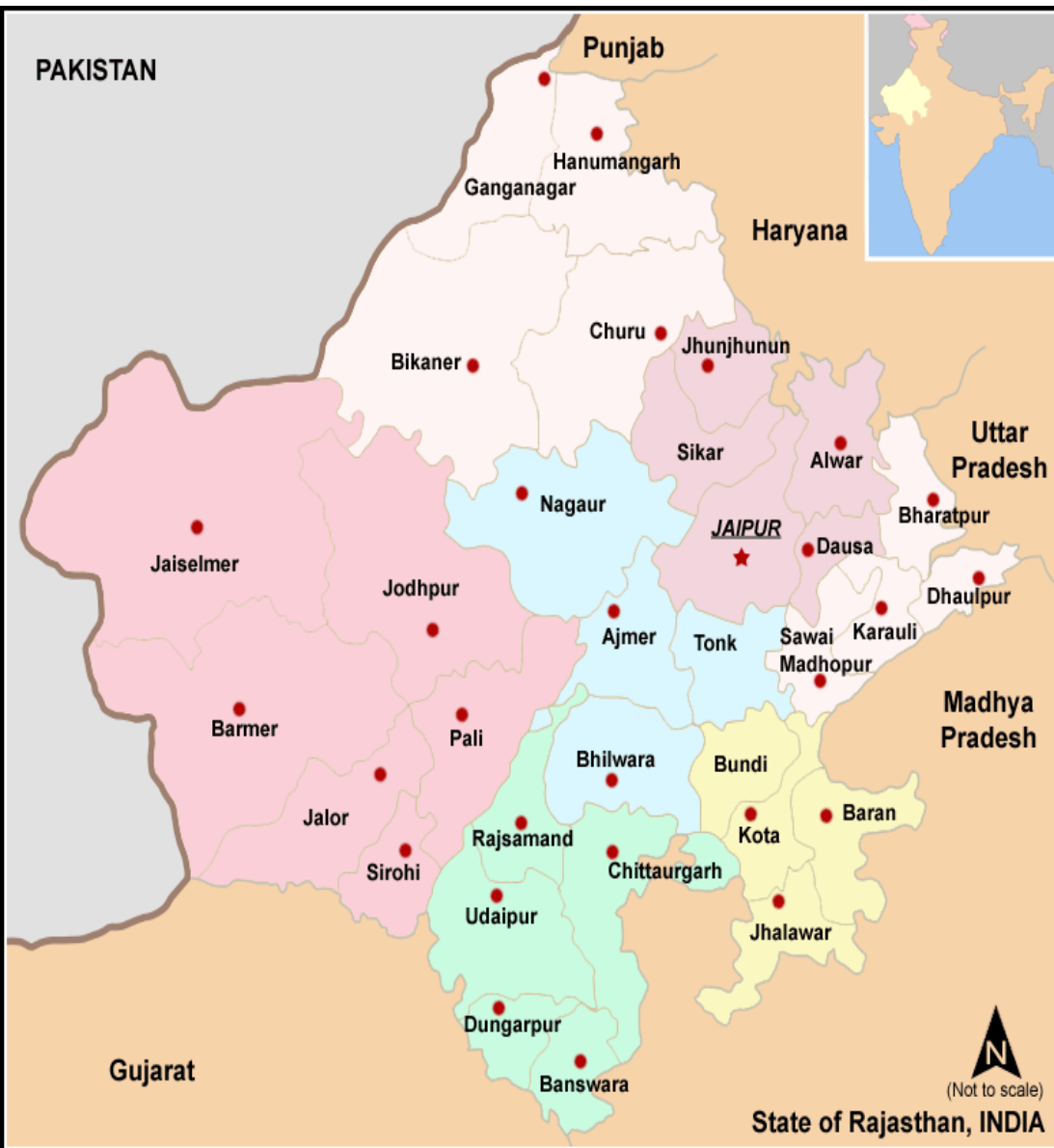
LaQshya:
14 Districts, 56 Facilities

NQAS:
16 district, 2750 Facilities

Strategy



Human Resource



State Quality Officer (LEHS/WISH)

- Based out of NHM HQ
- Facilitates-
 - Knowledge Products
 - Capacity Building
 - Facility and Districts Assessments
 - Documentation for National Assessments

Zonal (divisional) Quality Associate-5

- Support DQAC of districts of Divisions
- Facilitates
 - Capacity Building of Health staff
 - Visits and Handholding of Facilities
 - Identify the Gaps and Action Plan
 - Supervise Infra/Equip support by LEHS/WISH
 - Post Assessment Documentation
 - Coordinate with State for State Assessment
 - Follow up support to certified facilities

Target Vs Achieved

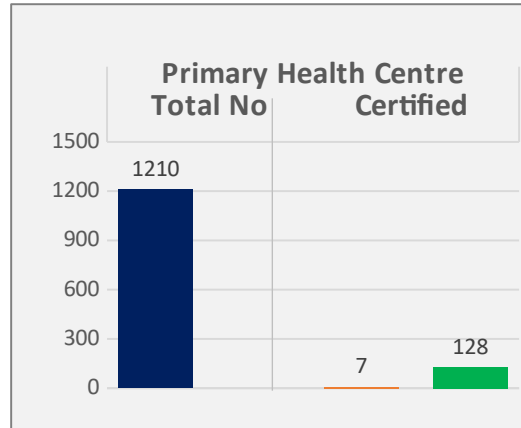
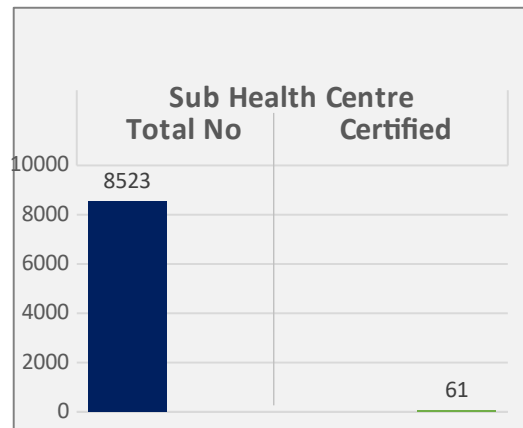
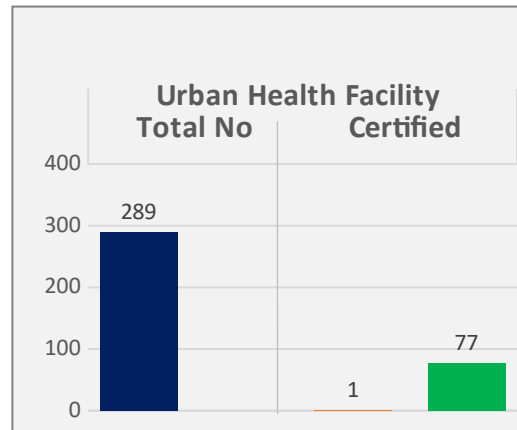
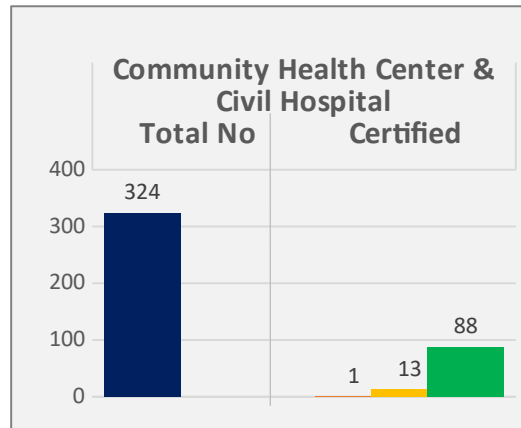
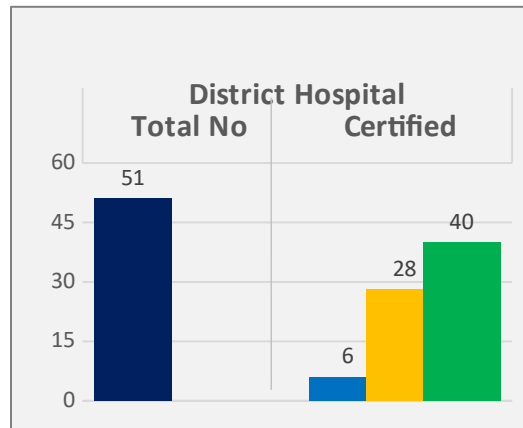
Certified

NQAS

LaQshya

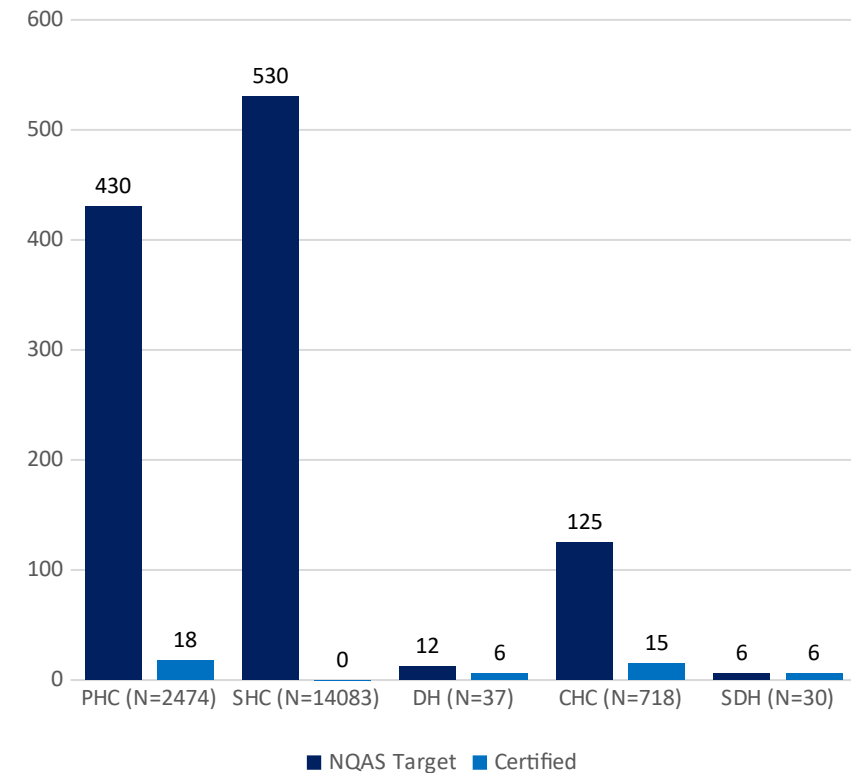
Kayakalp

Madhya Pradesh



Rajasthan

Facilities in Rajasthan



Level of Interventions by WISH

State

1. Capacity building
 1. District Quality Champions
 2. Internal Assessor
2. Knowledge Management
 1. SOPs and Guidelines
 2. Customized IEC
 3. Process Documents

District

1. Support to DQAC
 1. PHC Assessment
 2. Documentation
2. Capacity Building
 1. PHC staff
 2. District Assessors

Facility

1. Preparedness for assessment
2. Handholding of staff
3. Training on SOPs and Process
4. Documentation
5. LEHS/WISH additional Support
 1. Equipment, Infra
 2. IEC and Printing Documents

01

Planning

1. Facility (PHC) selection in State
 - 100 for direct support (Technical, Infra, Equipment, IEC & Document)
 - 68 for Indirect support (Technical support only)

02

Capacity Building

1. State level workshop
 - Internal Assessors - 142
 - Districts Officials - 162
2. District level training on NQAS - 6 training & 289 Participants
3. Facility level training - 37

03

Preparedness & Handholding

1. Baseline assessment – 58 (42 facilities scored above 70 %)
2. District level assessment – 42 (37 facilities scored above 70 %)
3. State level assessment – 37 (20 facilities scored above 70 %)
4. National level assessment – 1 facility NQAS Certified

04

Additional Support

1. IEC display, documentation Support - 40
2. Equipment & Infra support for LABOR room strengthening - 50

Activities Completed
(Rajasthan)

01

Planning

Facility selection in State

- LaQshya -56 facilities (DH,CH,CHC)for direct support through facility visits and 303 indirect support at state level
- Support to 20 Urban facilities (UPHC,CD,Sanjeevani) for NQAS
- Support to 200 Urban facilities and 1210 SHCs for Kayakalp

02

Capacity Building

1. 1663 service providers trained on LaQshya and 476 oriented on LaQshya App
2. 60 service providers trained on NQAS in urban facilities
3. 2280 CHOs trained on Kayakalp

03

Preparedness & Handholding

1. LaQshya : Baseline assessment – 55 facilities, 29 received State certification, National level assessment – 24 completed -10 certified, 12 results awaited
2. NQAS – Support to 20 facilities ,5 received state certification , 1 Nationally certified
3. Kayakalp –Support to 1210 - 61 SHCs certified, 142Urban facilities peer certification and 77 Kayakalp certified

04

Additional Support

1. Support in SOPs and guidelines dissemination
2. Review meetings and SQAC meetings support
3. Facilitated LaQshya registers and reporting format standardization
4. LaQshya APP

Quality through Standardization



LAQSHYA
लक्ष्य

NATIONAL HEALTH MISSION
राष्ट्रीय स्वास्थ्य मिशन

LABOUR ROOM QUALITY
IMPROVEMENT INITIATIVE

RECORD OF AVAILABLE HUMAN
RESOURCES IN MATERNITY WING

REGISTER



NAME OF FACILITY.....

DISTRICT.....

MATERNAL HEALTH

Standard treatment and documentation practices

STANDARD TREATMENT
GUIDELINES
2016



DEPARTMENT OF
PUBLIC HEALTH & FAMILY WELFARE
MADHYA PRADESH

Data Analytics

LaQshya Data and Reporting



LAQSHYA Facility Details

LAQSHYA Interactive Dashboard

LAQSHYA Edit Data

Select Filters

2022-01-01 To 2022-9-9

Select District:

All

Download Excel

View data

51

Districts

303

Facilities

51

DH

169

CHC

67

CH

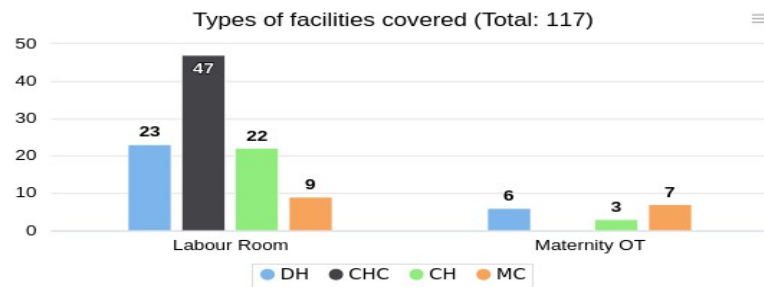
13

MC

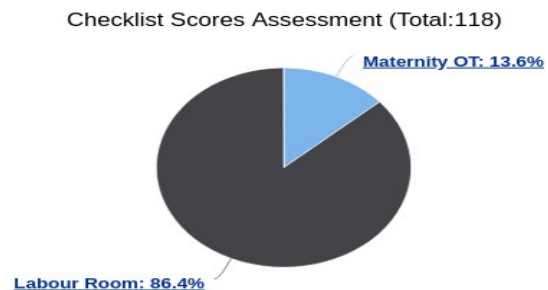
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MH

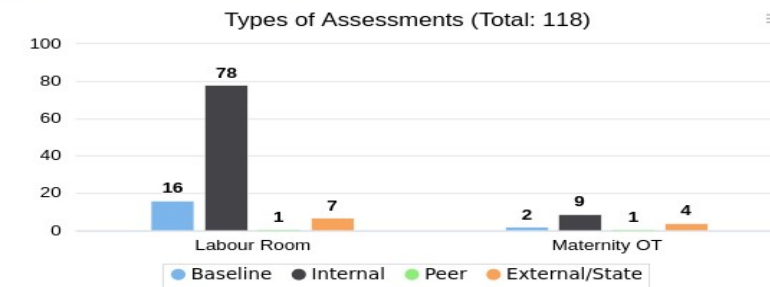
Types of facilities covered



Facility Scores Assessment Status



Types of Assessments Done



LaQshya Data and Reporting



LAQSHYA Facility Details

LAQSHYA Interactive Dashboard

LAQSHYA Edit Data

Select Year

All

FACILITY DETAILS

TOTAL DISTRICT: 51

#	Total Facilities	Labour Room	Maternity OT	Total (LR + MOT)
District Hospital	51	51	42	93
Community Health Center	169	169	11	180
Civil Hospital	67	67	17	84
Medical College	13	13	13	26

Year Wise Facility Taken under LaQshya

Year	Number of Facilities
2018-19	20
2019-20	55
2020-21	179
2021-22	36
2022-23	7
2023-24	6

Status of National and State Certification

	National								State		
	Pass (P)	Fail (P)	Awaited (P)	Pass (V)	Fail (V)	Reverted	Recertification	New	Applied	Pass	Fail
MATERNITY -OT	26	2	21	23	5			7	60	55	5
LABOUR ROOM	38	4	21	45	5			13	164	129	35

Suggestions for Coordination & Addressing Technical Assistance Needs

- Expediate and decrease the time between the state and national level assessment
- Building in Quality Improvement capacity.





THANK YOU

We deeply acknowledge and appreciate, NHSRC, the State Governments, the community and our partners



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Wadhvani Initiative for Sustainable Healthcare (WISH) is the flagship program of Lords Education & Health Society (LEHS)