



सत्यमेव जयते

Ministry of Health & Family Welfare
Government of India



Patient Safety Week Report 2021

11-17 September 2021



PATIENT SAFETY WEEK REPORT 2021

11–17 September 2021



**World
Patient Safety
Day** 17 September 2021

Contents

BACKGROUND	3
World Patient Safety Day	3
OBJECTIVES	4
ACTIVITIES	5
National Level Activities	5
DAY 1: 11 September 2021, Maternal Safety	6
DAY 2: 12 September 2021, Newborn Safety	6
DAY 3: 13 September 2021, Medication Safety	7
DAY 4: 14 September 2021, Safety in Ambulatory Care	8
DAY 5: 15 September 2021, Radiation Safety	8
DAY 6: 16 September 2021, Fire Safety	9
DAY 7: 17 September 2021, World Patient Safety Day	10
State Level Activities	17
Andhra Pradesh	18
Arunachal Pradesh	19
Assam	20
Bihar	21
Goa	22
Gujarat	23
Haryana	23
Himachal Pradesh	24
Jharkhand	25
Kerala	26
Madhya Pradesh	27
Manipur	28
Meghalaya	29
Mizoram	30
Nagaland	31
Odisha	32
Punjab	33
Telangana	34

Tripura	35
Uttar Pradesh	36
Andaman & Nicobar Island	37
Chandigarh	38
Dadar- Nagar Haveli and Daman & Diu	39
Delhi	40
Jammu & Kashmir	42
Puducherry	43
Best Practices	45
Conclusion	46
List of Abbreviations	47

BACKGROUND

‘Safe care’ is fundamental to ensuring the quality of health services. There is clear consensus that care should be effective, safe, timely and people-centered to unearth the holistic benefits of quality health services. Quality health care comprises of safe surgical care and safe childbirth. It is also about injection safety, blood safety, medication safety, medical device safety, safe organ, tissue and cell donation. Additionally, it covers aspects related to appropriate biomedical waste management, prevention of Healthcare Associated Infections (HAI) and more.

Every year, in low- and middle-income countries (LMICs) nearly 13.4 crore adverse events occur due to unsafe care, resulting in 26 lakh deaths.¹ Such occurrence of adverse events is one of the ten leading causes of deaths and disabilities in the world.² Estimates show that in developed countries as many as one in 10 patients is harmed while receiving hospital care. The harm can be caused by a range of errors or adverse events. Of every 100 hospitalised patients at any given time, seven in developed and 10 in developing countries will acquire HAIs.³

In India, in the absence of a suitable learning and reporting system, the exact extent of healthcare associated harm remains unknown. Dr Ashish Jha through a study published in BMJ estimated that approximately 52 lakh injuries occurred annually due to medication errors in India.⁴

World Patient Safety Day

The Seventy Second World Health Assembly (WHA), vide its resolution WHA 72.6 on 28 May 2019 urged member countries to keep patient safety as a key strategic priority in the Universal Health Coverage (UHC) agenda. The resolution further requests all member countries to develop normative guidance on minimum standards, policies, best practices and tools for patient safety, including safety culture, human factors, hygiene infrastructure, clinical governance and risk management. Since then, 17 September is observed as World Patient Safety Day (WPSD) every year.

¹National Academies of Sciences, Engineering, and Medicine. Crossing the global quality chasm: Improving health care worldwide.

²Jha AK. Presentation at the “Patient Safety – A Grand Challenge for Healthcare Professionals and Policymakers Alike” a Roundtable at the Grand Challenges Meeting of the Bill & Melinda Gates Foundation, 18 October 2018

³National Patient Safety Implementation framework- 2018-2025, India

⁴<https://timesofindia.indiatimes.com/india/india-records-5-2-million-medical-injuries-a-year/articleshow/22832260.cms>

The overall objectives of WPSD are to enhance understanding of patient safety, increase public engagement in health care safety, and promote action to prevent and reduce avoidable harm in health care. Each year a theme is selected to focus on a priority area, critical to patient safety and UHC.

In view of the COVID-19 pandemic, the theme of WPSD for the year 2020 was 'Health Worker Safety: A Priority for Patient Safety'. The National Health System Resource Centre (NHSRC) in collaboration with the International Society for Quality in Healthcare (ISQUa) organised a national webinar.

Shri Rajesh Bhushan, Secretary Health & Family Welfare, Ministry of Health & Family Welfare (MoHFW) delivered the inaugural address. Eminent national and international experts made presentations to an audience that comprised over 1200 participants.

The theme selected by WHO for World Patient Safety Day 2021 was 'Safe maternal and newborn care', highlighting the significant burden of risks and harm which women and newborns are exposed to, when receiving unsafe care during childbirth.

It is estimated that approximately 46% maternal deaths, over 40% stillbirths and 40% newborn deaths take place on the day of birth. Most of these deaths and stillbirths are avoidable through the provision of safe and quality care by skilled health care professionals, working in a supportive environment. In view of these facts, MoHFW launched the LaQshya initiative, which aims to improve intrapartum and immediate postpartum care in the Labour Room and Maternity Operation Theatre (OT). Since maternity care is also affected by issues of gender equity and violence, women's experiences during childbirth have the potential to either empower or inflict damage and emotional trauma on them. Therefore, this year, WHO has created a campaign slogan called, "Act now for safe and respectful childbirth!" calling upon all stakeholders to accelerate necessary actions for ensuring safe and respectful childbirth.

To reiterate the commitment of the MoHFW, Government of India (GoI) on the occasion of World Patient Safety Day, celebrated Rogi Surasha Saptah from 11-17 September 2021. The States and Union Territories (UTs) were provided with a detailed day-wise action plan to commemorate the day and the states were encouraged to utilise it along with the liberty to add more activities, as required by them.

Objectives

The overall objectives of the World Patient Safety Day are to enhance global understanding of patient safety, increase public engagement in health care safety, and promote global action to prevent and reduce avoidable harm in health care. Following were the broad objectives set by the MoHFW for the Patient Safety Week:

1. Encourage health care professionals and key stakeholders of health systems to reinforce safe and quality mother and newborn care.
2. Raise awareness on issues of maternal and newborn safety, particularly during childbirth.
3. Sensitise all public health facilities, namely district hospitals (DH), sub-district hospitals (SDH), community health centres (CHC), urban community health centre (UCHC), primary health centres (PHC), urban primary health centres (UPHC) and health and wellness centres (HWC) regarding Rogi Suraksha Saptaah.
4. Address concerns of patient safety through a series of webinars on maternal safety, newborn safety, medication safety, radiation safety, ambulatory care, and fire safety.

Activities

To achieve the abovementioned objectives, various activities were carried out at the national as well as state level.

National-Level Activities

The National Health Systems Resource Centre (NHSRC) organised a series of webinars from 11–16 September 2021 on ensuring safe maternal care, newborn care, medication safety, safety in ambulatory care, radiation safety and fire safety. Eminent speakers were invited from the Mahatma Gandhi Institute of Medical Sciences (MGIMS), Wardha, the AllIndia Institute of Medical Sciences (AIIMS) Jodhpur, Peerless Hospital and B K Roy Research Centre, Kolkata, Atomic Energy Regulatory Board (AERB), and the Safdarjung Hospital, New Delhi. Nearly 200 participants joined these webinars daily. Webinars conducted during the Patient Safety Week are listed in Table 1.

Table 1: List of webinars conducted during the Patient Safety Care week, 2021

Sl. No	Topic of webinar	Date
1	Ensuring safety in maternal care	Day 1: 11 September 2021 Time 2:00 to 3:00 pm
2	Ensuring safety in newborn care	Day 2: 12 September 2021 Time 2:00 to 3:00 pm
3	Medication safety	Day 3: 13 September 2021 Time 2:00 to 3:00 pm
4	Safety in ambulatory care	Day 4: 14 September 2021 Time 2:00 to 3:00 pm
5	Radiation safety	Day 5: 15 September 2021 Time 2:00 to 3:00 pm

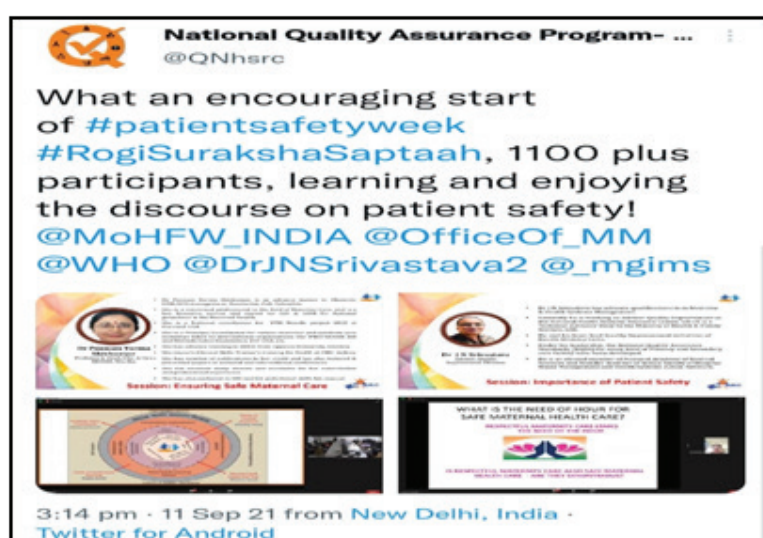
6	Fire safety	Day 6: 16 September 2021 Time 2:00 to 3:00 pm
7	National webinar on World Patient Safety Day	Day 7: 17 September 2021 Time 10:00 am to 1:00 pm

Day 1: 11 September 2021, Maternal Safety

A webinar on 'Ensuring safe maternal care' was organised on Day1. The webinar was initiated with the welcome address by Dr J N Srivastava, Advisor, Quality Improvement Division at NHSRC. Setting the tone for the week-long activities, Dr Srivastava deliberated on the 'Importance of patient safety'. He emphasised how unintentional but avoidable harm to the patients takes place, while receiving care within the health facilities and domiciliary settings, especially through medication errors, HAIs, mishaps during procedures, post-surgery complications, patient fall, decubitus ulcers (bed sores), deep vein thrombosis and excess radiation exposure, etc. He addressed various blocks of 'Patient-centric' Quality of care (PoC) and explained initiatives such as NQAS, LaQshya, Kayakalp and National Patient safety framework to support patient safety.

In the discourse on 'Ensuring safe maternal care', Dr Poonam V. Shivkumar, Professor & Head of Department, Obstetrics & Gynaecology, the Mahatma Gandhi Institute of Medical Sciences (MGIMS), Wardha enumerated aspects related to 'Respectful maternity care and the universal rights of childbearing women'. The challenges in providing, and implementing safe maternal health and solutions were taken up for a broader discussion with the participants.

Webinar on ensuring maternal safety



On Day-1 a directive from the MoHFW was provided to the States that all facility staff must take the Surakhsha Sapath (Patient Safety Oath). They must invite eminent speakers locally or from other facilities with the aim of sensitising staff about the importance of patient safety. They must also make a plan for the next six days regarding patient safety

activities along with an effort to attend all national webinars from 11–17 September 2021.

Day 2: 12 September 2021, Newborn safety

A well-known expert in the field of Child and Neonatal Health, Dr. Arun K Singh, National Advisor for the Rashtriya Bal Swasthya Karyakram (RBSK) and Professor & Head of Department Neonatology, at the All India Institute for Medical Sciences (AIIMS), Jodhpur addressed the webinar on 'Ensuring safe newborn care.' He elaborated on how patient safety issues had an impact on newborn safety.

He began with emphasising on preconception care and how it is important in conceiving a healthy baby, and further explained critical periods which impact the cognitive trajectory and related interventions. The importance of the first 1000 days of the infant and human brain development, different nutritional needs of the infant and role of RBSK was emphasised to ensure a healthy childhood.

Snapshot of atweet from Day 2



On Day2, a directive from MoHFW was provided to the States to review the Maternal Death Surveillance and Response (MDSR) system in the facility for all maternal mortalities that occurred in the previous six months. It was provided to ensure learning-based actions to improve Quality of Care (QoC) and prevent avoidable deaths. A review to ensure availability,

adequacy and usage of real-time partograph in the labour room was suggested along with an oath to use the partograph in all deliveries. Use of the 'WHO surgical safety checklists' was encouraged for all C-section surgeries during the day along with an oath to use them in all future surgeries.

Day 3: 13 September 2021, Medication Safety Webinar on medication safety

Dr. Subhrojyoti Bhowmick, Clinical Director Quality & Research Department at the, Peerless Hospital, Kolkata was invited to enhance the knowledge of participants from across the country on 'Medication safety'. He started with classic examples of medication errors that caught media attention in India and how the topic is now a part of WHO's Flagship Global Patient Safety Challenges.

These factors led to medication errors as well as affected their cost bearers, yet these errors only signified faulty systems and not faulty professionals. The need for pharmacovigilance was discussed along with causality assessment including WHO-UMC Causality Assessment Scale and Naranjo ADR Causality Scale. He concluded by suggesting strategies for preventing medication errors at the levels of the doctors, nurses, pharmacists and management and within that, revisiting the role of information technology (IT).



On Day3, a directive from MoHFW was provided to the States to orient all the mothers who were admitted and expecting on neonatal safety issues like personal hygiene, breastfeeding, nutrition etc. Also, to review usage of safe childbirth checklists in the facility and take an oath to use 'Safe childbirth checklist' in all deliveries.

Day 4: 14 September 2021, Safety in Ambulatory Care

Ms. Roopa Rawat, Project Manager, WHO Collaborating Centre for Emergency & Trauma Care at AIIMS, New Delhi spoke comprehensively on 'Ambulatory care' and the aspects that influence patient safety. She explained ambulatory care through the Swiss Cheez Model for understanding accidents and improving safety. The discussion touched the topics of International Patient Safety Goals (IPSG), Burden & Impact of Poor Ambulatory Basic Care (ABC), Strategy for Safe, Timely, Effective, Efficient (STEE) Care, and solutions like integration of processes, governance and information systems, standard documentation (digitalisation), capacity building, domiciliary setting like management of postsurgical complications, bedsores and medical reconciliation.

On Day4, a directive from MoHFW was provided to the States that every clinical department of the facility must identify 'Lookalike and sound alike medicines' and other 'High alert' drugs and take corrective and prevention actions to improve current practices.

Day 5: 15 September 2021, Radiation Safety

Ms. S. Mahalakshmi, from the Atomic Energy Regulatory Board (AERB) was invited to elaborate on 'Radiation safety in health facilities' and share her extensive knowledge on the topic. She talked about Ionizing radiation and the need to regulate radiation sources. She further explained the Regulatory Framework for ionizing radiation sources; safety requirements for medical applications; observations during inspections; ensuring patient protection in medical exposure; challenges and way forward.

Webinar on radiation safety



On Day5, a directive from MoHFW was provided to the States to undertake prescription audits for randomly selected 30 prescriptions for irrational usage of drugs, diagnostics, legibility of handwriting etc. It was expected that they would take corrective and prevention action to improve prescription practices.

At State Level: It was expected to check AERB approval status for X-ray/CT/MRI machines. A review of availability, adequacy and usage of radiation safety equipment like

LEAD aprons, Gonad, thyroid and abdominal shields was to be undertaken. It was also expected to check TLD batches along with QC testing of X-ray machines. Taking corrective and prevention action to improve radiation safety of staff and patients was part of the effort.

Day 6: 16 September 2021, Fire Safety

Dr. Aradhana Bhargava, Professor & Specialist Microbiologist, Vardhman Mahavir Medical College (VMMC) & Safdarjung Hospital, New Delhi was a guest speaker who elaborated on 'Fire safety in the health facilities'. She first explained the fire triangle to participants and common causes of fire in the hospital and emphasised that 'once a burn patient always a patient.'

She then touched on the issues of recognition of fire hazards and risk in a health care facility, understanding fundamental aspects of fire safety, of potential fire hazards and

control measures, getting an overview of the fire protection system, and familiarising with overall administration of emergency management.

On Day6, a directive from MoHFW was provided to the States to check AERB approval status for X-ray/CT/MRI machines. A thorough review of availability, adequacy and usage of radiation safety equipment like LEAD aprons, Gonad, thyroid and abdominal shields was to be undertaken. It was also expected to check TLD batches along with QC testing of X-ray machines. Taking corrective and preventive actions to improve radiation safety of staff and patients was part of it.

Day 7:17September 2021, World Patient Safety Day

The final day of celebrations was divided into two sessions. All the States/UTs were invited to be part of the event that was held at MoHFW, Nirman Bhavan, New Delhi via virtual mode. The day started with the inaugural session and was followed by a technical session.

Inaugural session

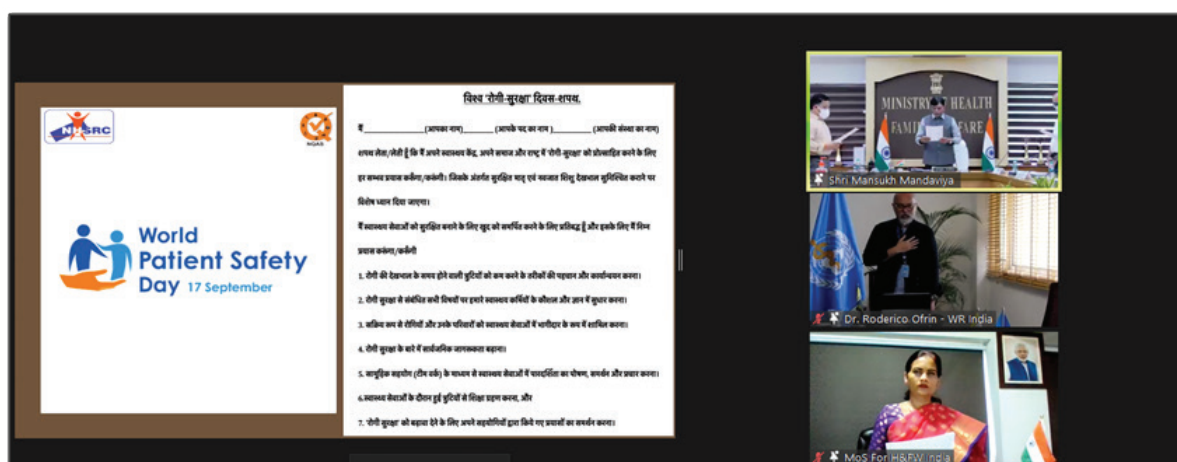
The function was inaugurated by the Hon'ble Union Minister of Health & Family Welfare, Shri Mansukh Mandaviya. Shri Vikas Sheel, Additional Secretary and Mission Director, NHM, MoHFW welcomed dignitaries and participants and provided an overview of different initiatives taken by MoHFW for the promotion of quality and safe healthcare. Shri Rajesh Bhushan, Union Health Secretary MoHFW drew attention to the different steps taken by the Government of India to ensure a safe healthcare system like the National Patient Safety Implementation Framework, National Quality Assurance Programme, Kayakalp and LaQshya.

The Guest of Honour Hon'ble Minister of State for MoHFW, Dr. Bharati Pravin Pawar spoke on the need to end all preventable antenatal deaths due to morbidities like anaemia, hypertension, sepsis, etc. Drawing from her own experience while practicing medicine, she observed that birthing a child in undignified settings can be a source of emotional trauma. The right of every woman to have a respectful childbirth was stressed upon. Noting the contribution of LaQshya scheme⁵ in providing intrapartum and postpartum care, she stated that MusQan would similarly facilitate healthcare of infants and children below 12 years to the satisfaction of their parents. She quoted the Ramayana, 'Janani Janmabhumi Shcha Swarga Dapi Gariyasi' to emphasise the importance to be given to the institution of motherhood in Indian culture.

⁵LaQshya:- LaQshya Guidelines | National Health Systems Resource Centre | Technical Support Institute with National Health Mission
MusQan:- [http://qi.nhsrindia.org/cms-detail/musqan-initiative/MjQ4n\(nhsrindia.org\)\)](http://qi.nhsrindia.org/cms-detail/musqan-initiative/MjQ4n(nhsrindia.org)))

Hon'ble Union Minister of Health & Family Welfare, Shri Mansukh Mandaviya then led the 'Patient Safety Pledge' for all dignitaries and participants to follow.

'Patient Safety Pledge' anchored by the Union Health Minister



During the function, the Union Health Minister released the 'Operational Guidelines for Quality Assurance in Public Health Facilities 2021', Quality Darpan, a six-monthly update on key achievements and learnings under the NQAS initiative; the Ayushman Bharat Health & Wellness Centre e-booklet on quarterly progress report April-June 2021; Reference Manual for Integrated RMNCAH+N Counselling, MusQan, a scheme to target delivery of quality services to children in the health facilities; along with the Maternal Perinatal Child Death Surveillance Response (MPCDSR) software.



Release of Revised Operational Guidelines for PHFs



Release of Quality Darpan

Shri Mandaviya felicitated the States and UTs for their performance in implementation of National Quality Assurance Standards (NQAS) and LaQshya during the function.

1. Felicitations of States/ UTs for NQAS

For CHCs: Haryana, Andhra Pradesh and Tamil Nadu received the 1st prize, and J&K, Chhattisgarh and West Bengal 2nd prize in their respective categories.

For DHs and SDHs: 1st prize was awarded to Manipur, Andhra Pradesh, Telangana and Uttar Pradesh; 2nd prize to Jammu & Kashmir, Chhattisgarh, Gujarat and Tamil Nadu for different categories from I to IV.

For PHCs: Manipur, Haryana & Telangana received the 1st prize, while Tripura, Kerala & Madhya Pradesh got 2nd prize.

For UPHCs: 1st prize was won by Nagaland, Kerala and Gujarat, and 2nd prize was given to Mizoram, Haryana and Telangana.

2. Felicitations of States/ UTs for LaQshya

For labour room in small States/UTs category, Chandigarh, Goa and Dadra Nagar Haveli & Daman & Diu received the 1st, 2nd and 3rd prize. For labour room in larger states, Gujarat, Uttarakhand and Maharashtra received the 1st, 2nd and 3rd prize. For Maternity OT LaQshya in small states category, certification awards were given to Chandigarh, Puducherry and Goa while those among large states were Gujarat, Madhya Pradesh and Maharashtra.

In his address Shri Mansukh Mandaviya said, *"Quality is a journey and it is not a one-time activity, but one that should be integrated in our day-to-day practices. In other words, it should become a habit. Ensuring safety of patients is a continuation of ancient health*

care practice. Sushruta's Charaka Samhita mentions many medical instruments which are used even today with minimal modifications. These showed dedication of our ancestors in preserving each and every life. All institution managers must make processes patient-centric and behaviour of health care workers towards patients an essential part of the treatment."

The function attracted a large audience with almost 3000 participants which included the abovementioned dignitaries along with Dr. Roderico Ofrin, WHO Country Representative to India, MoHFW officials, State Health Secretaries, Mission Directors NHM, Programme Officers from Quality, Maternal and Child Health, and other States including representatives from academic institutions, development partners, NGOs and international agencies etc.

Technical Session

After a week-long of enriching webinars and activities, the technical session marked the culmination of the Patient Safety Week. Maj. Gen (Prof) Atul Kotwal, SM, VSM, Executive Director NHSRC, and Dr. Roderico H Ofrin, WHO Representative to India opened the session with their welcome addresses, emphasising the need for action to reduce avoidable harm to patients.

Session: Key Priorities under Global Patient Safety Action Plan 2021–2030

Distinguished guest speaker Dr. Irina Papieva, Technical Officer Integrated Health Services, World Health Organization Headquarters elaborated on the 'Global Patient Safety Action Plan 2021-- 2030' which was submitted to the Seventy-Fourth World Health Assembly in 2021 through the 148th Session of the Executive Board in January and was then launched, after approval, in August 2021. She explained the seven strategic objectives:

1. Policies to eliminate avoidable harm in health care
2. High-reliability systems
3. Safety of clinical processes
4. Patient and family engagement
5. Health worker education, skills and safety
6. Information, research and risk management
7. Synergy, partnership and solidarity

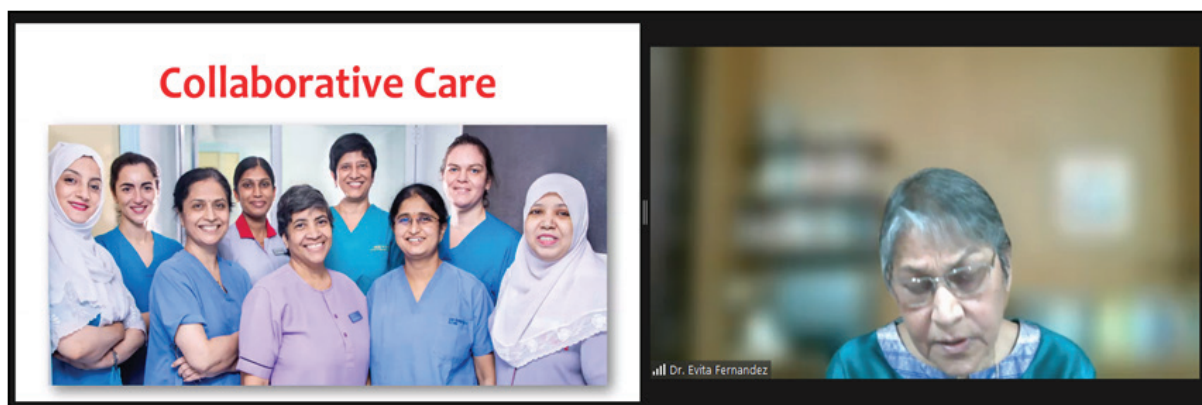
The Action Plan lists governments, stakeholders, health care facilities and services, and the WHO Secretariat as partners in actions. While the framework for action is based

on a 7x5 matrix, the Patient Safety Implementation Ecosystem is described to have five milestones for partners to follow.

Session: Patient Safety in Maternal Health

The impact of the National Flagship Programmes was taken up especially with regard to how successful they have been in bringing down the Maternal Mortality Ratio (MMR) in the country. Several tools were suggested for improving obstetric patient safety and unit performance for improving obstetric patient safety and unit performance. The session on 'Patient Safety in Maternal Health' conducted by Dr. Evita Fernandez included continuing education; simulation programmes; internal audits; best practice protocols; safety checklists; complete documentation; smart medical records; and maternity unit onsite consultations.

Session on 'Patient safety in maternal health'



Session: Patient safety in Newborn health

Dr. Anita Shet, Senior Scientist, Johns Hopkins University started her views on the vision of John Hopkins Maternal and Child Health Centre, India.

Session on 'Patient safety in newborn health'



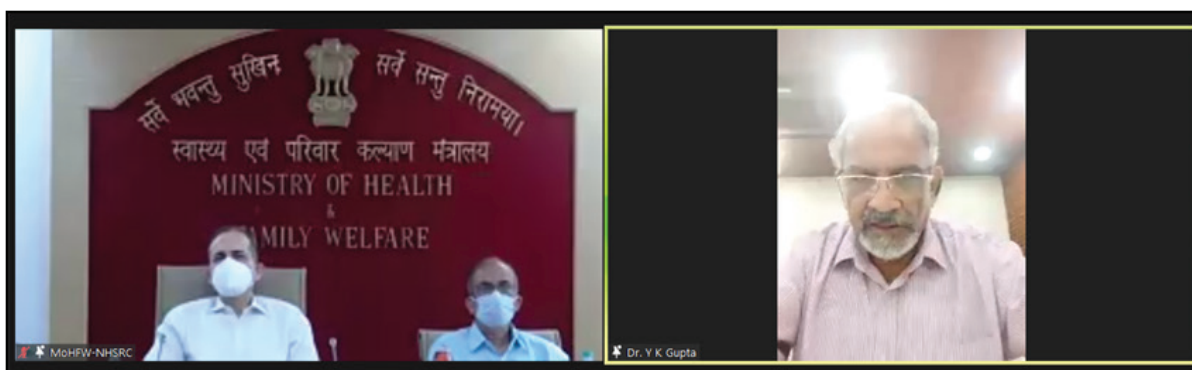
Dr. Shet suggested moving towards safe newborn care in India by:

- Imagining newborn safety across the care continuum and different levels of service delivery from family to tertiary care centres
- Attention to sub-district and block level health facilities
- Introduction to and sustaining of maternal and child safety checklists
- Evaluating existing programmes like LaQshya for programme improvements
- Scaling up the midwifery initiative and incorporating a culture where protocols of patient safety in medical/nursing education training programmes were followed
- Making more investments in data analysis and learning from quality-of-care information across health facilities
- Paying special attention to respect, dignity and good communication to mothers and families more so during antenatal, intrapartum and post-partum care

Session: Pharmacovigilance Programme of India

Dr. YK Gupta, Ex HOD, Department of Pharmacology at AIIMS New Delhi and President AIIMS Bhopal & Jammu, was a speaker at the session on Pharmacovigilance Programme of India. He explained the rationale behind the Pharmacovigilance Programme of India initiated by GoI and how it is benefitting the population.

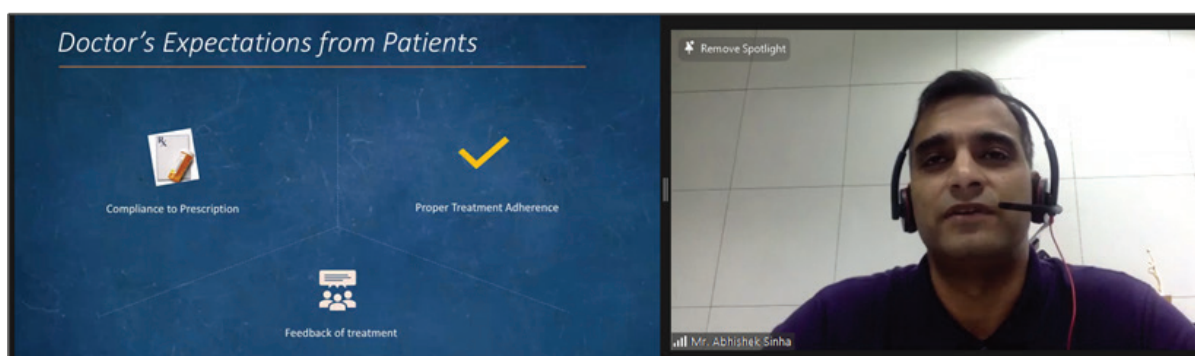
Dr. Y K Gupta during the session



Know Your Prescription (KYP) App

Shri Tarun Gupta shared how the Know your Prescription (KYP) App works and aims to enhance patient compliance and adherence by improving therapeutic outcomes and patient satisfaction. It does so by explaining the doctor's prescription while addressing the patient's general queries in vernacular language.

Shri Tarun Gupta during the session on KYP



On Day 7, a directive from MoHFW was provided to the States to take a pledge for promoting and observing 'Patient safety'. This entailed checking availability, adequacy and usage of fire safety devices like fire extinguishers, fire alarms, sprinklers, check expiry date for fire extinguishers. A workshop was arranged in consultation with the fire department or agency on 'How to operate fire extinguishers' for all staff. It was suggested to take corrective and preventive action to improve fire safety norms and also attend a National Webinar on World Patient Safety Day with the added advantage of joining the global campaign to light up the facility in orange colour.

State-Level Activities

After the directives from MoHFW, GoI, all State & UTs have actively participated and celebrated the *Rogi Suraksha Saptah* across facilities. State Nodal Officers Quality Assurance were nominated to coordinate and disseminate information to all public

health facilities in the state. States issued directives to the districts with clear roles and responsibilities and list of activities to be done during the week-long campaign. Some states developed IEC related to Patient Safety considering the local context.

To join the Global Campaign, few states lightened up their iconic monuments, landmarks, local places and public health facilities in orange colour on 17 September 2021.

Andhra Pradesh

The Government of Andhra Pradesh celebrated a week-long *Rogi Suraksha Saptah* (Patient Safety Week) from 11–17 September 2021 by implementing day-wise action plans starting from 11 September. Health care professionals from across the state joined a webinar on 17 September 2021 and took a 'Patient Safety Pledge' on World Patient Safety Day organised by MoHFW, Delhi.

Day 1: Detailed orders were issued from the state on activities to be conducted for the next six days and the facilities planned their activities accordingly. All health facilities conducted sensitisation meetings with the staff about importance of patient safety.



CHC Penugonda



CHC Padalkar



CHC Rapur



CHC Gopalapuram

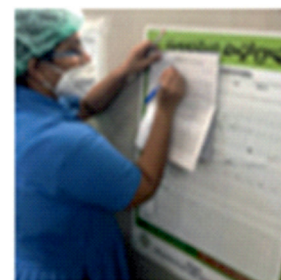


CHC Vakadu

Day 2: Facilities reviewed Maternal Death Surveillance and Response (MDSR) system, real time partographs & WHO surgical safety availability, adequacy as well as use in LR. Maternal Operation Theatre (MOT) took an oath to use partograph in all deliveries & "WHO surgical safety checklists in all future surgeries.



CHC Udyagiri



CGH Vijaywada



CHC Vuvvuru



CHC Kaikaluru

Day 3: Awareness/orientation sessions were conducted for all admitted and expectant mothers on neonatal safety issues like personal hygiene, breastfeeding, nutrition, Kangaroo Mother Care,

immunization, family planning methods and counselling. Use of safe childbirth checklists in the facility were taken up along with an oath to use 'Safechildbirth checklist' in all deliveries in all case sheets.

Day 4: Facilities conducted discussions under the guidance of Medical Superintendent, prepared



CHC Jaggampeta



GMH Tirupati



CHC Penugonda



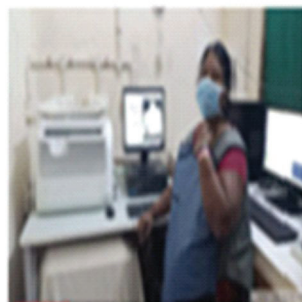
CHC Dharmavaram

drug formulary and identified/arranged look-alike and sound-alike drugs and high alert or high-risk drugs in all patient care areas.

Day 5: Facilities conducted a prescription audit, analysed, and initiated corrective and preventive actions to improve prescription practices.

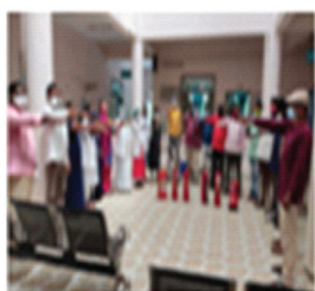


CHC Bangarupalem



CHC Gooty

Day 6: Checked the Atomic Energy Regulatory Board (AERB) approval status, reviewed availability, adequacy, and usage of radiation safety equipment, checked TLD batches and acted accordingly to address the gaps identified.



CHC Podalkuru



CHC Sodum

Day 7: Facility staff cross-checked availability, adequacy, and use of fire safety devices and expiry date of fire extinguishers. Facilities arranged mock drills and training on how to operate fire extinguishers for all staff and provide hands-on experience. They were also guided on how to take

corrective and preventive action on improving fire safety norms. All facilities participated and took the 'Patient Safety Pledge'.

Arunachal Pradesh

Patient Safety Day which was celebrated every year on 17 September was commemorated this year with celebrations in various health facilities of Arunachal Pradesh with the objective of improving understanding of patient safety, increasing public engagement in health care safety and promoting global action to prevent and reduce avoidable harm in health care.



Workshop on newborn safety care for nurses, ASHA workers at DH Roing, Lower Dibang Valley



Supportive Supervision by DRCHO in West Siang to ensure use of 'Real time partographs' & 'Safe Birth Checklist'



Workshop on newborn safety and care for nurses, ASHA workers at PHC Dadam, Tirap District



Orientation of PHC Staff on maternal and newborn safety in PHC Tawang District

Assam

Patient safety is fundamental to deliver quality health services and 17 September is celebrated as World Patient Safety Day every year. For 2021, the theme was 'Safe maternal and newborn care'. A letter was issued by NHSRC/16-17/QI/Patient Satisfaction.

Accordingly, the state of Assam planned celebrations of the Rogi Kalyan Saptah (Patient Safety week) from 11-17 September in accordance with the action plan received from GoI.



Pledge taking ceremony in Darrang Civil Hospital



Fire mock drill & training at BPCH Nagaon



Pledge taking ceremony in NHM Assam office



Orientation of facility staff on 6C's and 7R's in maternal safety & prescription audit exercise conducted in Barpeta SDH & HWC

Bihar

Various activities were undertaken by Bihar State on the eve of World Patient Safety Day.



Orientation on maternal and newborn safety in Nawada and Madhepura district



Fire safety training and drill in Bhagalpur and Sitamarhi district

The Rogi Suraksha Saptah was observed from 11–17 September 2021 with activities like displaying IEC materials, taking pledge for patient safety, organising signature campaigns, orientation & awareness programmes, holding poster competition and fire mock drills by various facilities of the state under the guidance and supervision of Dr. Sarita, Nodal Officer for Patient Safety Week, Bihar.



'Patient Safety Pledge' by facility staff at DH Araria



'Patient Safety Pledge' by ASHA in Sheikhpura



'Patient Safety Pledge' at SHSH Patna, Bihar



IEC on Patient Safety used at various health facilities

Goa

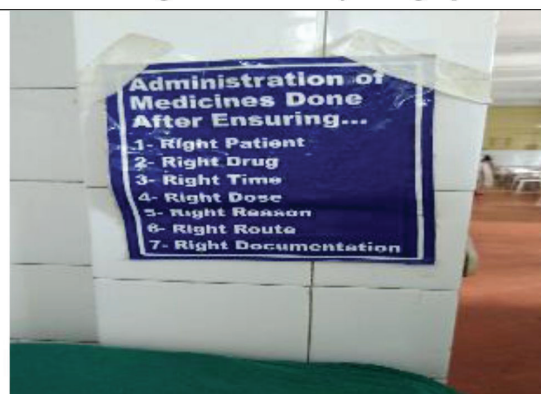
Patient Safety Week was celebrated in Goa state from 11–17 September 2021 across all health facilities. It included the oath taking of 'Patient Safety Pledge' in health facilities, holding sensitisation classes for medical officers and staff nurses on safe labour room practices, medication safety, radiation safety and fire safety awareness sessions for various units of the hospital.



Staff taking 'Patient Safety Pledge'



Training session on use of Partograph



Display of Medication Safety posters



Hospicio hospital was lit up in orange



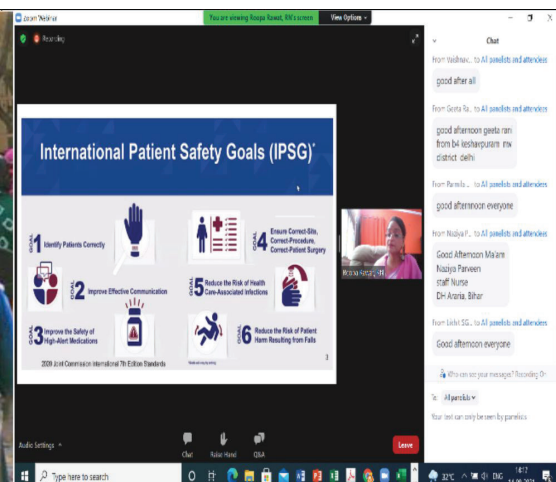
Awareness on Fire Safety

Gujarat

The Department of Health and Family Welfare, Government of Gujarat celebrated its 3rd World Safety Day on 17 September 2021. An official letter was issued to all healthcare facilities to celebrate Rogi Suraksha Saptah from 11–17 Sept 2021 with the 3rd World Safety Day on 17 September 2021 by the Additional Director, Public Health & Additional Director, Family Welfare.



Staff awareness on Patient Safety



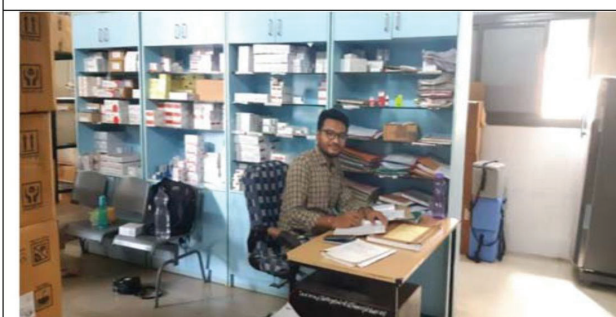
Attending training sessions on patient safety



Training on use of Partograph



Staff awareness on maternal care



Storage of medicines in the pharmacy



Awareness on radiation safety

Haryana

The State of Haryana along with MoHFW joined the global campaign and celebrated a week-long *Rogi Suraksha Saptah* (Patient Safety Week) from 11–17 September 2021. It was celebrated in all the districts of Haryana with full fervour. The health care providers participated with full zest in the activities undertaken as part of patient safety week focusing on 'Safe maternal and newborn care'. Banners, posters, and relevant IEC material related to patient safety was displayed at prominent places in health facilities and public places.



Patient Safety Awareness Meeting at Rohtak



Awareness workshop on patient safety conducted at Bhiwani



Oath taken for WHO SS checklist and partograph usage



Awareness on newborn care



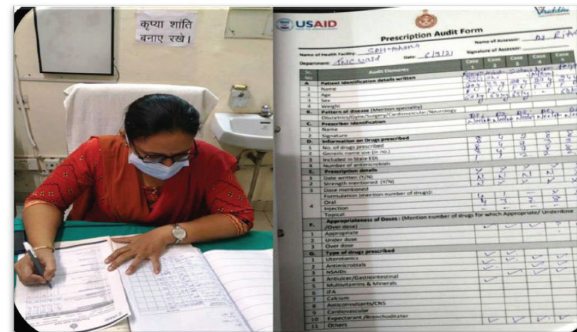
Orientation session on neonatal safety, Panipat



Orientation session on neonatal safety, Panchkula



'Patient Safety Pledge', District Hospital, Nuh



Prescription audit conducted at District Hospital, Fatehabad

Himachal Pradesh

In keeping with directions outlined by the Joint Secretary, MoHFW, GoI, the World Patient Safety Week was held from 11–17 September 2021 and World Patient Safety Day on 17 September 2021 in the state of Himachal Pradesh. Directions were issued by the State Headquarters to all districts to observe the Patient Satisfaction Week and Day in all health care facilities and their administrative offices on this year's theme of 'Safe maternal and newborn care'.



Hand hygiene awareness session at Regional Hospital, Bilaspur



Sensitisation of new mothers on nutrition & breastfeeding at CH, Berthi



'Patient Safety Pledge', Shimla



Awareness for hospital staff on medication safety



Awareness on fire safety to hospital staff



'Patient Safety Pledge' at CHC, Bharari

Jharkhand

Every year, the World Patient Safety Day is celebrated on 17 September. As a policy decision by the MoHFW, GoI, this year the Patient Safety Week was organised from 11–17 September 2021 in all 24 districts of Jharkhand. To sensitise healthcare staff, different activities were planned as per the schedule, shared by the government. The theme for this year was '*Safe maternal and newborn care.*'



'Patient Safety Pledge' at Sadar Hospital, Ranchi



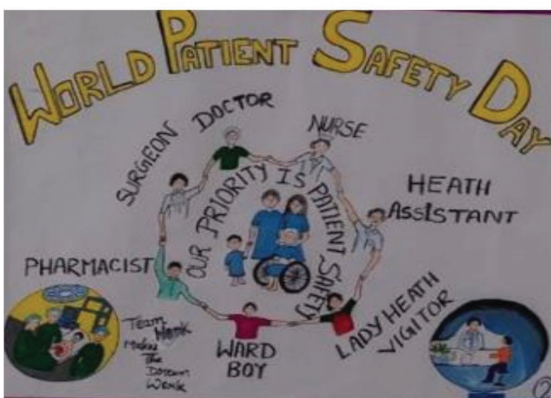
Awareness on mother & newborn safety in Saraikela Kharsawan



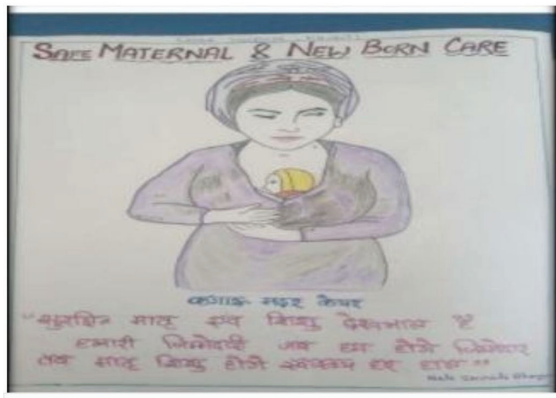
Fire Safety Training



Banner display from Sadar Hospital



Poster presentation on WPSD



Drawing competition at Khunthi DH

Kerala

Regarding World Patient Safety Day on 17 September 2021, Kerala celebrated 11-17 September 2021 as Patient Safety Week and like other states observed the theme of 'Safe maternal and newborn care.'



Patient safety awareness programme conducted on 11/09/2021 at W&C Thycaud



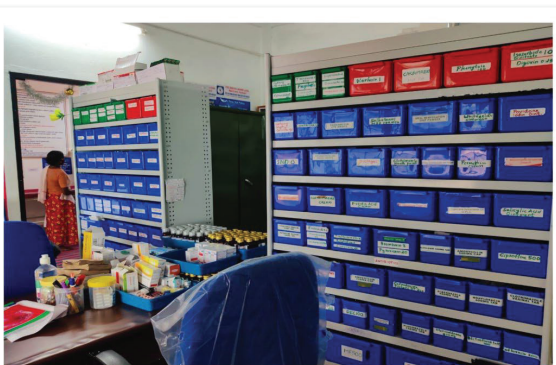
Awareness on mother & newborn safety in TH Attingal



Flash mob on hand hygiene by DH, Kollam



Awareness message regarding newborn care and safety Tikamgarh District



Medication safety practices in the form of LASA, HRM's in a pharmacy, Kasaragod



Fire Safety Training in a PHC, Idukki

Madhya Pradesh

The state of Madhya Pradesh disseminated directives to the district team as per GoI letter regarding the holding of the Patient Safety Week from 11–17 September 2021. The activities and webinars were conducted enthusiastically with active participation of officials and health care staff in the districts. Webinar on the themes of infection control, patient safety practices like 7Rs, identification of patients, documentation, adverse drug reaction, drug administration, dosage, verbal orders, checking expiry dates of drugs, high

alert drugs, LASA drugs, narcotic, and psychotropic drugs, etc were well attended Few glimpses from these events are shared below.

Awareness session regarding '*Maternal safety*' was given by doctors and nursing staff through counselling to mothers and their relatives in maternity ward and regarding newborn care and safety of pregnant women and new mothers. In the PHC Palari, Seoni "*Godh Bharai*" programme of pregnant women was conducted by the facility staff. Also, maternal safety, hygiene and nutrition related awareness was provided by the Facility-In-charge and other facility staff. Quiz competition too was organised. The facility staff conducted a health check-up cum awareness camp for newborn babies. A '*Healthy baby competition*' was organised and prizes distributed to healthy babies based on child health investigation parameters. Doctors took sessions with nursing staff on medication safety like 7R's, drug administration, dosage, verbal orders, checking expiry dates of drugs before giving medicine, identification of high alert drugs in different departments and narcotic drugs, etc.



Manipur

World Patient Safety Day was observed on 17 September 2021 at Heritage Hall of IMA, Lamphelpat, Imphal West, Manipur. The function was graced by Dr. Sashee Kumar Mangang, Additional Director (MD), Dr. H. Babychand Devi, Additional Director (P/F), Directorate of Health Services, Manipur, and Dr. L. Somorendro Singh, SNO (QA) who were the Chief Guest, Guest of Honour and President respectively. Presentations on the importance of patient safety, maternal safety and safe newborn care were discussed followed by the taking of the '*Patient Safety Pledge*' by all participants.



State orientation workshop celebrating World Patient Safety Day



Orange lighting in Moreh sub-divisional hospital as per theme of Patient Safety Week



'Patient Safety Pledge' by hospital staff in Moreh sub-divisional hospital



Fire drill & training in Moreh sub-divisional hospital



Orientation on radiation safety at SDH Jiribam



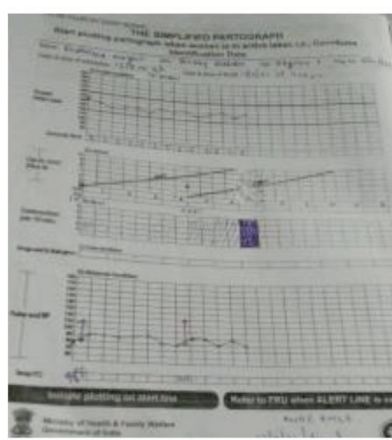
Orientation on maternal and newborn safety at PHC Khonghampat

Meghalaya

World Patient Safety Day was observed on 17 September 2021 across health facilities of Meghalaya. Various activities were conducted as part of the Patient Safety week as per the theme on '*Maternal and newborn safety*'. These included plotting of partograph, demonstration on firefighting appliances and training/orientation of facility staff.



Facility staff orientation on maternal and newborn safety, regular use of partograph & fire audit in Babadam PHC



'Patient Safety Pledge' followed by a fire drill in PynurslaPHC



Pledge Taking Ceremony in CHC Sohiong

Mizoram

World Patient Safety Week was celebrated across health facilities in Mizoram from 11–17 September 2021. A state-level meeting was conducted by SQAU team at NHM Office Mizoram on 17 September 2021 to celebrate Patient Safety Day followed by pledge ceremony by all those who were participating.



Patient Safety Day is celebrated every year on 17 September. The theme of 'Safe maternal and newborn care' was selected and celebrated in various health facilities of Tripura with the goal of improving understanding of patient safety, increasing public engagement in health care safety and promoting global action to prevent and reduce the avoidable harm in health care.



'Patient Safety Pledge' taken by all staff of PHC



Orientation on maternal safety during delivery in PHC



Celebration of Patient Safety Week in HWC Khomi Middle, Phek District



HWC Langer: Celebration of World Patient Safety



'Patient Safety Pledge' in HWC

Awareness session with community members regarding care of pregnant mother & young child, HWC Khomi Middle, Phek District



Odisha

World Patient Safety Day calls for global solidarity and concerted action by all countries and international partners to improve patient safety. All health facilities in Odisha in collaboration with NHM-Odisha celebrated World Patient Safety Day, 2021 for improvement of patient safety. A letter was communicated from the MD NHM, Odisha to all the CDM & PHOs of the state to celebrate World Patient Safety Week as per the agenda received from GoI.



'Patient Safety Pledge' at CHC Tikabali, Kandhamal'



Awareness on safe maternal & newborn care



Fire safety training at CHC Adaspur



Storage of medicines in the pharmacy



*Orientation on wrapping the baby to prevent Hypothermia,
CHC Rabanaguda*



*Orientation of pharmacists on medicine storage,
prescriptions and dispensing*

Punjab

On the event of World Patient Safety Day followed by the one week of Patient Safety Awareness Programme from 11-17 September, the following activities have been completed in Punjab.



'Patient Safety Pledge' being taken



Awareness on mother & newborn safety at CHC, Dhanaula



Creating awareness on mother safety to patient at CHC Maniwala



Creating awareness on mother safety to patient



Creating fire safety awareness to hospital staff



Staff training on use of fire extinguishers

Telangana

The health facilities across Telangana state celebrated 'Patient Safety Week' from 11–17 September 2021 adhering to the theme of 'Safe maternal and newborn care'. Activities like counselling for PNC mothers regarding KMC, nutrition, contraception and breastfeeding were organised. Prescription writing, 7R's on medication safety, safety in ambulatory care, radiation safety and installation of fire extinguishers, fire evacuation plans in various health facilities were also taken up. Fire mock drills too were conducted at various facilities.



Staff taking 'Patient Safety Pledge' in a health facility in Telangana



Awareness on newborn safety & counselling for mothers



Medication safety awareness on prescription



Mock counselling to ANC patients on maternity



Awareness on newborn safety & counselling to mothers



Fire safety awareness & training on use of fire extinguishers

Tripura

Patient Safety Day is celebrated every year on 17 September. 'Safe maternal and newborn care' theme was selected and celebrated in the various health facilities of Tripura with the objective of improving the understanding of patient safety, increasing public engagement in health care safety and promoting global action to prevent and reduce avoidable harm in health care.



'Patient Safety Pledge' by all hospital staff at IGM Hospital, Agartala, Tripura



Fire department demonstrated hands-on training to all hospital staff on firefighting at SDH Belonia, Tripura



'Patient Safety Pledge' by all hospital staff at CHC Manughat, Tripura



Discussion on patient safety with all facility staff at PHC Sonamura



Staff orientation on radiation safety by radiation safety officer at Atal Bihari Vajpayee Regional Cancer Centre



Uttar Pradesh

Patient Safety Week was celebrated across health facilities from 11–17 September 2021. Various activities were conducted in the health facilities apart from participating in an online webinar series. Major highlights:

1. **Aligarh Division:** Workshop on maternal and child safety was organised in the Kasganj District Hospital with training on safe medication (bedside handover) and medication safety organised followed by oath ceremony regarding patient safety.

2. *Jhansi Division*: Patient safety week, activities conducted like demonstration on 7R's, safebirth checklist implementation, fire safety training and mock drill, blood donation camp and patient identification practices.
3. *Ayodhya Division*: Awareness on early initiation of breastfeeding, oath ceremony, health check-up of staff, etc. were also organised.
4. *Prayagraj Division*: Oath ceremony with fourth class staff and ward boys, activities related to fire safety, upkeep of ambulance, radiation safety, counselling session on maternal safety, environment safety programme at school (prevention from Dengue) were organised.
5. *District Banda*: Maternal safety awareness organised, in the presence of SDM and CO in the DWH Banda. Also training on 7R's and partograph held with safe childbirth checklist, prescription audit and oath ceremony performed with staff.
6. *Lucknow Division*: Orientation programme on infection control practices, medication safety, newborn safety, fire safety, safe childbirth checklist, hazardous safety, medication safety organised.
7. *Devipatan Division*: Poster presentation on patient safety, neonatal safety, proper management of biomedical waste management organised.
8. *Gorakhpur Division*: Activities focused on IPC practices, RMC, radiation safety, fire safety, patient safety organised in addition to oath ceremony with staff.
9. *Azamgarh Division*: Training on safe medication, fire safety, use of partograph, environment cleaning, neonatal and maternal safety counselling oath ceremony with staff organised

Andaman & Nicobar Island

During the continuing challenges of the COVID-19 pandemic, World Patient Safety Day was observed across health institutions of the Andaman & Nicobar Islands on the theme for this year which was on '*Safe maternal and newborn care*'.



Staff sensitisation on Patient Safety



Staff addressed on importance of patient safety



Hospital staff taking 'Patient Safety Pledge'



Staff provided with awareness on usage of surgical safety checklist in OT



Fire safety training for health staff



Staff provided awareness on usage of realtime partograph in labour room

Chandigarh

Patient Safety Week was celebrated across all health facilities in Chandigarh with the following activities to raise awareness on patient safety in hospitals. The theme this year was on 'Ensuring safe & quality maternal & newborn care.'



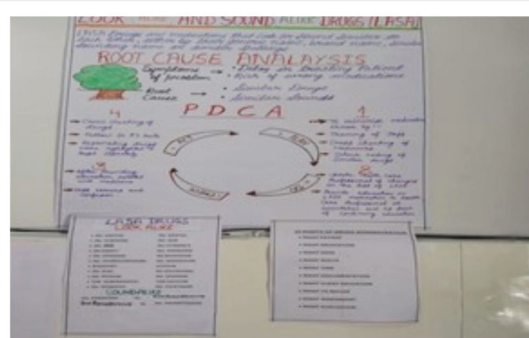
Staff taking pledge on Patient Safety Day



Awareness on fire safety & use of fire extinguishers



IEC materials displayed on radiation safety in front of Radiology department UCHC, Sector 22



Display of IEC related to medication safety error in surgical ward, GMSH Sector 16



Counselling for breastfeeding being done at delivery points by staff from headquarters

Dadar- Nagar Haveli and Daman & Diu

Rogi Suraksha Saptah was celebrated in the UTs of Dadar-Nagar Haveli, Diu & Daman from 11-17 September 2021 across all health facilities with active participation of staff. Training sessions on 'Review of maternal death surveillance' along with orientation sessions on personal hygiene, breastfeeding and nutrition for mothers were organised. Fire safety training sessions too were planned at the facilities.



'Staff taking 'Patient Safety Pledge'



'Training Session on use of Partograph'



'Awareness on newborn safety'



'Skit presentation on importance of breast feeding and nutrition'



'Awareness on Newborn Safety at District Hospital, Daman'



'Awareness on Fire Safety & use of Fire Extinguishers'

Delhi

Staff of DSHM, DFW and all public health facilities of Delhi under the DGHS participated in anational webinar organised by NHSRC on 17 September 2021. They also took the '*Patient Safety Pledge*' alongwith the Honorary Heath Minister Shri Mansukh Mandviya. A nodal person was identified in each health facility for ensuring organisation of Patient Safety Day events/activities celebrations during the week-long period.

Action plan for activities of each day of the *Rogi Suraksha Saptah* were prepared by each district and these activities were executed at the facility level (supported, monitored and supervised at district level). A dedicated nodal person was identified in each facility to ensure organisation of Patient Safety Day events/activities specific for each day of the week. A day-wise action plan for the activities as per the recommendation of NHSRC was prepared for each facility.



Orange illumination of Vikas Bhawan (having offices of DSHM & DFW)



Directorate of Family Welfare, Delhi State Health Mission



Sensitising staff on usage of 'WHO Surgical Safety Checklist' for Caesarean Section and other surgeries done in DHs and SDHs



Mock drill in coordination with fire department conducted in many facilities with demonstrations and hands-on trainings for staff on 'How to operate Fire Extinguishers'

Jammu & Kashmir

On the occasion of World Patient Safety Day followed by one week of Patient Safety Awareness Programme from 11–17 September, the following activities were completed in the state of Jammu & Kashmir:



'Patient Safety Pledge' at GMC, Rajouri



Awareness on 'Mother & newborn safety' in DH, Udhampur



'Patient Safety Pledge' at PHC Manjakote, Rajouri



Training on fire safety at DH, Ramban



Maternal safety day at GMC, Kathua



Slogan march organised by GMC, Jammu

Puducherry

Under the supervision of the Mission Director, the Patient Safety Week was celebrated across health facilities. Dr. B. Rajambal, Nodal Officer, coordinated all related activities on the occasion. Detailed instructions and IEC banners were disseminated to all DHs, CHCs, PHCs and SCs.

An Inaugural function to celebrate, Rogi Suraksha Saptah (Patient Safety Week) with this year's theme of 'Safe maternal and newborn care' was conducted in the Conference Hall of Rajiv Gandhi Government Women & Children Hospital on 11 September 2021. Specialists

from various departments including Medical Officers, Senior Nursing Officers, Nursing Officers, and Postgraduates attended the function.

In Karaikal District, a maternal safety awareness programme was conducted by Dr. Vidyameena, CMO. Entire staff was sensitised on the importance of patient safety.



Inauguration session & workshop at the Rajiv Gandhi Government Women & Children Hospital

In Mahe District, partograph availability, adequacy and usage in the labour room was assessed by the team. No maternal death has been since reported over the last one year. In Karaikal District, newborn safety awareness programme was conducted by Dr. Anuradha, a paediatrician. This was followed by a review of maternal



Counselling of mothers in the maternity ward

death surveillance. All the doctors and staff in obstetrics and gynaecology, took an oath to use partograph for all deliveries. WHO surgical safety checklist for all caesarean sections was shared.



Identification of LASA, high alert drugs and drugs

Counselling on breastfeeding, personal hygiene, mothers' nutrition and hydration were given through audiovisual aids and IEC materials on an ongoing basis in the wards.

As part of medication safety, all OPD pharmacies, cold storage rooms and vaccine stores were

inspected by the team and checked for availability, adequacy, storage, vaccine safety and stock position of essential drugs etc. Maintenance of expiry dates of drugs, segregation of "look alike and sound alike" drugs, double checking of drugs and dosages of high alert medicines and high alert drugs charts were maintained in pharmacy stores and all wards.

As part of radiation safety activities, the team inspected the X-Ray and CT room. The TLD badge was not available in the Mahe DH and suitable action was taken to rectify

the same. Radiation safety norms were followed at RGGWCH and checked for the AERB approval status for X-ray machines. These were then reviewed for availability, adequacy, and usage of radiation safety equipment like LEAD aprons, Gonad, thyroid, and abdominal shields.



Inspection at X Ray room at RGGWCH

For fire safety, the availability and adequacy of the fire extinguisher was checked and updated. Demonstrations were given by the fire department regarding how to handle fire extinguishers when an emergency arrived. A hands-on training was also provided to the staff.



Fire safety demonstration at Karaikal



PHC Kotucherry, Karaikal



PHC Kovilpathu, Karaikal



PHC Mettupalayam, Puducherry



PHC Nallambal, Karaikal

Hospitals were lit up with orange colour on 17 September 2021 as part of a global campaign. A pledge was taken for promoting and observing patient safety by all the staff at the hospital.

Best Practices

- A. In Madhya Pradesh, PHC Palari, Seoni “Godh Bharai” programme of pregnant women was conducted by facility staff. Healthy baby competition was also organised and prizes distributed.



Fig 2. Healthy baby competition, Madhya Pradesh

Fig 3. God Bharai Rasam, Madhya Pradesh

- B. In Kerala, a flash mob on hand hygiene was organised by the facility staff of District Hospital Kolam to raise awareness on hand hygiene.



Fig 4. Flash mob on hand hygiene, Kerala

- C. In Delhi, Bihar and Jharkhand Poster competition, Drawing Competition, Quizzes etc were conducted on the theme of ‘Patient safety’ and awards distributed.



Fig 5. Poster competition, Delhi



Fig 6. Poster of 'Safe maternal and newborn care', Jharkhand

Conclusion

The global campaign for World Patient Safety Day 2021 proposed a wide range of activities to be implemented on and around 17 September 2021. MoHFW, GoI joined this global call and celebrated not only Patient Safety Day on 17 September 2021 but initiated a week-long campaign from 11 to 17 September as "Patient Safety Week". During this whole week many activities were carried out at National and State level. These included organisation of advocacy and technical events, and lighting up of landmarks and public health facilities in orange colour. MoHFW, GoI remained committed while encouraging all stakeholders to join and promote collective efforts for 'Safe maternal and newborn care', particularly during childbirth.

List of Abbreviations

S.No	AERB	Atomic Energy Regulatory Board
1.	ANC	Antenatal Check-up
2.	ASHA	Accredited Social Health Activist
3.	CAPA	Corrective and Preventive Action
4.	CDMO	Chief District Medical Officer
5.	CHC	Community Health Centre
6.	CMO	Chief Medical Officer
7.	CO	Circle Officer
8.	C-Section	Caesarean Section
9.	CT	Computed Tomography
10.	DFW	Directorate of Family Welfare
11.	DGHS	Director General of Health Services
12.	DH	District Hospital
13.	DQAU	District Quality Assurance Unit
14.	DSHM	Delhi State Health Mission

15.	DWH	District Women Hospital
16.	ECDC	European Centre for Disease Prevention
17.	EU	European Union
18.	GoI	Government of India
19.	HFM	Minister of Health and Family welfare
20.	HRM	High Risk Medicines
21.	HWC	Health and Wellness Center
22.	ICP	Infection Control Protocol
23.	IEC	Information Education and Communication
24.	ILO (UN)	International Labour Organization (United Nations)
25.	IPC	Infection Prevention Control
26.	IT	Information Technology
27.	KMC	Kangaroo Mother Care
28.	LaQshya	Labour Room Quality Improvement Initiative
29.	LASA	Look Alike and Sound Alike
30.	LR	Labour Room
31.	MAA	Mother's Absolute Affection
32.	MD	Mission Director
33.	MDSR	Maternal Death Surveillance Review
34.	MGIMS	Mahatma Gandhi Institute of Medical Sciences, Wardha
35.	MoHFW	Ministry of Health and Family Welfare
36.	MOT	Maternal Operation Theatre
37.	MRI	Magnetic Resonance Imaging
38.	NGO	Non-Governmental Organisation
39.	NHM	National Health Mission
40.	NHSRC	National Health Systems Resource Centre
41.	NPSIF	National Patient Safety Implementation Framework
42.	NQAS	National Quality Assurance Standards
43.	PHC	Primary Health Centre
44.	PHO	Public Health Officer
45.	PNC	Post Natal Check-up
46.	QA	Quality Assurance
47.	QC	Quality Control
48.	RMC	Respectful Maternal Care
49.	RRC-NE	Regional Resource Centre for North Eastern States
50.	SDH	Sub-District Hospital
51.	SDM	Sub-Divisional Magistrate
52.	SNO	State Nodal Officer
53.	SQAU	State Quality Assurance Unit
54.	TLD	Thermo Luminescent Dosimetry

55.	UCHCs	Urban Community Health Centres
56.	UPHCs	Urban Primary Health Centres
57.	UT	Union Territory
58.	WHO	World Health Organisation
59.	WHO CCET	World Health Organisation-Collaborating Centre for Emergency and Trauma
60.	WHO-UMC	World Health Organization-Uppsala Monitoring Centre
61.	WPSD	World Patient Safety Day
62.	7Rs	7 Rights

Namaste!

You are a valuable member of the Ayushman Bharat – Health and Wellness Centre (AB-HWC) team committed to delivering quality comprehensive primary healthcare services to the people of the country.

To reach out to community members about the services at AB-HWCs, do connect to the following social media handles:



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National Health Systems Resource Centre