QUALITY DARPAN

An update on National Quality Assurance Programme

NATIONAL HEALTH MISSION
राष्ट्रीय स्वास्थ्य मिशन

सत्यमेव जयते

Ministry of Health & Family Welfare
Government of India

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Section I: Achievements under National Quality Assurance Programme

Quality & Patient Safety

I.1 Latest Interventions under National Quality Assurance Standards

a) SaQushal: Safety and Quality: Self- Assessment Tool for Health Facilities

''Patient Safety is Everyone's Responsibility''

> As per recent Lancet publication, 86 lakhs people in Low- & Middle-Income Countries die from causes amenable to healthcare[1]; of these 50 lakhs are those who have used the health system but received poor- quality care.[1] *https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6238021/*

SaQushal is a self-assessment tool for hospitals to be assessed from patient safety perspective; builds capacity of the staff in patient safety with requisite knowledge & skills; and supports patients and families in decision-making. In developed countries, 1 in 10 patients experiences adverse event in hospitalised care settings. Available evidence also brings out that 15 per cent of hospital expenditure takes place in fixing the issues related to safety failures.

SaQushal Self-assessment tool for patient safety was launched on the occasion of World Patient Safety Day, by the Health Secretary Shri Rajesh Bhushan in the presence of Prof. (Dr) Atul Goel, Director General of Health Services; Shri Vishal Chauhan, JS(P); Maj. Gen (Prof) Atul Kotwal, Executive director, NHSRC; Dr J. N. Srivastava, advisor, Quality and Patient Safety; Dr Neha Garg, Director NHM II and other team members from Ministry of Health & Family Welfare and National Health Systems Resource Centre.

Figure1.1: Launch of SaQushal by honorable health secretary Shri Rajesh Bhushan

'SaQushal' has been developed to place patient safety at the core of health systems. It aims to enhance awareness and implementation of patient safety practices in the healthcare facilities. It would provide a framework for our health facilities and will enable them to access their status in terms of patient safety and ensure safer patient care. This self-assessment tool is expected to strengthen and streamline the existing quality assurance accreditation process under the NQAS and is also expected to establish a credible system for reporting of adverse events to monitor the extent of patient safety issues and address them timely.

In the beginning, this tool is planned for implementation at all District hospital level facilities. Later, the tool could be replicated at the facilities below District Hospitals, in a phased manner. The scope of the self-assessment tool applies to all national health programmes as well and envisages collaboration of various health departments both at the national and the state level.

Patient Safety week was celebrated from 12- 17th September 2022. During the patient safety week, a set of suggestive activities were provided to the states/UTs **(Annexure A)** to create patient safety awareness. All the states/UTs took active participation in these activities. States were provided with the roadmap of activities on which states/UTs has conducted IEC sessions; poster presentation; training on Look Alike Sound Alike drugs; high alert drugs identification, listing, storage; prescription audit; 5 moments of medication safety and Rogi Suraksha Shapath was taken by the staff at public health facilities across the country. National Health Systems Resource Centre also organized a national webinar on the occasion of World Patient Safety Day on the theme of 'Medication Safety'.

Figure1.2: Glimpses of IEC, Poster presentation and patient safety pledge taken by the staff at public health facilities across the country on the occasion of World Patient Safety Day.

b) Free Drug Service Initiative

i. National List of Essential Medicines (NLEM) 2022

The National List of Essential Medicines (NLEM) is a list released by the Ministry of Health and Family Welfare. The medicines listed in the NLEM are sold within a price ceiling fixed by the National Pharmaceutical Pricing Authority (NPPA). It acts as a national guidance document, promotes the rational use of medicines considering the cost, safety and efficacy aspects, guides the safe and effective treatment of the population's priority diseases and optimizes the nation's available health resources. Additionally, it encourages prescriptions using generic names.

Figure1.3: Launch of NLEM 2022

First NLEM was released in 1996 consisting of 279 medicines. This list was subsequently revised in 2003, 2011, 2015 and 2022. NLEM 2022 released in September, 384 medicines with over 1000 formulations and 27 therapeutic categories are included. 26 medicines have been deleted and 34 new medicines have been added.

ii. Drug Rules Amendments

Schedule H2 a new schedule has been inserted after Schedule H1 in Drugs and Cosmetics Rules 1945 in November 2022 by the Ministry of Health and Family welfare. Schedule H2 contains 300 brands of formulations. Manufacturers of these brands have been mandated to print QR Codes / Bar Codes on the formulation's primary packaging. If there is not enough space on the primary package label, the secondary package label that stores data or information legible with a software application to facilitate authentication.
This comes into effect from August 1, 2023.

The stored data or information shall include on the packaging:
*   Unique product identification code,
*   Proper and generic name of the drug,
*   Brand name,
*   Name and address of the manufacturer,
*   Batch number,
*   Date of manufacturing,
*   Date of expiry and
*   Manufacturing license number

c) Standard Treatment Guidelines Lecture Series

Standard Treatment Guidelines are systematically developed to assist practitioners and patients in making decisions about appropriate health care for specific clinical circumstances. STG assist in rational decision-making to diagnose, decide on treatment and assist with adherence to the prescribed treatment.

For strengthening adherence to clinical protocols at public healthcare facilities, NHSRC in collaboration with the Delhi Society for Promotion of Rational use of Drugs (DSPRUD), New Delhi has started an: Online Series of Lecture on Standard Treatment Guidelines (STGs)" on every 3rd Saturday of every month which has started from September 2022 onward **(Annexure B)**. Each lecture dwells on common prevalent disease conditions, their diagnosis and treatment protocols. A total of 12 clinical conditions which will be covered under this lecture series.

The list is as follows:
1. Management of Snake Bite (17 Sept 2022)
2. Hypertension (15 Oct 2022)
3. Epilepsy (19 Nov 2022)
4. Diagnosing and Treating COPD Challenge (17 Dec 2022)
5. Non Insulin Dependence Diabetes Mellitus (21 Jan 2023)
6. Dog Bite (18 Feb 2023)
7. Foreign Body in Ear, Nose and Throat (18 Mar 2023)
8. Management of Burns (15 Apr 2023)
9. Post operative care of Cataract (20 May 2023)
10. Resuscitation-CPR (17 June 2023)
11. Poisoning (15 July 2023)
12. Major Trauma (19 Aug 2023)
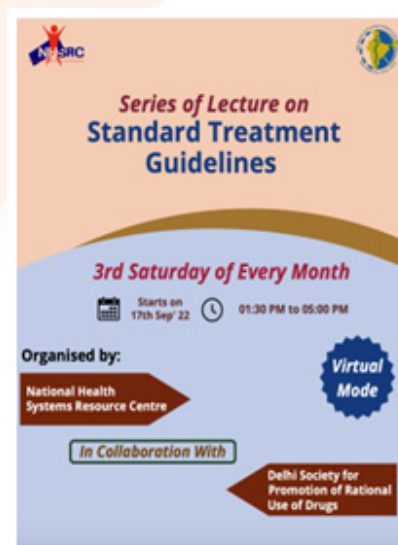
These lectures are arranged in the form of webinars. All the states/UTs have been actively participating in these lecture series. The participants include professionals like quality consultants, staff nurses, medical officers, dental surgeons, hospital managers, senior residents etc. The average participants attending the sessions are approximately 500-800. The first four lectures mentioned in the list have been conducted since September. The participants also issued with e-certificates.

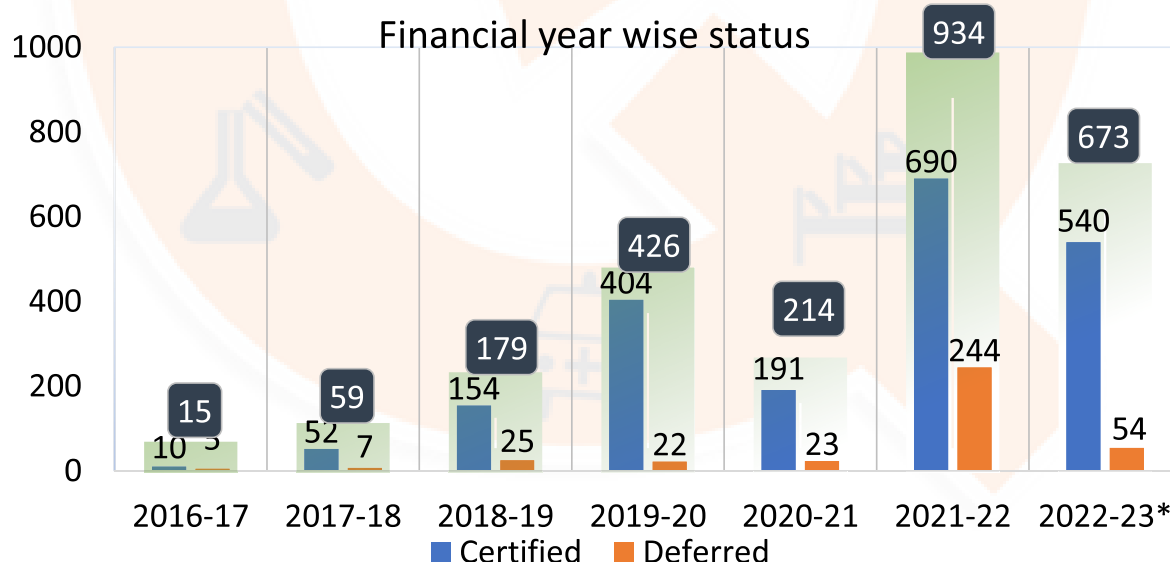# Section II: Status of National Quality Assurance Programme

National Quality Assurance Programme

National Quality Assurance Framework was launched in November 2013 with the release of 'Operational Guidelines for Quality Assurance in Public Health Facilities' and quality standards for District Hospitals. In the subsequent years, Quality Standards for Community Health Centres (CHCs) and Primary Health Centres (PHCs), Urban Primary Health Centres and Health & Wellness Centre (HWC-SC) were launched. Later, other programmes like Kayakalp, LaQshya, SSS (Swachh Swasth Sarvatra), MusQan, SaQushal, NQAS for AEFI and CLMC were also added. 'Operational Guidelines for Improving Quality in Public Healthcare Facilities' were further revised in 2021. Also, state-specific customized checklists as per the state-specific requirements have also been developed.

The NQAS is presently well-established and meets national and international benchmarks like the Insurance Regulatory and Development Authority (IRDA), National Health Authority (NHA), and the International Society for Quality in Healthcare (ISQUA), respectively.

II.1 Overall Status of National Quality Assurance Programme

Under NQAP, a total of 3526 health facilities are NQAS certified, among which 2041 facilities are nationally certified, and 1485 facilities are state-level certified. The number of NQAS certified facilities has progressed to 2041 from 1639 at time of last update in June 2022.

*Out of total 673 assessed facilities, 540 are certified, 54 are deferred and reports of 79 assessed facilities are under finalization.

Figure 2.1: Financial Yearwise status of National Quality Assurance Standards

Figure 2.2 provides us an alternate view of how the above growth in number of certifications has grown over the years in each of the public health categories from District Hospitals to the Health & Wellness Centres Sub-Centers.

Up till the current financial year December 2022, 221 District Hospitals, 70 Sub District Hospital, 1357 Primary Health Centre, 219 Urban Primary Health Centre and 10 Health & Wellness Centre have been Quality certified. National status of category-wise distribution of the NQAS certified public health facilities (till 31st December 2022) is shown in **figure 2.3**.

Figure 2.1 depicts the growth in NQAS certified facilities over the years. The numbers have grown steadily over the years except in FY 2020-21 where progress was affected by the pandemic related restrictions. This figure also depicts the number of certified and deferred facilities against the total assessed facilities in respective financial year.

The average rate of facilities get certified is 84.3%. In the current FY 2022-23, 90.9% of facilities are certified among the total assessed and in FY 2021-22, 73.8% of facilities were certified. The certified facilities percentage ranges from 66.6% in FY 2016-17 initial year to 90.9% in FY 2022-23 in the current year. It depicts that the facilities in the states have adopted the NQAS framework well. In the previous FY, in FY 2020-21, 89.2% of facilities were certified, in FY 2019-20, 94.8% of facilities were certified whereas, in FY 2018-19, 86% of facilities were certified, in FY 2017-18, 88.1% of facilities got certified and in the initial year of NQAS certification 2016-17, 66.6% of facilities were certified. The average deferred rate is 15.6%.
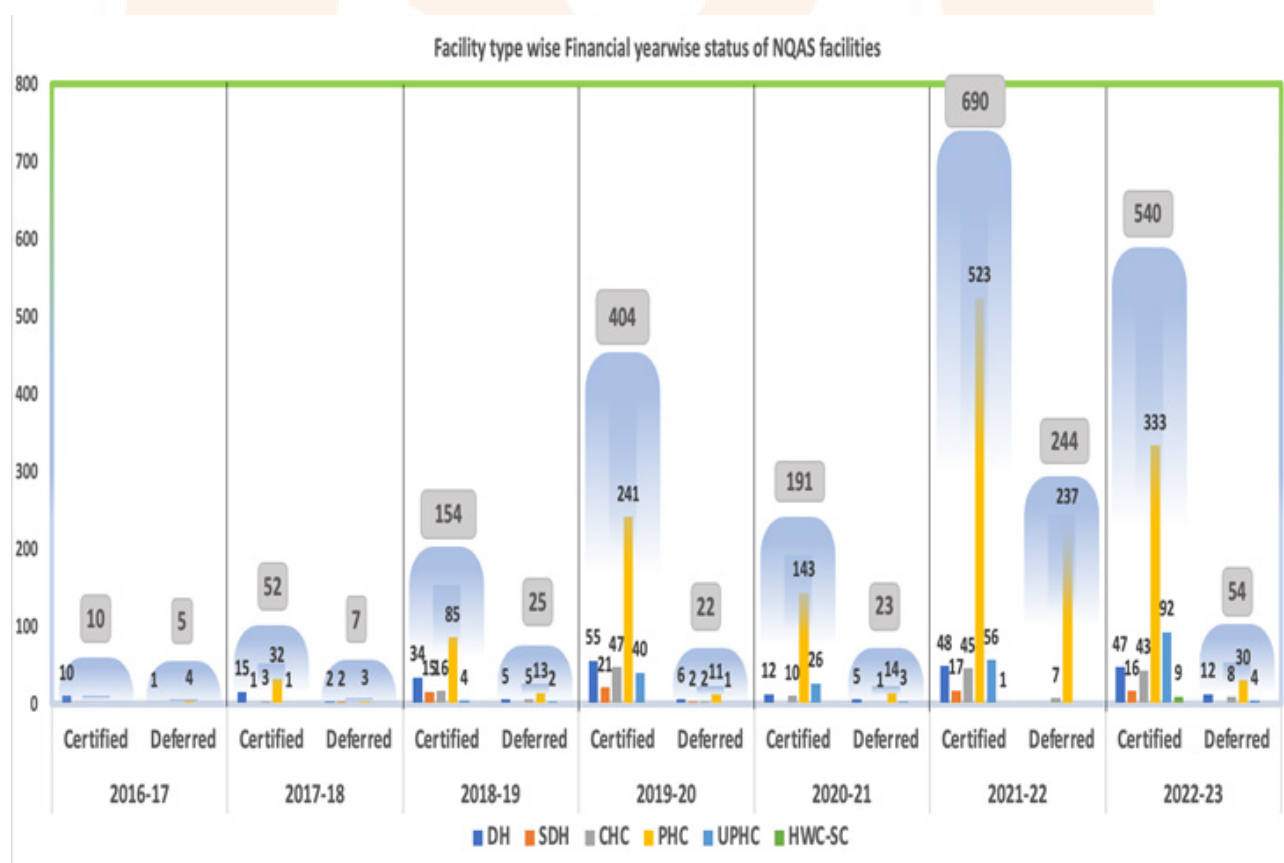

Figure 2.2: Facility type wise status of NQAS Assessed facilities

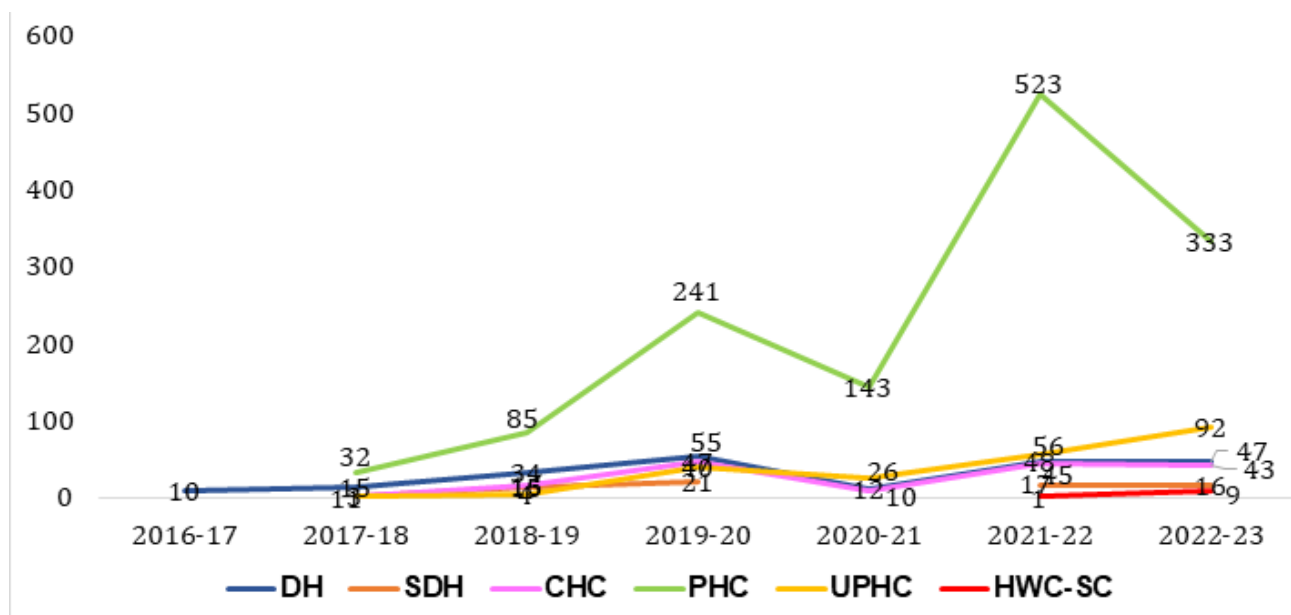**Progress of primary and secondary care facilities in each financial year**

Figure 2.3: Progress of primary and secondary care facilities in each financial year

Figure 2.4 illustrates the progress of NQAS in the first three quarters (Quarter 1: April-June; Quarter 2: July–September; Quarter 3: October–December) of the current financial year 2022-23. In the first quarter from April to June, a total of 138 health facilities have been NQAS certified among which there are 13 District Hospitals, 7 Sub District Hospitals, 6 Community Health Centres, 91 Primary Health Centres and 21 Urban Primary Health Centres. In the second quarter of the current financial year 2022-23, a total of 161 health facilities have been NQAS certified among which there are 19 District Hospitals, 19 Community health centres, 94 Primary health centres, 23 Urban primary health centres and 6 Health & Wellness Centres-Sub centres. In the third Quarter of the current financial year 2022-23, a total of 241 health facilities have been NQAS certified among which there are 18 District Hospitals, 6 Sub District Hospital, 19 Community health centres, 150 Primary health centres, 45 Urban primary health centres and 3 Health & Wellness Centres-Sub centres.
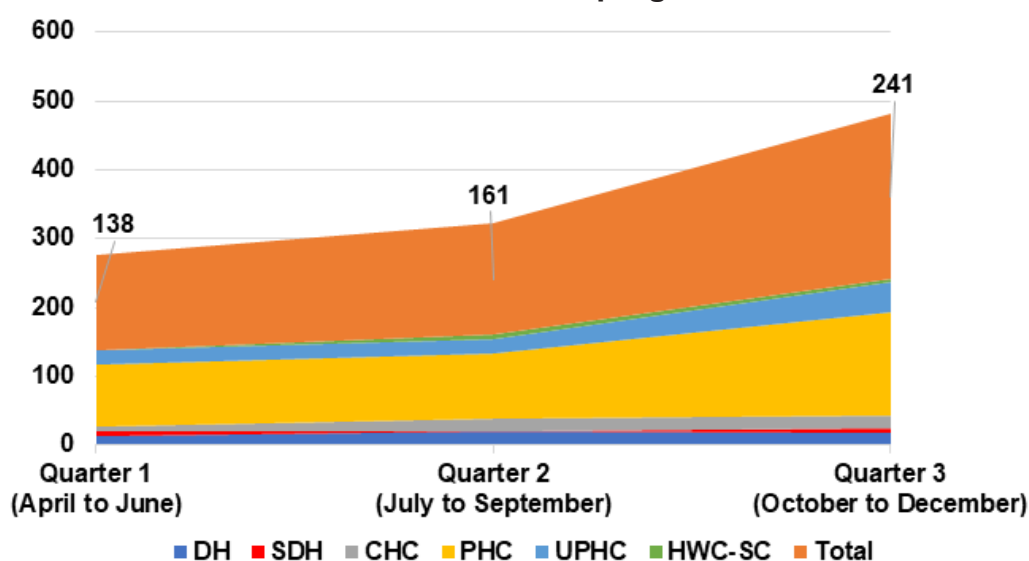

NQAS Quater wise progress

Figure 2.4: Quarter wise review of National Quality Assurance Programme

Figure 2.5 shows the state-wise distribution of the NQAS-certified facilities in the country as on 31st December 2022. The figure illustrates the highest number NQAS certifications are in the state of Andhra Pradesh (452), followed by Gujarat (244), Kerala (219), Tamil Nadu (216), Telangana (203). The UTs including Ladakh, Lakshadweep, Andaman & Nicobar Islands and Puducherry have still not initiated the external assessments under National Quality Assurance Standards.
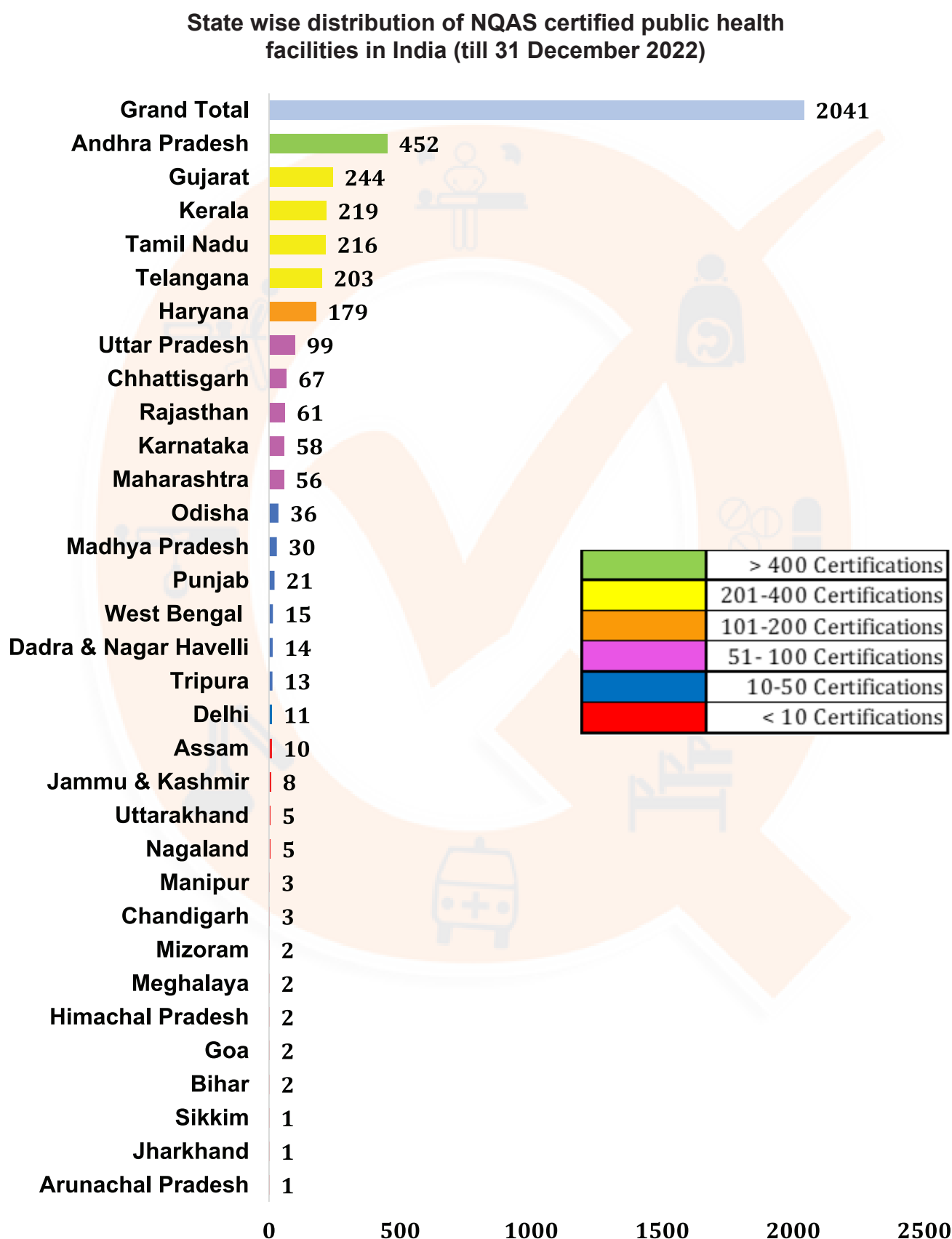
State wise distribution of NQAS certified public health facilities in India (till 31 December 2022)

State	Certifications
Grand Total	2041
Andhra Pradesh	452
Gujarat	244
Kerala	219
Tamil Nadu	216
Telangana	203
Haryana	179
Uttar Pradesh	99
Chhattisgarh	67
Rajasthan	61
Karnataka	58
Maharashtra	56
Odisha	36
Madhya Pradesh	30
Punjab	21
West Bengal	15
Dadra & Nagar Havelli	14
Tripura	13
Delhi	11
Assam	10
Jammu & Kashmir	8
Uttarakhand	5
Nagaland	5
Manipur	3
Chandigarh	3
Mizoram	2
Meghalaya	2
Himachal Pradesh	2
Goa	2
Bihar	2
Sikkim	1
Jharkhand	1
Arunachal Pradesh	1

Legend:
Color	Certifications
Green	> 400 Certifications
Yellow	201-400 Certifications
Orange	101-200 Certifications
Magenta	51- 100 Certifications
Blue	10-50 Certifications
Red	< 10 Certifications

Figure 2.5: State/UT-wise distribution of NQAS certified Public Health Facilities

From the last update of Quality Darpan, June 2022, 402 facilities have been Nationally certified under National Quality Assurance Programme. 240 primary health centres, 69 urban primary health centres, 42 district hospitals, 37 community health centres, 9 health & wellness centres-sub centres and 5 sub-district hospitals are NQAS certified in the period last six months from July 2022 to December 2022.

(Refer to figure 2.6).

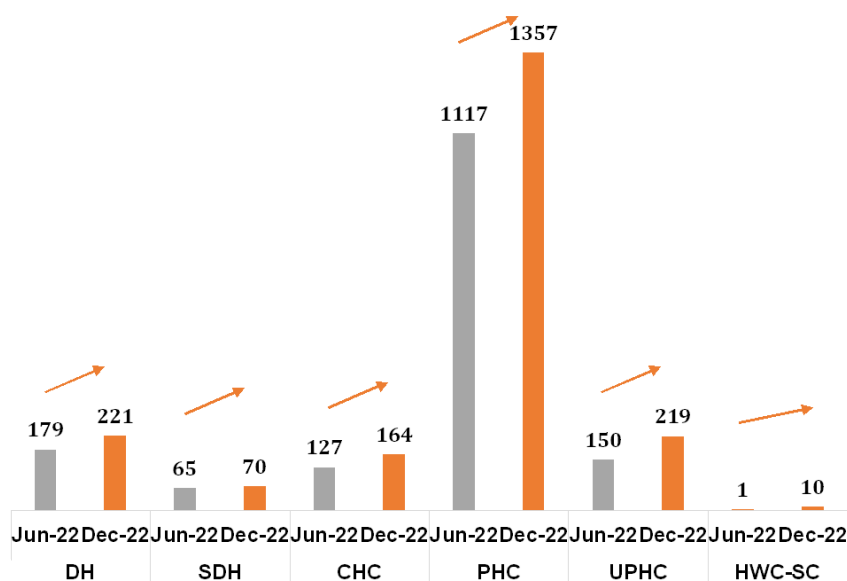**Progress of NQAS certification in last six months**

Figure 2.6: Category wise progress in NQAS certification in last six months (June 2022- December 2022)

Tamil Nadu has done the most certifications of 62 facilities, followed by Haryana 48 and Kerala 46 facilities got NQAS certified in the past six months period (Refer to **figure 2.7**) State wise progress of NQAS certification in the last six months is given in **Annexure C**.

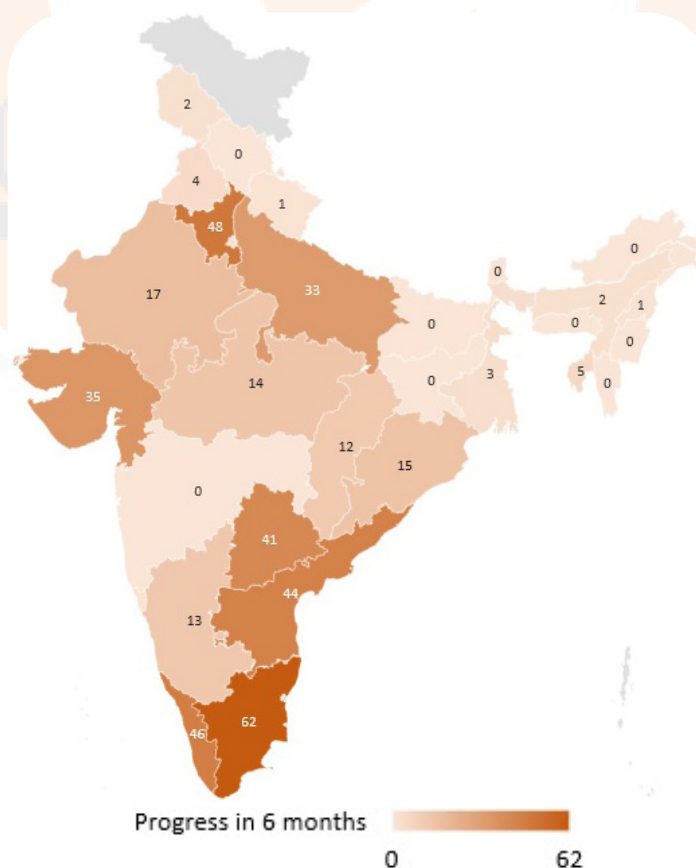**NQAS progress in last six months (June 2022- December 2022)**

Figure 2.7: State-wise NQAS progress in last six months

Surveillance Audit Status

Under the National Quality Assurance Standards, the nationally certified facilities need to undergo surveillance assessments by respective state teams for the subsequent two years of certification. For the facilities certified between January 2020 to December 2020, 41.6% and 78.4% of surveillance reports are pending for year 1 and year 2 respectively whereas, for the certified facilities between January 2021 to December 2021, no facility has submitted their surveillance reports. The detailed state-wise surveillance status (as on December 2022) of NQAS certified facilities is given in **Annexure D**.

MusQan Certification Status

The MusQan scheme was launched on the occasion of World Patient Safety Day, September 17th, 2021. The MusQan scheme was established on the existing platform of National Quality Assurance Standards and LaQshya, to provide high-quality and safe Child-Friendly Services in Public Health Facilities. It targets the implementation of NQAS in Outpatient Department (OPD), Special Newborn Care Unit (SNCU) /Newborn Stabilization Unit (NBSU), Paediatric Ward, and Nutrition Rehabilitation Centre (NRC). It is intended to be implemented at all District Hospitals and equivalent health facilities, all functional FRU CHCs, and facilities with Maternity OT and Labour Room LaQshya certified with a focus on intensive/inpatient services for sick (low birth, preterm, malnourished, etc.) new-borns and children up to the age of 12 years.

As mentioned in the last update, District Hospital, Faridabad, Haryana is the first Quality certified MusQan facility in India. Till December 2022, 7 facilities have applied for MusQan Quality certification, 3 have had certified and rest are under process.

The details of certification status of MusQan till December 2022 are given in the table below:

State	Application Received	Assessment Conducted	Certified	Assessment Scheduled	Results in process
Chhattisgarh	3	2	2	1	
Haryana	1	1	1		
Uttar Pradesh	3	3			3
Total	7	6	3	1	3

Recertification Status

Under the National Quality Assurance Program, health facilities undergo the external assessment for attaining certification by a pool of empanelled external assessors. After meeting CQSC approved certification criteria, health facilities are awarded the NQAS certification and Certification with Conditionality for a period of three and one year respectively. For sustenance of attained certification status, the health facilities should apply for recertification at least three months prior to the expiry of the validity of the existing certificate. The status of facilities within the state has been shared with the states and UTs for which the certification has been expired or about to expire in the next three months. The reminder letters have been issued to the states/UTs in the month of September and October. **(Refer to Annexure E)**.

Among the states with the most certified facilities (in 3 digits numerical no.), Haryana has the highest recertification rate of 51% (out of 104 expired facilities, 53 have been recertified), followed by Kerala with a 40% recertification rate (i.e., out of 124 expired facilities, 49 are recertified). State-wise representation of NQAS recertified facilities against the expired facilities is given in **figure 2.8**. State-wise and category-wise detail of expired facilities and recertification is provided in **Annexure F**.
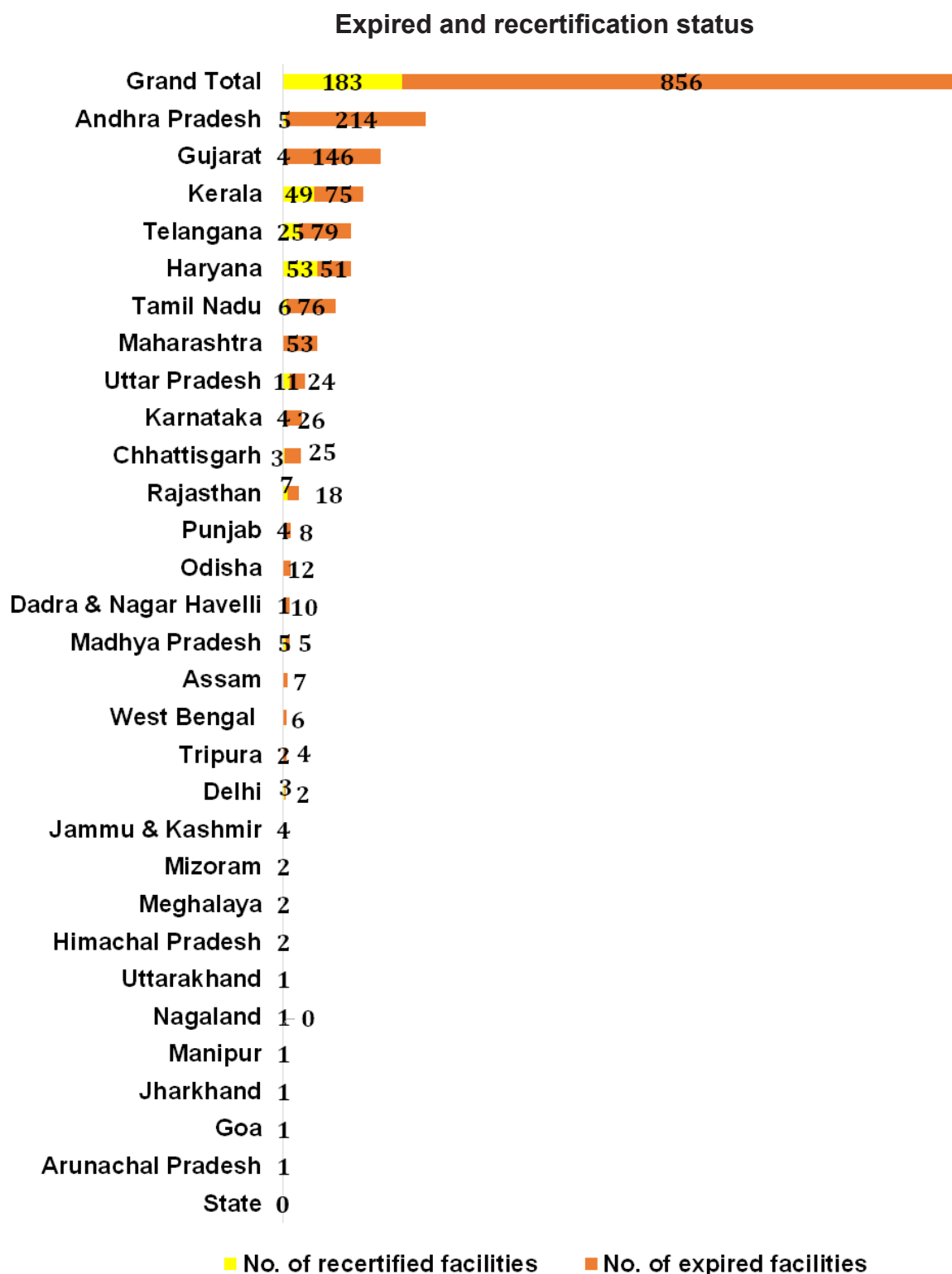
Expired and recertification status

Legend
■ No. of recertified facilities ■ No. of expired facilities

Figure 2.8: State-wise detail of expired and recertified facilities

Surprise Assessments Status

Surprise assessments are conducted once in a financial year to monitor the sustenance of the certification process under the National Quality Assurance Programme. Surprise assessments are conducted in 10% of the nationally certified health facilities between April 2019 till March 2022. For FY 2022-23, surprise assessments were conducted in 71 facilities out of 690 certified facilities in FY 2021-22 across the country. Among those 71 facilities, 30 facilities' NQAS certifications were deferred for not meeting the NQAS certification criteria during the surprise assessment whereas 12 facilities were found to be conditional under NQAS certification criteria. Hence, out of a total of 71 surprise assessments conducted 29 facilities (40.8%) have been found to be compliant with NQAS certification criteria. State-wise status of the 71 facilities assessed is provided in **Annexure G**.

II.2 LaQshya Status

'LaQshya' is a quality improvement initiative, launched in December 2017 by MoHFW. It aims to accelerate the efforts toward the reduction of preventable maternal mortality and morbidity with an aim to improve Quality of Care during the delivery and immediate post-partum period. The initiative specifically focuses on the care around birth provided in the Labour room and Maternity OT. It has been initiated in all government medical college hospitals, district hospitals & equivalent health facilities, all designated FRUs and high case load CHCs.

Since the inception of the LaQshya programme, a total of 644 Labour room and 504 Maternity Operation Theatre are Quality certified for LaQshya. **Figure 2.9** provides an overview of the number of health facilities achieving Laqshya certification of their Labour Rooms across the various categories. The number of Quality certified for LaQshya Labour rooms has progressed to 640 from 563 from the last update whereas the Maternity Operation Theatre has an increase of 64 Quality certifications which is 504 from 440 in the last six months till June 2022.
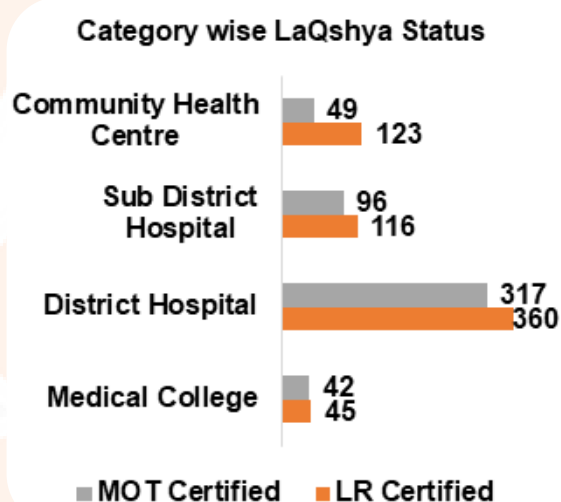

Figure 2.9: Category wise LaQshya Status

Figure 2.10 depicts the growth inLaQshya quality certified facilities over the years. The numbers have grown steadily over the years except in FY 2020-21 where progress was affected by the pandemic-related restrictions. This figure also depicts the number of certified and deferred facilities against the total assessed facilities in respective financial year.

Since the inception in the last five financial years, out of total assessed 803 labour room, 644 are quality certified (reports for 19 assessed LR are under process) under LaQshya that averages 82.1% whereas out of total assessed 662 maternity operation theatre, 504 (reports for 13 assessed MOT are under process) are quality certified under LaQshya that averages 77.6%.

Figure 2.11 illustrates that the state of Madhya Pradesh has highest no. of Labour room quality certified under LaQshya followed by Maharashtra (72), Karnataka (62), Gujarat (58), Uttar Pradesh (54) and so on. Though Meghalaya have still not initiated the LaQshya programme in the state. Sikkim, Puducherry & Arunachal Pradesh has only 1 Labour roo quality certified under LaQshya.
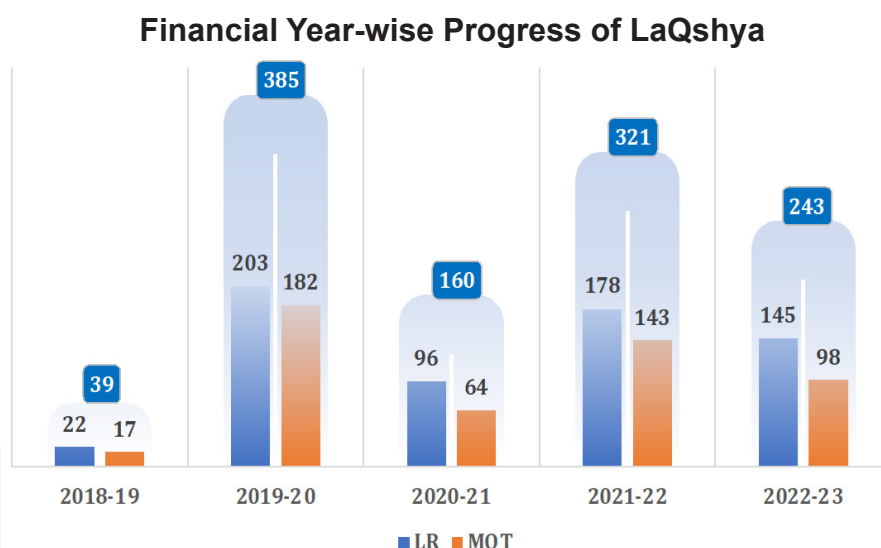

Financial Year-wise Progress of LaQshya

Figure 2.10: Financial year-wise progress status of LR & MOT

Figure 2.12 illustrates that the state of Maharashtra (91) has highest no. of Maternity operation theatre quality certified under LaQshya followed by Karnataka (60), Madhya Pradesh (53), Gujarat (48) and so on. Though Meghalaya and Manipur have still not initiated the quality journey in MOT under LaQshya programme in the state. Sikkim, Puducherry & Arunachal Pradesh has only 1 Maternity operation theatre is quality certified under LaQshya.

Madhya Pradesh has the highest no. of Labour room and Maternity Operation Theatre quality certified under LaQshya (144, 91LR, 53MOT) followed by Maharashtra (143, 72LR, 71MOT), Karnataka (122, 62LR, 60MOT), Gujarat (106, 58LR, 48MOT). Meghalaya has not yet initiated the certification for the quality under LaQshya Programme. For further details, please refer to **Annexure H.**
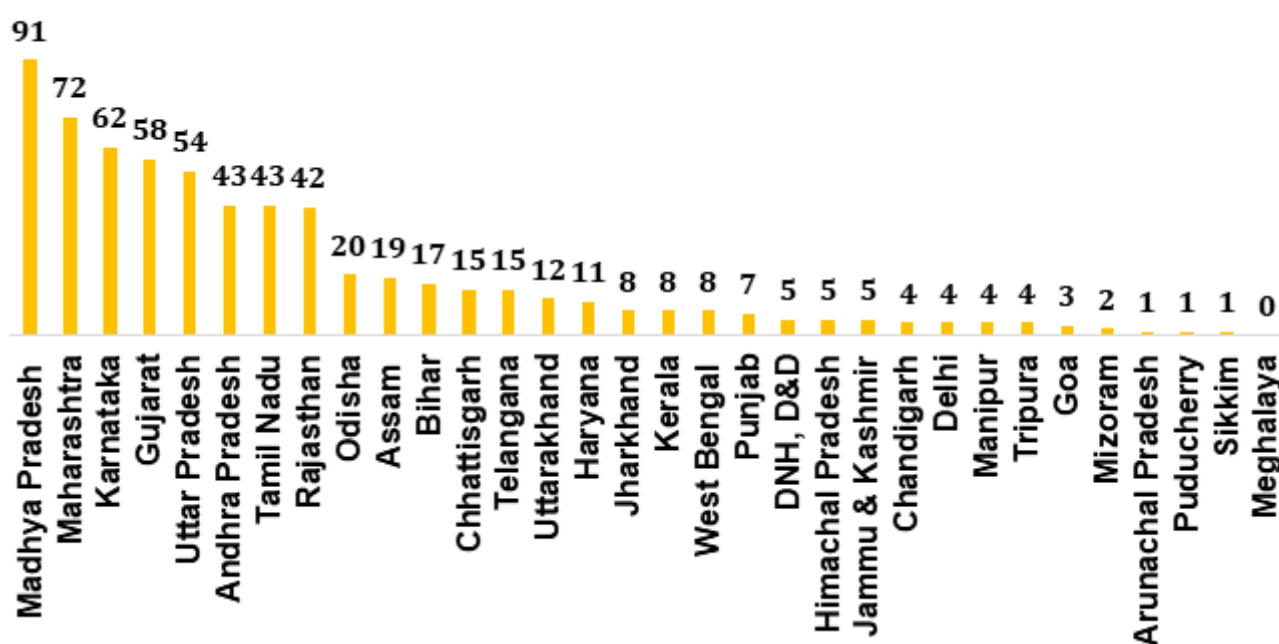

Quality Certified Labour Room under LaQshya

Figure 2.11: Statewise status of Quality certified LR under LaQshya

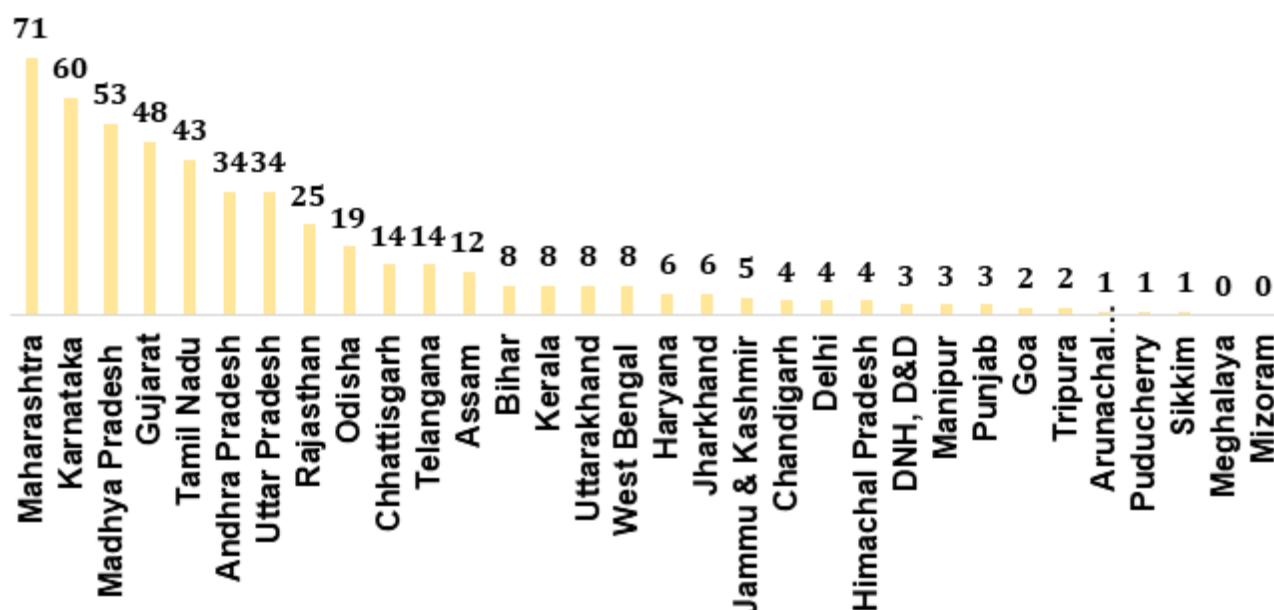## Quality Certified Maternity Operation Theatre under LaQshya

Figure 2.12: Statewise status of Quality certified MOT under LaQshya

LaQshya Quality certification Progress in past six Months June 2022 to December 2022

From the last update of Quality Darpan, June 2022, 81 Labour Rooms and 64 Maternity Operation Theatre have been Quality certified under LaQshya. Madhya Pradesh had the greatest number of Quality certified Labour rooms that are 91 in last six months followed by Maharashtra 72 and Karnataka 62. Whereas Maharashtra has the most no. that is 71 of Maternity Operation theatre quality certified followed by Karnataka with 60 and Madhya Pradesh with 53 Quality certified MOT. State wise detail is provided in **Annexure H**.
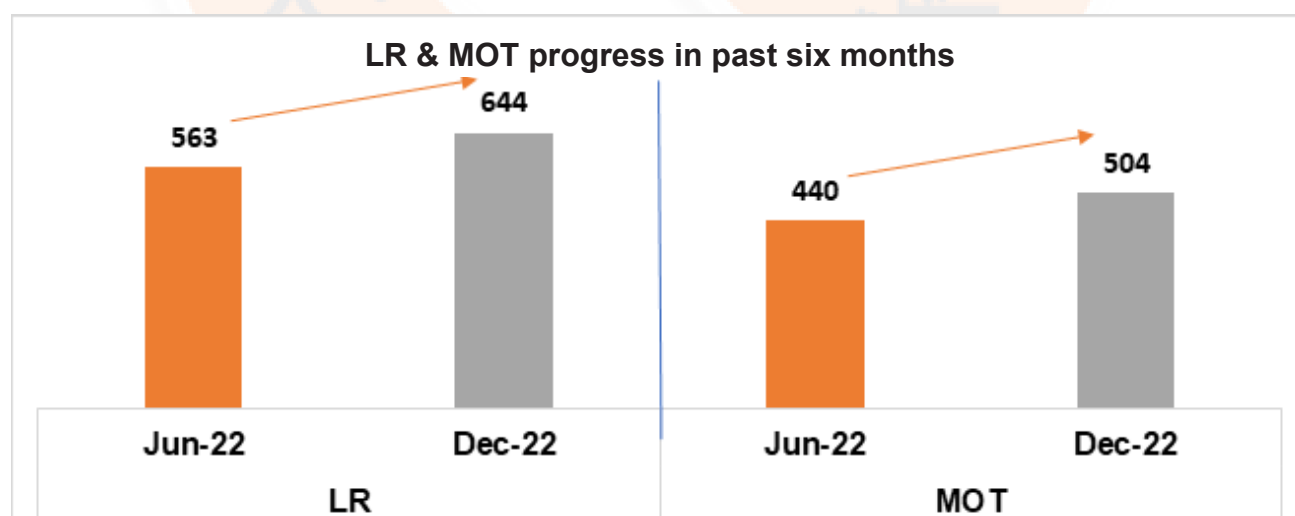

Figure 2.13: LR & MOT Quality Certification Progress in past six months (July to December 2022)

II.3 SUMAN (Surakshit Matritva Aashwasan)

With the aim of assured service delivery, SUMAN initiative was launched with a multipronged and coordinated policy approach. This initiative subsumes all existing initiatives under one umbrella to achieve zero maternal and infant deaths through quality care provided with dignity and respect. The beneficiaries of the initiative are pregnant women, mothers up to 6 months post-delivery and all sick infants. The packages under SUMAN are divided into Basic, BEmONC and CEmONC for both maternal and newborn services. As on 31 December 2022, 11431 facilities are notified under SUMAN, among those, 1500 are state level NQAS certified and 728 facilities are national NQAS certified **(Refer figure 2.14)**. State-wise detail is given in **Annexure I**.
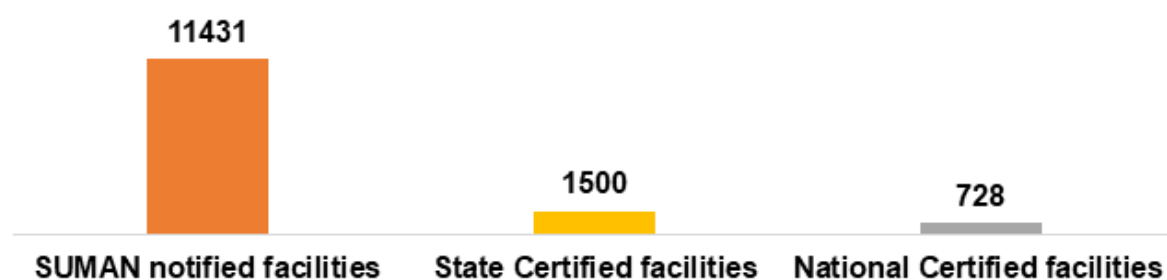

Figure 2.14: Status of SUMAN notified facilities

II.4 Kayakalp Incentive Scheme

Kayakalp incentive scheme has received an overwhelming response across the states. Within six years of its implementation, Kayakalp has been able to improve the public health facilities' appearance. Kayakalp has made a strong influence on the existing hygiene and sanitation conditions of public health facilities. The program made a modest beginning in 2015 -16 with initiation in District Hospitals and later expanded to include SDH/ CHC, PHC, UPHC, UCHC, and HWCs. The total number of Kayakalp incentivized facilities has increased from 100 facilities in FY 2015-16 to 13889 (13873 + 16 Central Govt. Institutions) in FY 2021-2022. Kayakalp's performance status from FY 2015-2022 is given in **Figure 2.15**.
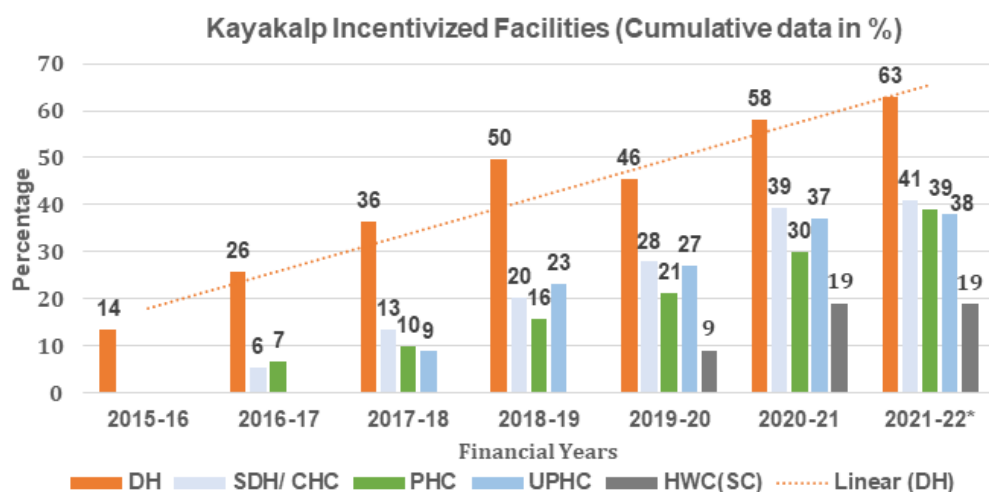
*Results from 05 States/ UTs (Andaman & Nicobar, Ladakh, Lakshadweep, Karnataka & Manipur have not been received for FY 2021-22

Figure 2.15: Kayakalp progress over the Years

The Eco-friendly theme has been implemented with effect from FY 2021-22 and 48 healthcare facilities have been incentivized as best Eco-Friendly Health Facilities in 22 States/UTs (DH-22, SDH-7, CHC-19) as depicted in below

Best Eco-friendly Health Facility	DH	SDH/CHC	Total
FY 2021-22	22	26	48

Details of State-wise data achieving ≥70% score under the Kayakalp scheme for FY 2021-22 are given in **Annexure J**.

A calendar of Kayakalp activities was circulated to all the states and UTs guiding them to initiate the process of Kayakalp assessments for the FY 2022-23. Collation of score **(Refer to figure 2.16)**. According to the calendar, all the states/UTs need to submit the final score of the external assessment in the month of October-November and submit the result to NHSRC in the month of December. Though till 31st December 2022, many of the states have completed their external assessment and few external assessments are going on. There are a few states also which are in the process of internal assessment only.

S.NO.	Month	Activity
1	April-July 2022	a) Internal assessment of all facilities b) Gap closure action c) Repeat assessment by facility's team
2	August-September 2022	a) Peer assessment b) Collation score c) Shortlisting of facilities for External assessment d) Transmission of peer assessment score to NHSRC
3	October-November 2022	a) Constitution of External assessment Team b) Conduct of External assessment c) Finalization of score
4	December 2022	a) Transmission external assessment of score to NHSRC

Figure 2.16: Calendar of Kayakalp activities for FY 2022-23

State/UT wise status of Kayakalp activities for FY 2023-24 is illustrated in section V of this booklet.

II.5 Swacchh Swasth Sarvatra

Swachh Swasth Sarvatra (SSS) is a Joint initiative of MoHFW (NHM) with the Ministry of Jal Shakti in rural areas, connecting and complementing the achievement of 'Swachh Bharat Mission and 'Kayakalp' altogether. The programme has been extended to urban areas through a joint initiative between the Ministry of Housing & Urban Affairs (MoHUA) and MoHFW. The initiative targets to strengthen the CHCs in ODF blocks to achieve a high level of cleanliness to meet Kayakalp standards and sustain ODF status with the involvement of Gram Panchayats in rural, through the support of Rs 10.0 L (one-time grant) to which CHCs under the NHM.

The number of health facilities that have achieved the Kayakalp incentivization criterion is increasing every year with this programme. The number of CHCs winning Kayakalp incentives increased from 323 CHCs in FY 2016-17 to 2089 CHCs in 2020-21. Number of UPHCs becoming eligible for Kayakalp incentives has increased from 556 in 2018-19 to 1303 in 2021-22.

In the year 2021-22, Rs. 1948.55 lakhs were approved as a one-time grant to CHCs & U-PHCs in the ODF blocks and wards. This includes Rs. 10 Lakhs per CHC for 210 CHCs & 12 U-CHCs and Rs. 50,000 per U-PHC for 344 UPHCs. The status of Health Facilities supported under the SSS is shown in **table 2.1:**

Financial Year	Number of Health Facilities supported under SSS
2018-19	1087
2019-20	745
2020-21	641
2021-22	566
2022-23	374
2023-24	374

Table 2.1- Status of facilities supported under SSS

II.6 Mera Aspataal

Capturing patient feedback is of utmost importance for better healthcare outcomes. Mera Aspataal (मेरा अस्पताल) is Ministry of Health & Family Welfare initiative to capture patient feedback for the services received at the hospital through user-friendly multiple channels such as Short Message Service (SMS), Outbound Dialling (OBD) mobile application and web portal. The patient can submit the feedback in six different languages on mobile app and web portal; for the hospitals visited in last 7 days.

Mera Aspataal has made significant progress in terms of the integration of health facilities. The number of health facilities integrated with 'Mera Aspataal' are 11484 on 31st December 2022. Year-wise progress in facilities integrated with Mera Aspataal is shown in **figure 2.17:**

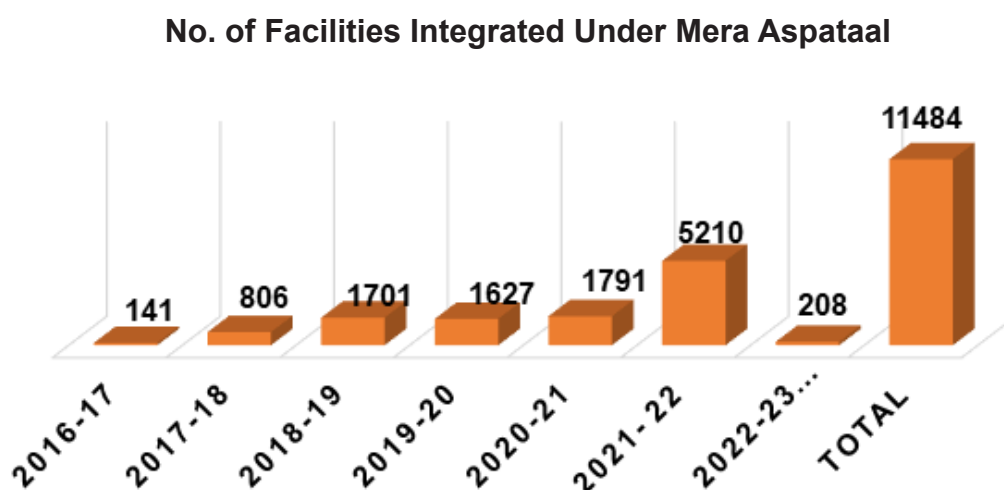**No. of Facilities Integrated Under Mera Aspataal**

Figure 2.17: Year wise Mera Aspataal integration status

As on 31st December 2022, 28 central government institutions, 72 medical college hospitals, 758 District Hospitals, 468 Sub-Divisional hospitals, 2583 CHCs, 4820 PHCs, 1558 UPHCs, 22 private medical colleges, 693 private empanelled hospitals, 23 other hospitals across 34 states and UTs are integrated with 'Mera Aspataal'.   Amongst the total 11484 integrated health facilities with Mera Aspataal, the maximum number of health facilities are integrated in the State of Uttar Pradesh (2527), followed by Gujarat (1952) and Kerala (1000). State-wise breakup is given in **Annexure K**.

The performance of facilities integrated with Mera-Aspataal (DHs and below) is given in **figure 2.18** below:
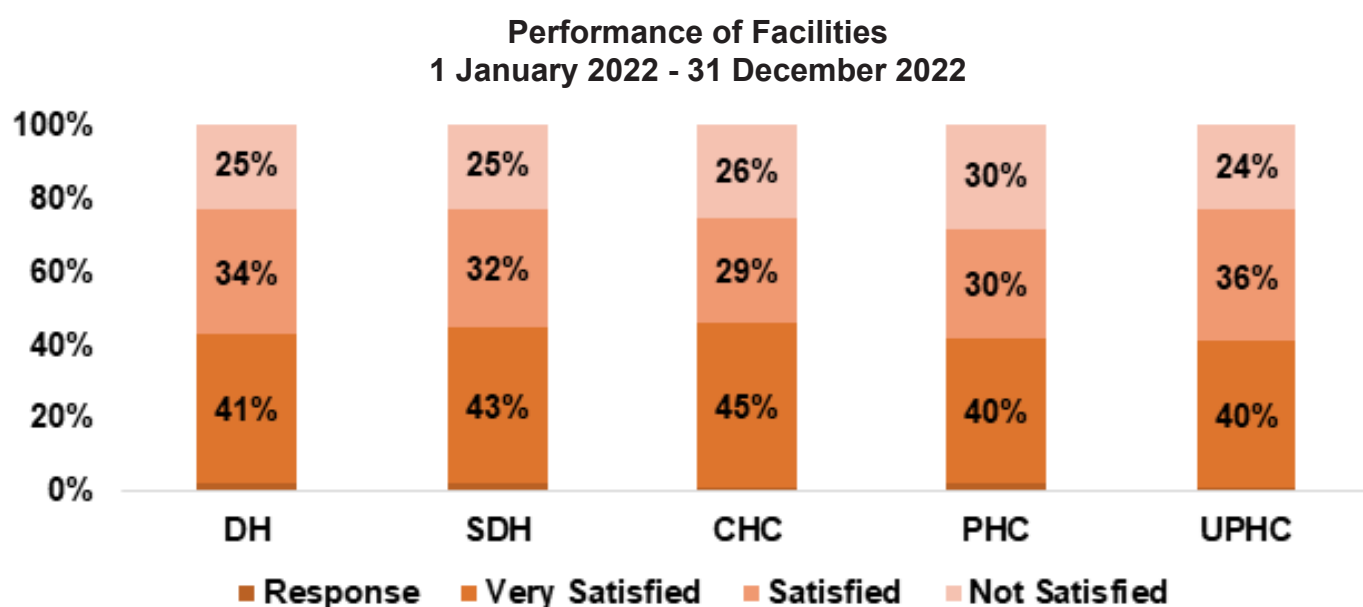
Figure 2.18: Performance of the facilities

The major reasons for the dissatisfaction of patients are staff behaviour, cleanliness, long waiting time, lack of adequate information, overcrowding, and lack of amenities, as illustrated in **tables 2.2:**

Reasons for Dissatisfaction	DH	SDH	CHC	PHC	UPHC
Staff behaviour	39%	37%	37%	36%	41%
Cleanliness	15%	17%	17%	16%	16%
Cost of treatment	18%	18%	17%	22%	18%
Quality of treatment	1%	1%	2%	0%	0%
Others	27%	27%	27%	26%	25%

Table 2.2: Reasons for dissatisfaction

Section III: Training and Capacity Building

Training and Capacity Building

Quality and patient safety division supports the States, Districts, Facility level teams, Quality professionals and other stakeholders to implement, improve and sustain the quality-of-care services in the health facilities by capacity building of the health care professionals at different level. In this regard, standardized and customized training modules have been prepared for the states based on their requirements. Existing training modules include Awareness Training (one day), Internal Assessors' Training (2 days), External Assessors' Training (5.5 days), Training for Service Providers (3 days), NUHM training, and thematic training.

As of 31st December 2022, training of 624 batches have been conducted since the inception of the programme. **Figure 3.1** provides an overview of the year-on-year growth cumulatively in the number of trainings conducted batch wise. As of 31st December 2022, training of 624 batches has been conducted since the inception of the programme. In the current FY 2021-22, till December 2022, 18 trainings have been conducted which include Internal Assessors trainings, External Assessors training, Training of Trainers and Refresher trainings, LaQshya training and awareness training.
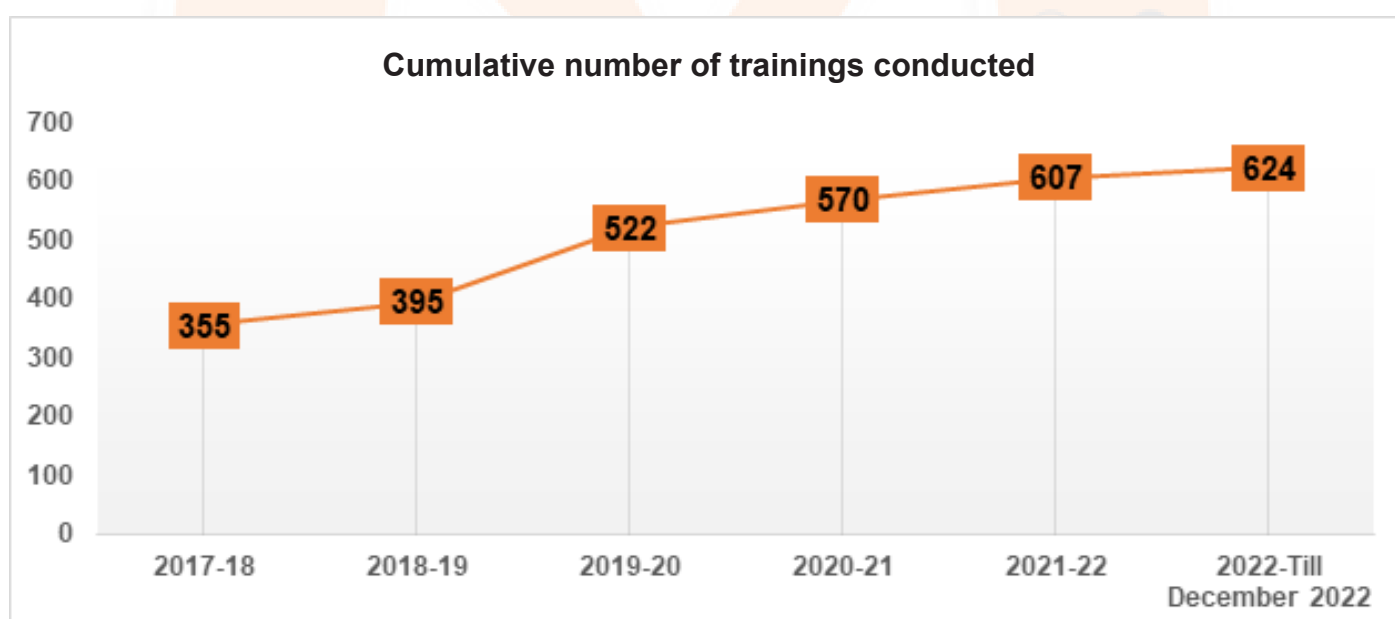
Figure: 3.1 Cumulative trainings conducted

The trainings are categorized into four categories as per the programmes, NQAS, Kayakalp, NUHM and LaQshya. These are further categorized into different types and details of same are summarised in **Table 3.1**. The number of trainings conducted under the NQAS programme are 450, under Kayakalp 72 batches have been conducted, under the NUHM, 60 batches of trainings were conducted and under LaQshya Programme, total 42 batches of trainings are conducted till December 2022 which includes IA cm SPT. Statewise list of trainings conducted is given in **Annexure L.**

Program	Type of Training	Number of training (Cumulative)
NQAS	Awareness Training	45
	Internal Assessor Training	161
	Service Provider Training	105
	External Assessor Training	23
	Refresher Trainings	7
	TOT	3
	Others (Thematic)	106
Kayakalp	Awareness Training	24
	Swachh Bharat Abhiyan	22
	External Assessors	26
NUHM	Awareness Training	14
	IA cum SPT	46
LaQshya	IA cum SPT	42
Total		**624**

Table 3.1: Total number of training under NQAP

Trainings conducted in the last six months (July to December)

In the last six months, a total 12 batches of trainings has been conducted which includes 3 batches of external assessors trainings, 3 batches of training of trainers at Gujarat, Uttarakhand and Rajasthan respectively, 1 batch of Internal assessors training was conducted in the UT of Ladakh and 1 batch in Kerala, 1 batch of Internal assessors training was conducted for Armed Forces Medical Services, 1 batch of IA cum SPT for development partners, 1 batch of Awareness training for UPHC was conducted at RRCNE and 1 batch of refresher training was also conducted.

Major workshops conducted in the last six months:

1. Two days consultative workshop with Maternal Health and Quality Nodal Officers on 19-20th July 2022: The purpose of the workshop was to provide a common platform to Maternal Health and Quality nodal officers from all the states and UTs and to share their challenges, issues, good practices through this platform. This workshop was organized to view the progress of NQAS, LaQshya and SUMAN programme in the states and various discussions were made on how to expedite the progress by sharing the roadmap of implementation by the states and UTs. States have also shared their requirements in terms of support needed from NHSRC to expedite the certification process in their respective state or UT.

2. Two days national orientation workshop on HWC for CP nodal officers and Quality Nodal officers on 6-7th September 2022: This workshop was organized for a better understanding of challenges in Quality certification of HWC-SC and arriving at possible solutions to such challenges. 30 states/UTs participated in this workshop in New Delhi. They also presented the roadmap for the implementation of NQAS certification which was discussed in detail.

3. One day Consultative Workshop on NQAS for Development Partners on 12 September 2022: The objective of workshop was to orient the partners about the NQAS and to understand the support provided by them to the states for NQAS. Total 14 development partners were identified who works in the area pertaining to NQAS implementation. 43 participants from 7 Development partners have attended this workshop.

NQAS Assessors

Five batches of NQAS External Assessors Training are conducted in current FY 2022-23 till December 2022 including one batch of medical officers supporting HWCs. Currently, 841 External Assessors are empanelled under the program to conduct national-level assessments and state-level assessments. A pool of 5047 Internal Assessors is available in the states to support the implementation of the programme at the state level. State-wise pool of NQAS Internal assessors and External empanelled assessors' status are given in **Annexures M and N** respectively.

Post Graduate Diploma in Healthcare Quality Management (PGDHQM) course from TISS

The NHSRC in collaboration with the Centre for Hospital Management, School of Health Systems Studies, Tata Institute of Social Sciences (TISS), Mumbai launched a Post Graduate Diploma in Healthcare Quality Management in the year 2016. To date, five batches of students have successfully completed the programme. Over the years, there has been a considerable demand for seats in this programme.

Till date, 157 professionals from the states and UTs under NHM have been nominated and 126 have qualified for the examination till 2020-21 batch for supporting National Quality Assurance Programme. The current batch for FY 2022-23 is going on. The list of state-sponsored candidates from the States and UTs is given in **Annexure O**.

Section IV: Best Practices in the States and UTs

Good Practices in the States and UTs

Real time patient grievance handling/ Real time complaint Redressal

Hospital services require real time problem solving and considering the needs of the patients, hospitals in the UT of Dadar & Nagar Haveli and Daman & Diu. 10 digit mobile numbers has been displayed in the various hospital departments where patients can connect directly with hospital management and get their issues addressed. Hospitals have designated authorities to address the issues on real time so that patients can have a smooth treatment experience.

Online Patient Feedback through QR Codes

In the UT of Daman & Diu and Dadar & Nagar Haveli, all the public health facilities from District Hospitals to Health and Wellness Centres have displayed QR codes in prominent areas of the facilities where patients can scan and give their feedback about hospital services which is analysed by IT team for further resolution and bringing the matter to the hospital administration.


Computerised OPD/IPD patient data recording

UT administration of DNH & DD has integrated all the public health institutions with E Arogya software that covers all aspects of hospital services including OPD, IPD, investigations, internal and external transfer and referral of the patients. Patients' unique IDs are generated and that individual ID keeps track of all the past history and helps medical team to make an informed decision for the plan of treatmen. It also helps to generate and retrieve the required data or history of patient's illness. It acts as a one stop solution for all the needs of the patients.

A-Z Book: NQAS Implementation Book

In the state of Telangana, a NQAS implementation handbook has been developed to help the facilities to work out an approach towards the NQAS certification that can be achieved with minimal external technical support.
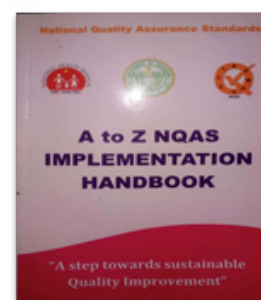
Token system for Crowd Management

In the state of Uttarakhand, the token system is used for crowd management in the facilities. This provides a good solution in the facilities and is being appreciated by the users and patients.

Utilization of Solar Energy

SDH Roorkee and other facilities use the solar water heater to reduce the water heating expenses in the facility. Also, in the hard to reach areas, solar energy panels are utilized for the electricity generation.
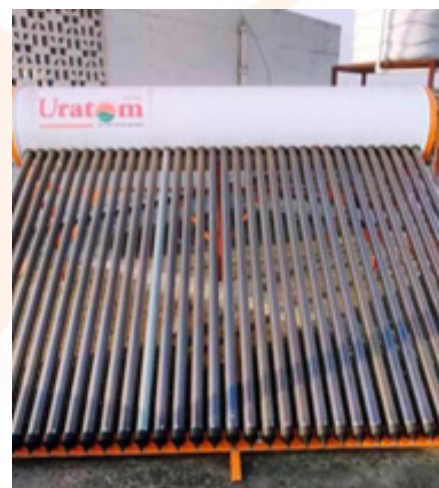
Conversion of HWC-SC

In the Shrawasti district, block Sirsiya in the state of Uttar Pradesh, enormous efforts were put in the renovation of a Health and Wellness centre. The efforts were done by newly joined CHO. The HWC-SC has been renovated within a year, as shown in the **figure 4.1** below. All the processes are streamlined in the centre.

Figure 4.1: HWC-SC Basantpur (Before the renovation)

Figure 4.2: HWC-SC Basantpur (After the renovation)

State's drugs procurement and supply chain system

Odisha

Online Patient Feedback through QR Codes

Odisha State Medical Corporation Limited (OSMCL) is the state's central organization responsible for the procurement of drugs, consumables, etc. The state of Odisha has notified facility wise essential medicines lists. In addition the state has a list of 106 critical medicines and ensures their availability at the facilities. Annual demands are EMLs based and demand are estimated on consumption pattern, disease pattern of the locality & seasonality, natural calamities (cyclones), National and State Programmes. The entire supply chain system has been made digital, and it managed by a software called e- Niramaya. The state has an established dedicated quality control cell at OSMCL and presently 20 NABL accredited laboratories are empanelled for quality check of the drugs. Thirty nine drug warehouses have established for the storage and distribution of drugs to the facilities. However, it is necessary to strengthen the infrastructure of the warehouses and facility stores. EMLs are displayed near the dispensing counters. The drugs are prescribed with generic names by doctors, however to encourage rational drug use prescription audit need to be strengthen. Drug Distribution Counters have separate counters for the male, female and older people and maintained with proper sign boards.

District Drug Warehouse, Khordha district

Drug warehouse for Urban facilities, Bhubaneshwar

HWC UPHC Polyclinic (Ghatikia), DDC

Telangana

Telangana State Medical Service and Infrastructure Development Corporation (TSMSIDC) is the central body for the procurement of drugs, consumables, medical devices etc in the state. The Corporation has adopted the e-Aushadhi Software for the management of supply chain processes till peripheral level. The state has two medicines list, The Essential Medicines List and Additional Medicines List. The demand generation for EML and AML has different processes. EML demands are based on previous 3 years consumption pattern while for Additional Medicines List demands has to give by facilities HODs. For those who do not know english, the state has adopted a good practice of printing the name of each drug on the secondary pack in both English and the local language, this reduces the possibility of wrong drug administration. Essential medicines list has been displayed at the warehouse and pallets have been used for stacking of cartons. The facilities have ensured that drugs prescribed by their generic names only. Prescription audit, inventory management techniques (ABC, Therapeutic categories) are needed to be strengthened.
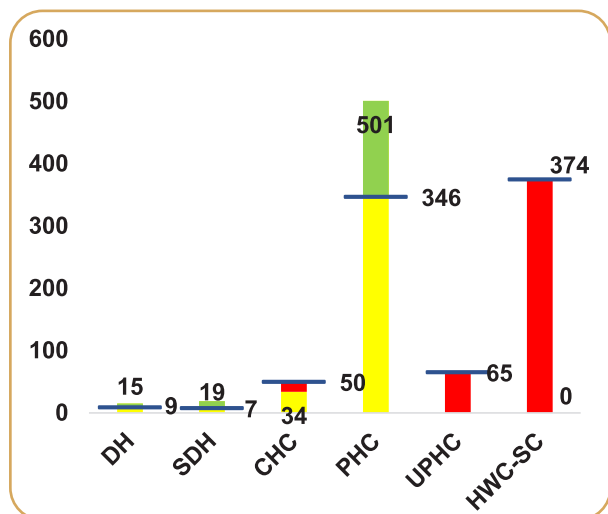

Figure 4.3: Telangana drug management system

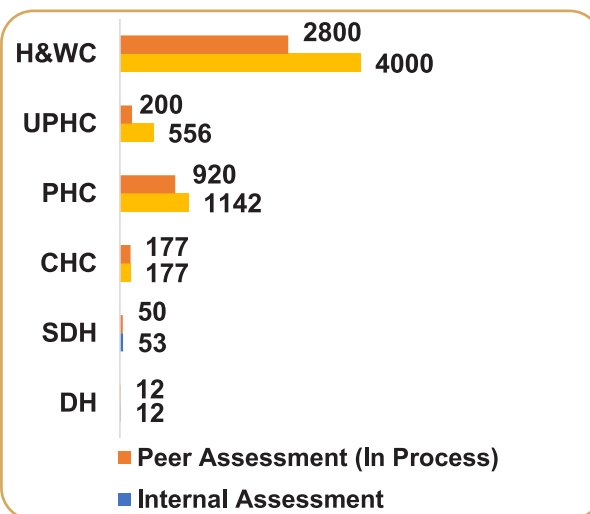# Section V: States and UTs Dashboard

Andhra Pradesh

NQAS status against the target

*NQAS certification status against the targets
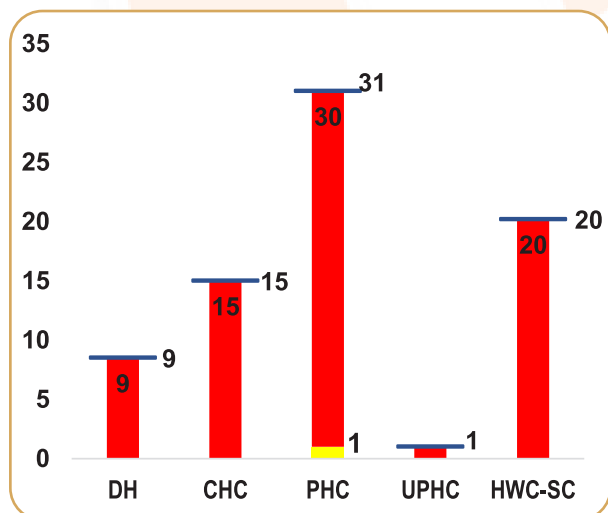(Till December 2022)*

Kayakalp status

Facility	Peer Assessment (In Process)	Internal Assessment
H&WC	2800	4000
UPHC	200	556
PHC	920	1142
CHC	177	177
SDH	50	53
DH	12	12

*Kayakalp Status for FY 2022-23
(Till December 2022)*

Arunachal Pradesh

NQAS status against the target

*NQAS certification status against the targets
(Till December 2022)*

Kayakalp status

Facility	External Assessment (In Process)	Peer Assessment	Internal Assessment
H&WC	2	78	78
UPHC	1	3	3
PHC	17	84	84
CHC	11	56	56
SDH	0		
DH	3	16	16

*Kayakalp Status for FY 2022-23
(Till December 2022)*

Legend: Target | Target achieved | Target Not achieved | Target overachieved

Assam

NQAS status against the target

NQAS certification status against the targets (Till December 2022)

Kayakalp status

Kayakalp Status for FY 2022-23 (Till December 2022)

Bihar

NQAS status against the target

NQAS certification status against the targets (Till December 2022)

Kayakalp status

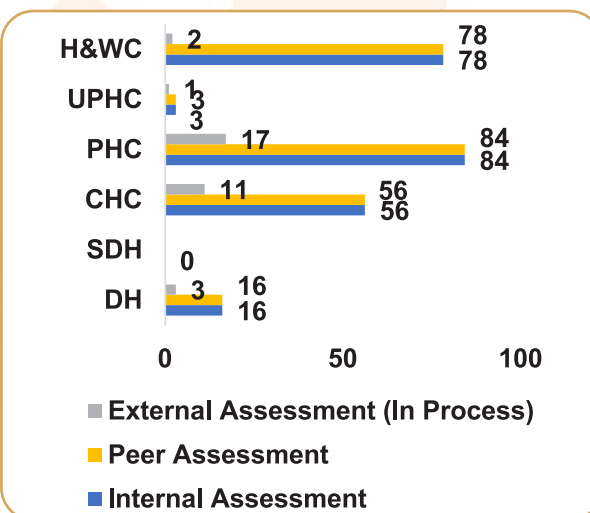*Kayakalp Status for FY 2022-23 (Till December 2022)*

Legend: Target | Target achieved | Target Not achieved | Target overachieved

Chandigarh

NQAS status against the target

*NQAS certification status against the targets
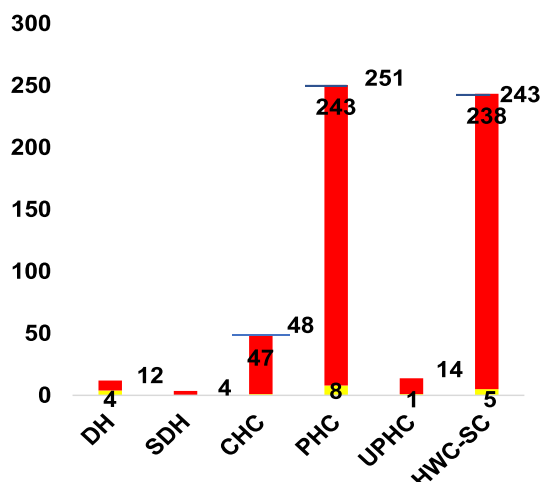(Till December 2022)*

Kayakalp status

*Kayakalp Status for FY 2022-23
(Till December 2022)*

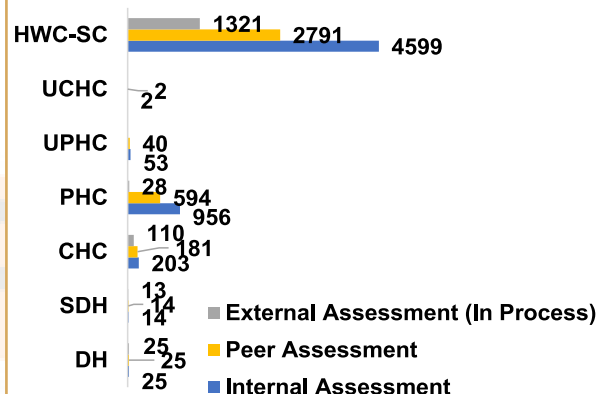# Chhattisgarh

NQAS status against the target

*NQAS certification status against the targets
(Till December 2022)*

Kayakalp status

*Kayakalp Status for FY 2022-23
(Till December 2022)*

Legend: — Target ■ Target achieved ■ Target Not achieved ■ Target overachieved

Dadar & Nagar Haveli and Daman & Diu

NQAS status against the target
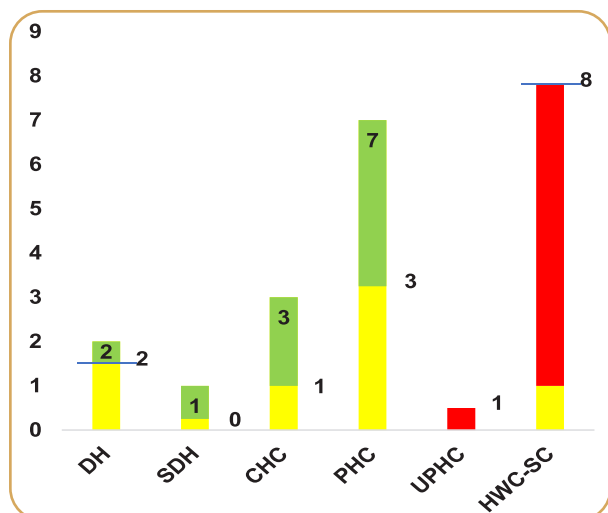
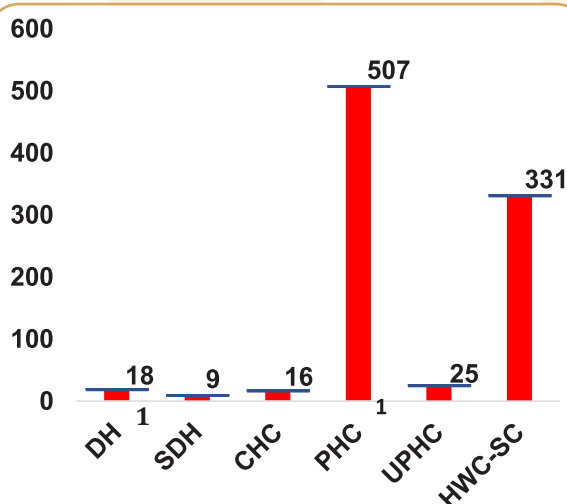*NQAS certification status against the targets (Till December 2022)*

Kayakalp status

Kayakalp Status for FY 2022-23 (Till December 2022)
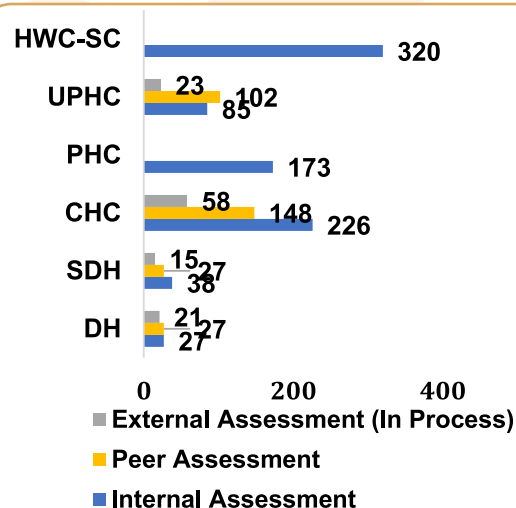
Delhi

NQAS status against the target

NQAS certification status against the targets (Till December 2022)

Kayakalp status

Kayakalp Status for FY 2022-23 (Till December 2022)

Target | Target achieved | Target Not achieved | Target overachieved

Goa

NQAS status against the target

*NQAS certification status against the targets
(Till December 2022)*
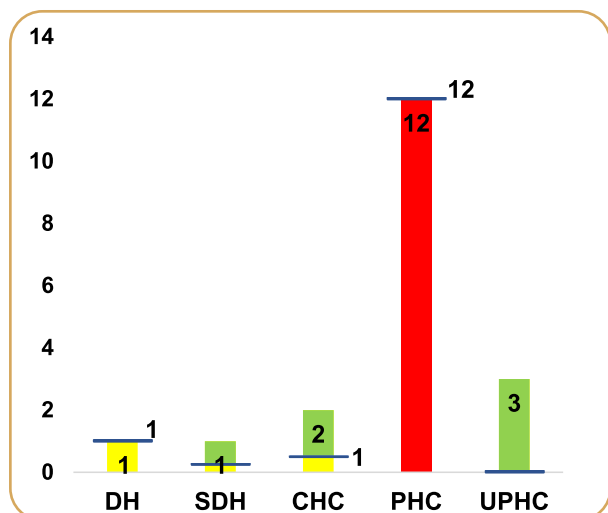
Kayakalp status

*Kayakalp Status for FY 2022-23
(Till December 2022)*

Gujarat

NQAS status against the target

*NQAS certification status against the targets
(Till December 2022)*

Kayakalp status

*Kayakalp Status for FY 2022-23
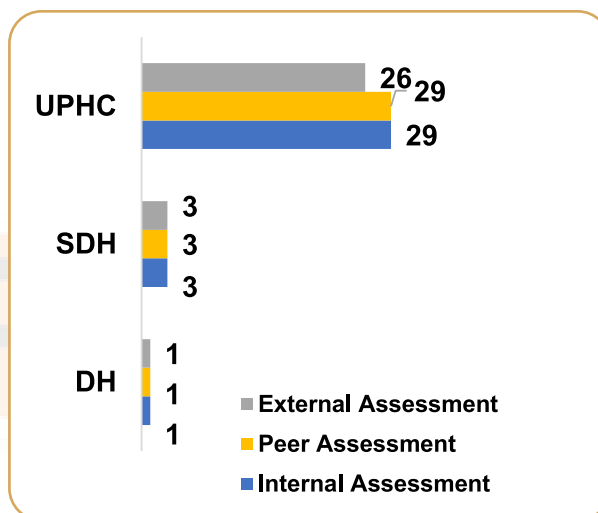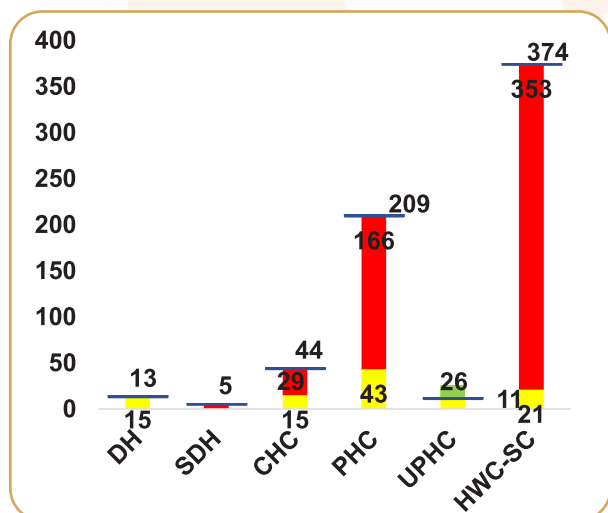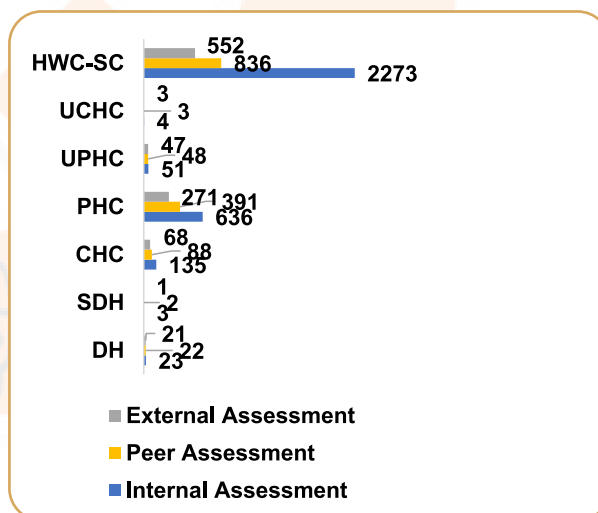(Till December 2022)*

Target | Target achieved | Target Not achieved | Target overachieved

Haryana

NQAS status against the target

*NQAS certification status against the targets
(Till December 2022)*

Kayakalp status

Internal Assessment
Peer Assessment
External Assessment

*Kayakalp Status for FY 2022-23
(Till December 2022)*

Himachal Pradesh

NQAS status against the target

*NQAS certification status against the targets
(Till December 2022)*

Kayakalp status

Peer Assessment
Internal Assessment

*Kayakalp Status for FY 2022-23
(Till December 2022)*

—— Target   ▮ Target achieved   ▮ Target Not achieved   ▮ Target overachieved

Jammu & Kashmir

NQAS status against the target

NQAS certification status against the targets
(Till December 2022)

Kayakalp status

| Facility	Peer Assessment	Internal Assessment
UPHC	49	49
PHC	655	668
CHC	82	82
DH	20	20

Kayakalp Status for FY 2022-23
(Till December 2022)

Jharkhand

NQAS status against the target

NQAS certification status against the targets
(Till December 2022)

Kayakalp status

Facility	Peer Assessment	Internal Assessment
H&WC	4	6
UPHC	40	43
PHC	84	119
CHC	111	123
SDH	3	5
DH	23	23

Kayakalp Status for FY 2022-23
(Till December 2022)

Target   Target achieved   Target Not achieved   Target overachieved

Karnataka

NQAS status against the target

NQAS certification status against the targets (Till December 2022)
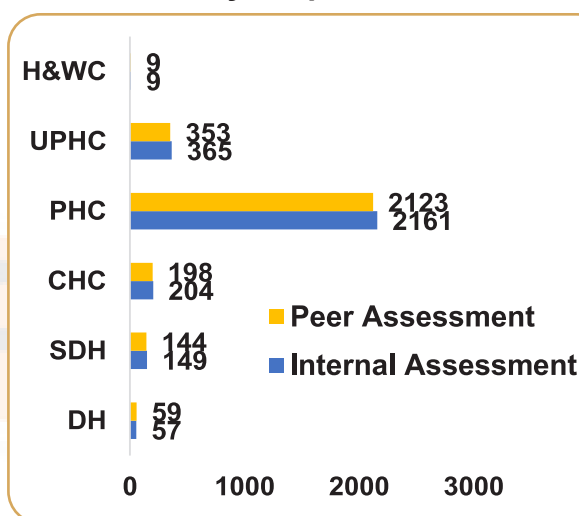
Kayakalp status

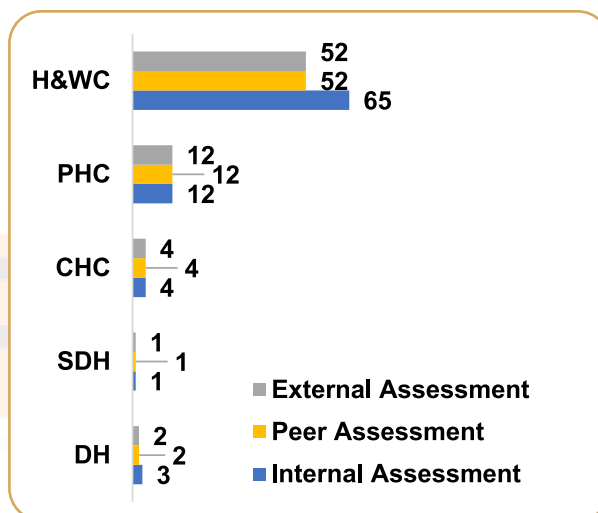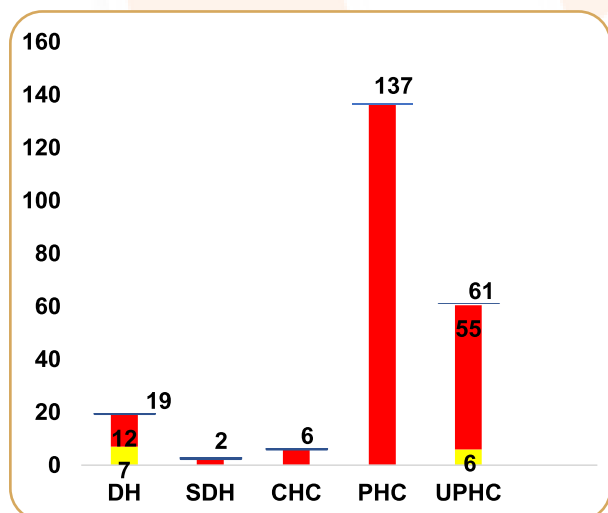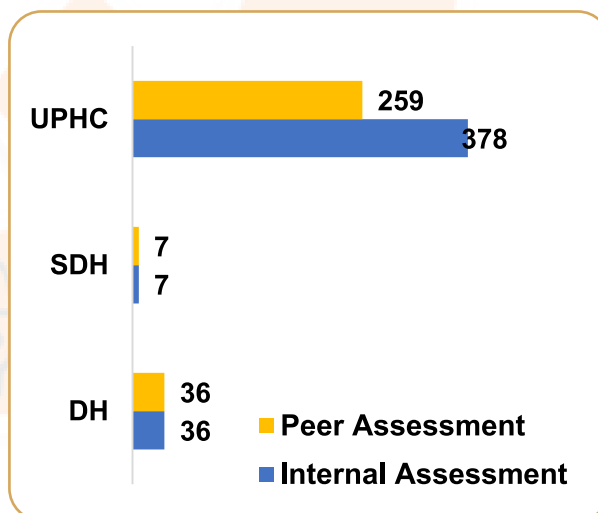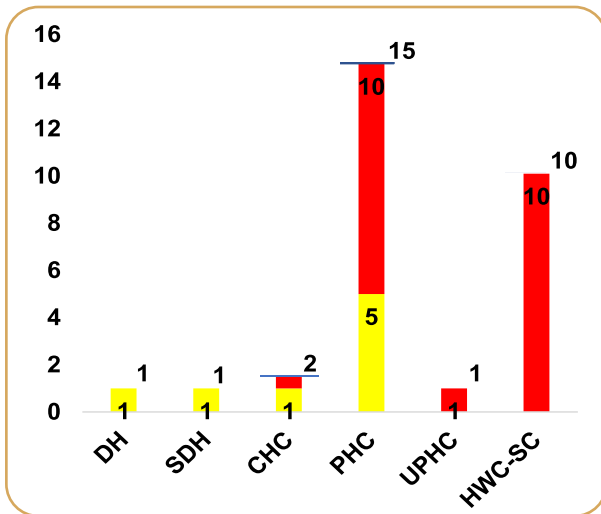*Kayakalp Status for FY 2022-23 (Till December 2022)*

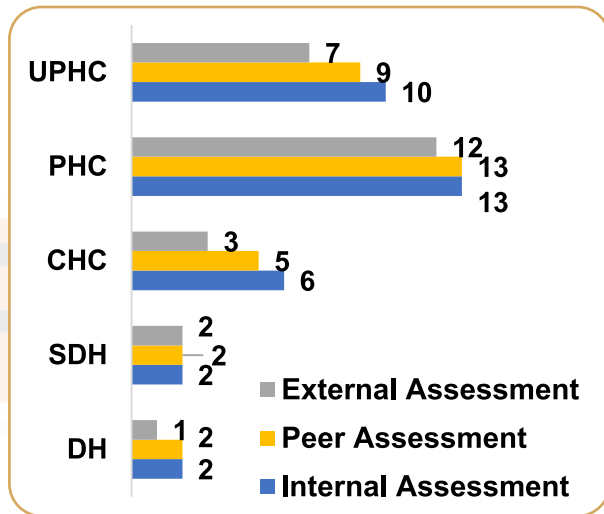# Kerala

NQAS status against the target

NQAS certification status against the targets (Till December 2022)

Kayakalp status

Kayakalp Status for FY 2022-23 (Till December 2022)

—— Target   ▮ Target achieved   ▮ Target Not achieved   ▮ Target overachieved

Madhya Pradesh

NQAS status against the target

*NQAS certification status against the targets
(Till December 2022)*

Kayakalp status

- External Assessment (under process)
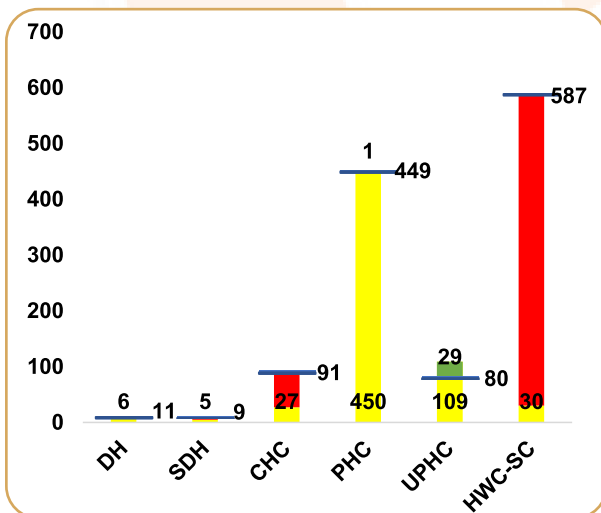- Peer Assessment
- Internal Assessment

*Kayakalp Status for FY 2022-23
(Till December 2022)*

Maharashtra

NQAS status against the target

*NQAS certification status against the targets
(Till December 2022)*

Kayakalp status

- Peer Assessment
- Internal Assessment

*Kayakalp Status for FY 2022-23
(Till December 2022)*

Target | Target achieved | Target Not achieved | Target overachieved

Manipur

NQAS status against the target

NQAS certification status against the targets (Till December 2022)

Meghalaya

NQAS status against the target

*NQAS certification status against the targets
(Till December 2022)*

Kayakalp status
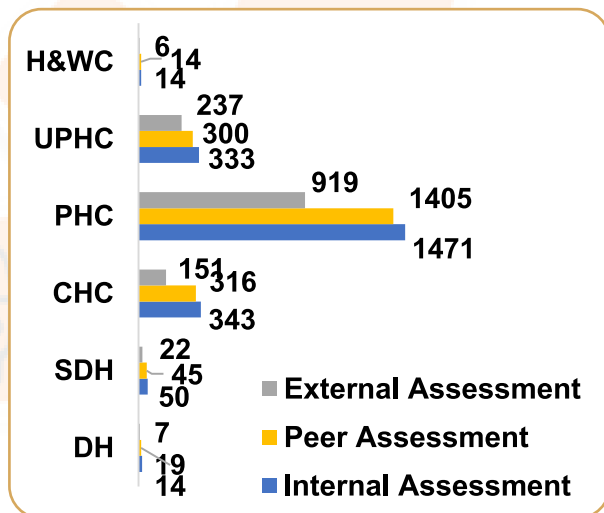

*Kayakalp Status for FY 2022-23
(Till December 2022)*

Target | Target achieved | Target Not achieved | Target overachieved

Mizoram

NQAS status against the target

NQAS certification status against the targets
(Till December 2022)

Kayakalp status

- External Assessment (under process)
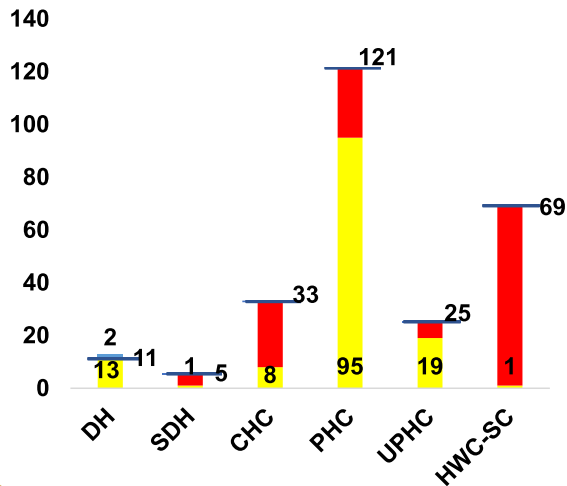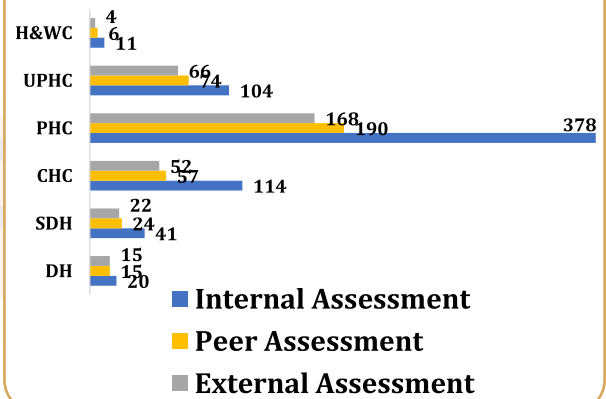- Peer Assessment
- Internal Assessment

Kayakalp Status for FY 2022-23
(Till December 2022)

Nagaland

NQAS status against the target

NQAS certification status against the targets
(Till December 2022)

Kayakalp status

- External Assessment (under process)
- Peer Assessment
- Internal Assessment

Kayakalp Status for FY 2022-23
(Till December 2022)

— Target	Target achieved	Target Not achieved	Target overachieved

Odisha

NQAS status against the target

NQAS certification status against the targets
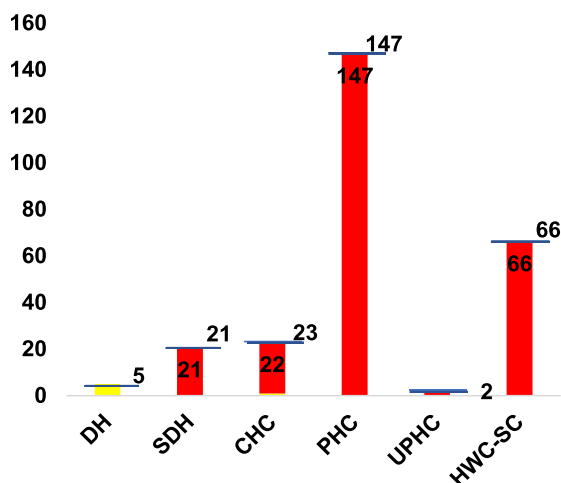*(Till December 2022)*

Kayakalp status

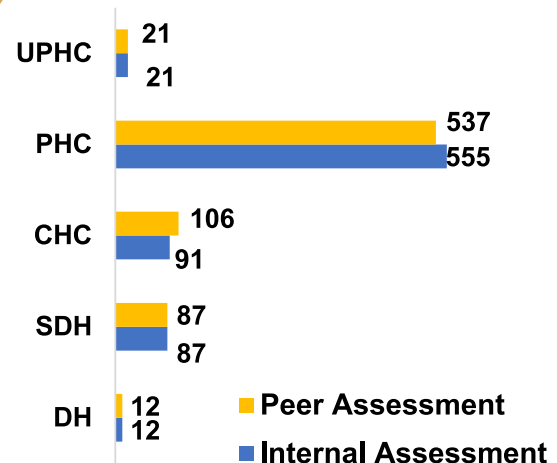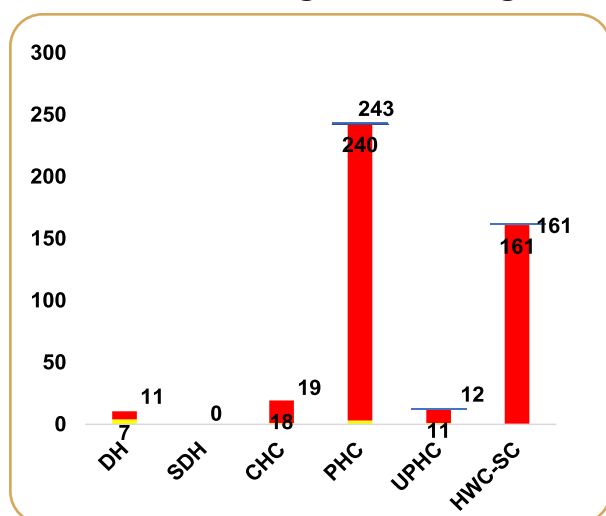*Kayakalp Status for FY 2022-23*
(Till December 2022)

Punjab

NQAS status against the target
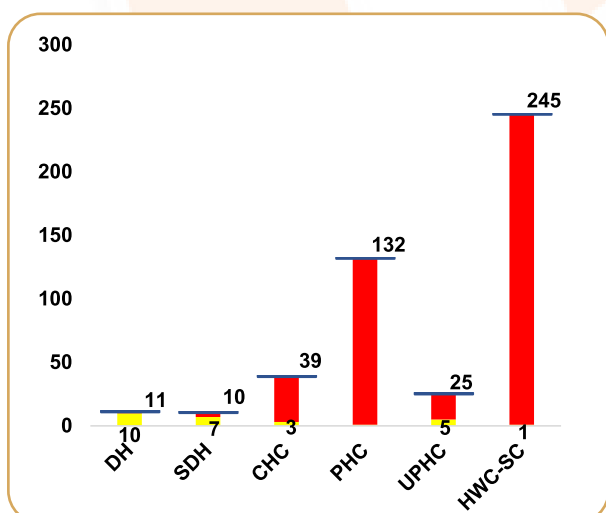
NQAS certification status against the targets
(Till December 2022)

Kayakalp status

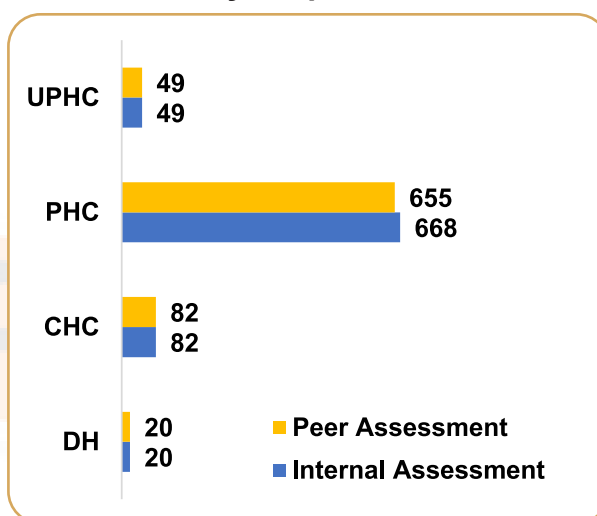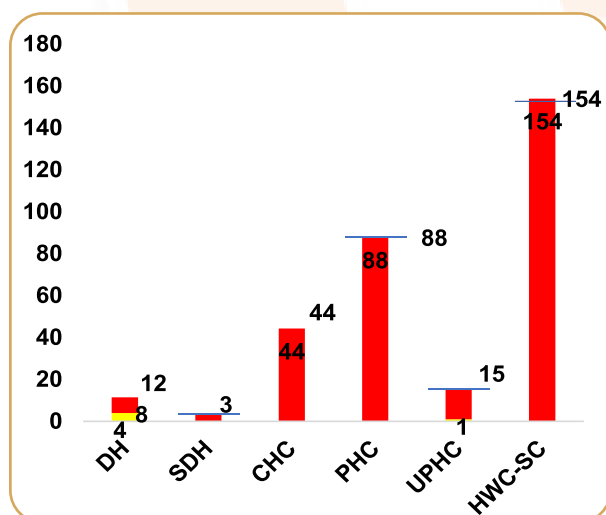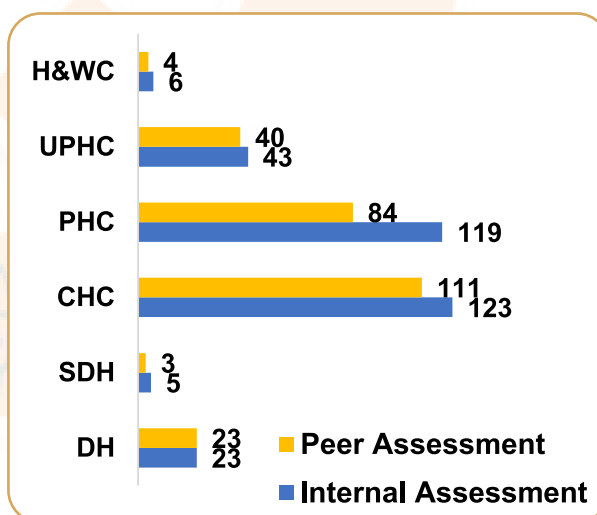*Kayakalp Status for FY 2022-23*
(Till December 2022)

Legend: Target — Target achieved — Target Not achieved — Target overachieved
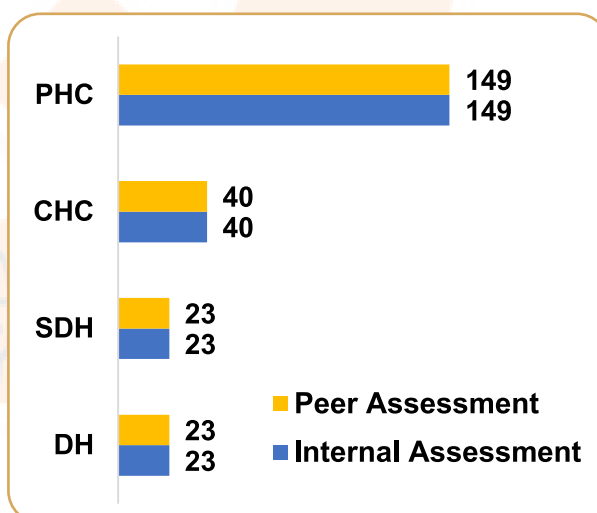
Rajasthan

NQAS status against the target
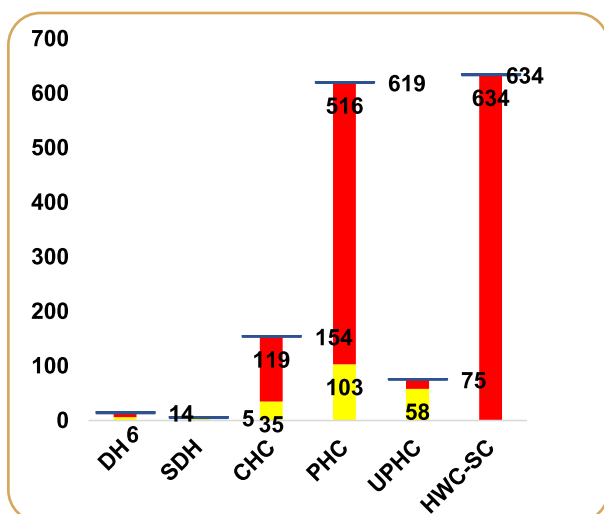
NQAS certification status against the targets
(Till December 2022)

Kayakalp status

	Peer Assessment	Internal Assessment
UPHC	251	290
PHC	1670	1995
CHC	574	708
SDH	16	19
DH	36	36
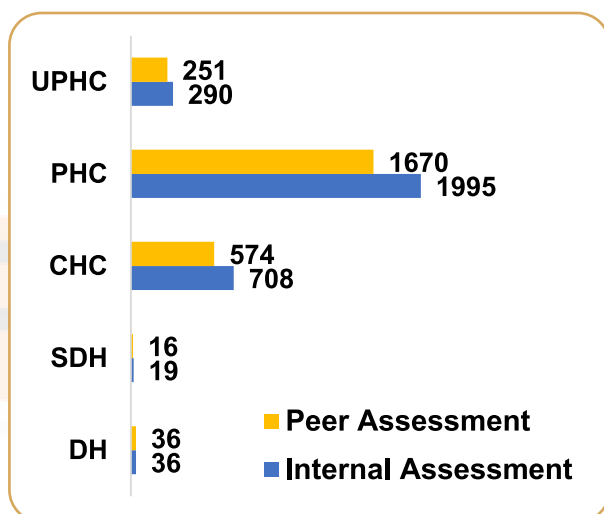
Kayakalp Status for FY 2022-23
(Till December 2022)

Sikkim

NQAS status against the target
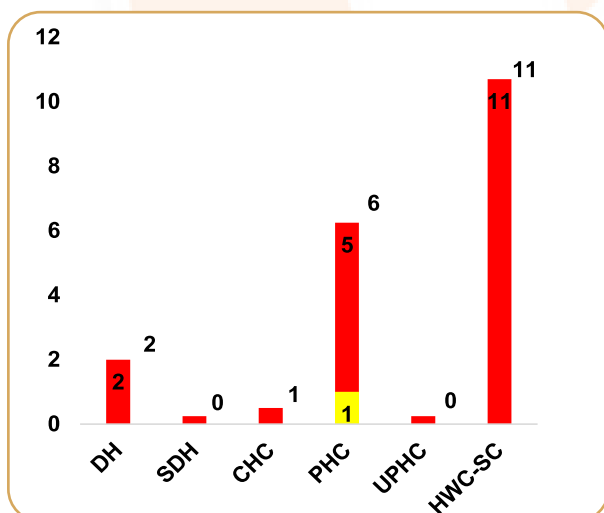
NQAS certification status against the targets
(Till December 2022)

Kayakalp status

	Exyernal Assessment	Peer Assessment	Internal Assessment
PHC	23	23	24
CHC	2	2	2
DH	4	4	5

Kayakalp Status for FY 2022-23
(Till December 2022)

Legend: Target — Target achieved — Target Not achieved — Target overachieved
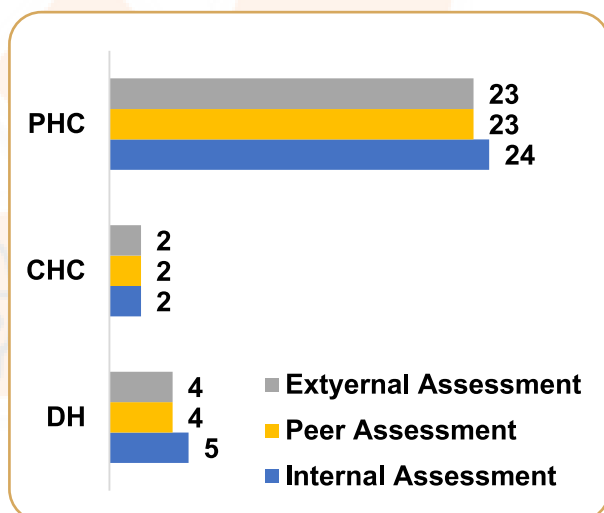
Tamil Nadu

NQAS status against the target
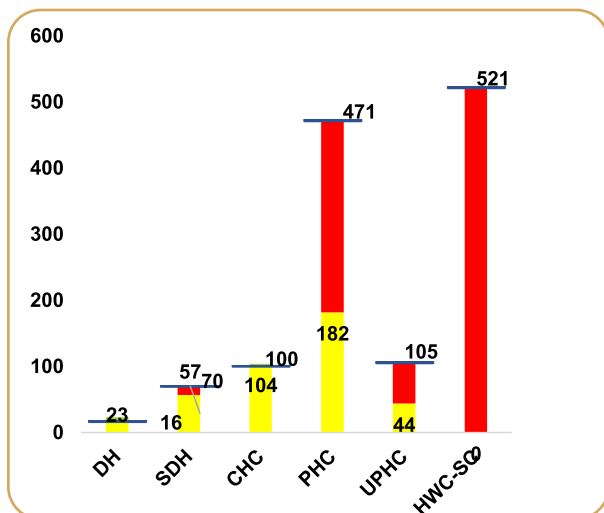
NQAS certification status against the targets
(Till December 2022)

Kayakalp status

Legend:
- External Assessment
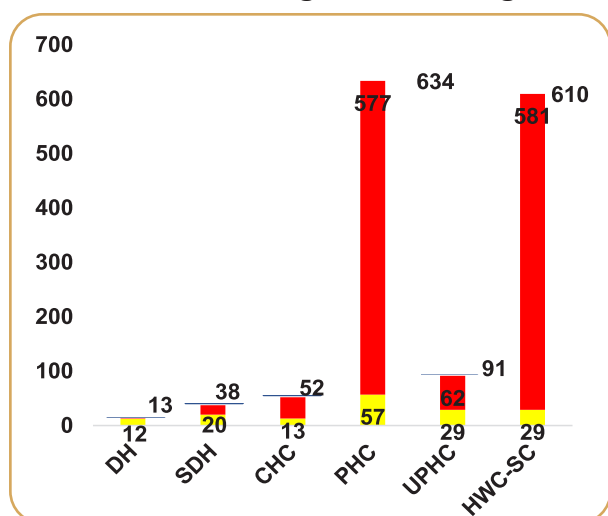- Peer Assessment
- Internal Assessment
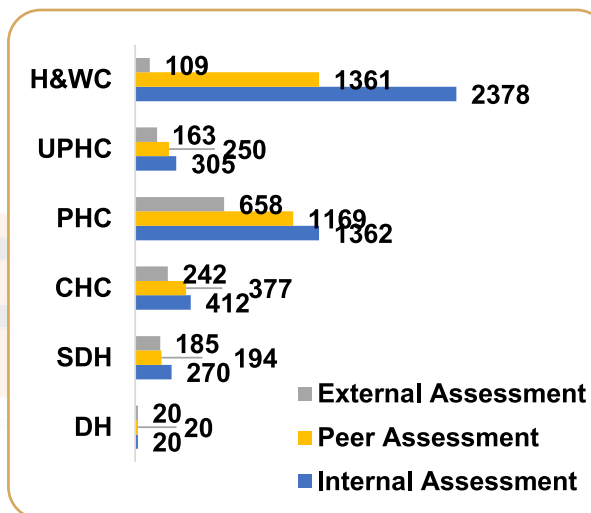
Kayakalp Status for FY 2022-23
(Till December 2022)

Tripura

NQAS status against the target
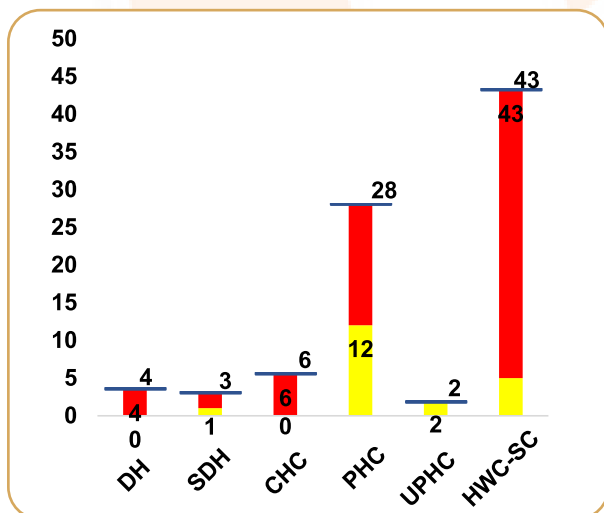
NQAS certification status against the targets
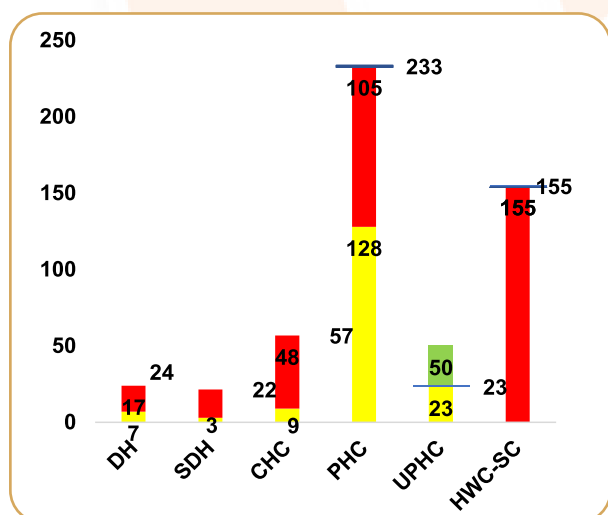*(Till December 2022)*

Kayakalp status

Legend:
- External assessment
- Peer Assessment
- Internal Assessment

Kayakalp Status for FY 2022-23
(Till December 2022)

Legend:
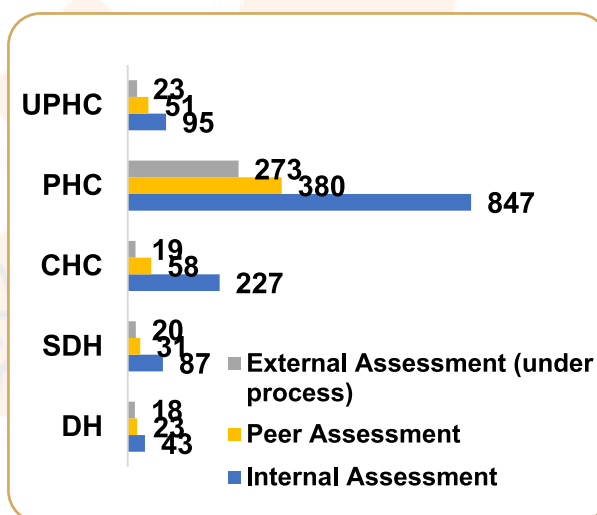— Target | Target achieved | Target Not achieved | Target overachieved
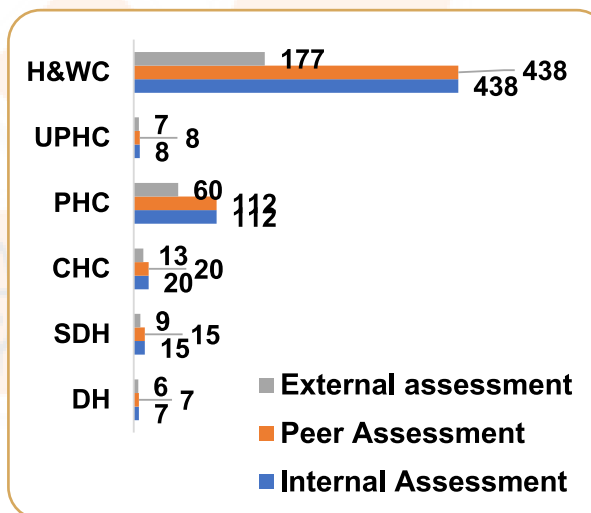
Telangana

NQAS status against the target
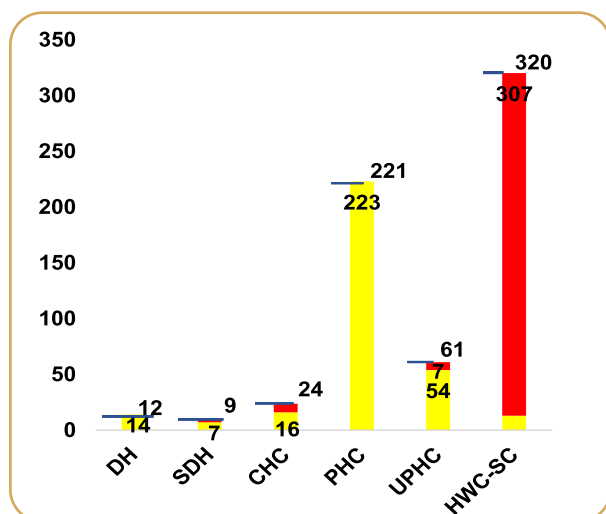
*NQAS certification status against the targets
(Till December 2022)*

Kayakalp status

- H&WC: 2700 / 2700
- UPHC: 235 / 235
- PHC: 636 / 636
- CHC: 120 / 120
- SDH: 27 / 27
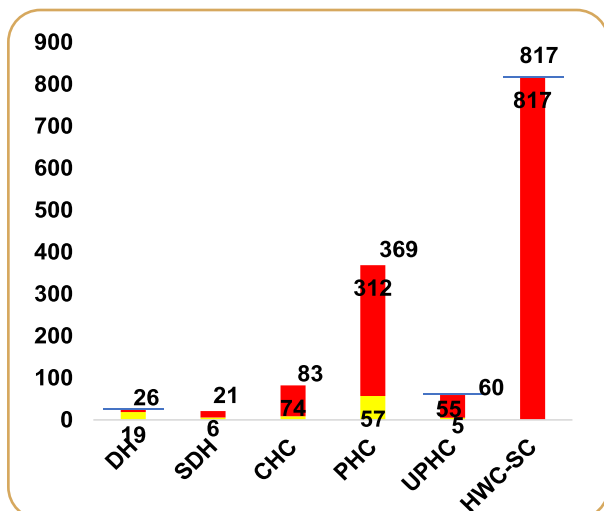- DH: 21 / 21

■ Peer Assessment
■ Internal Assessment
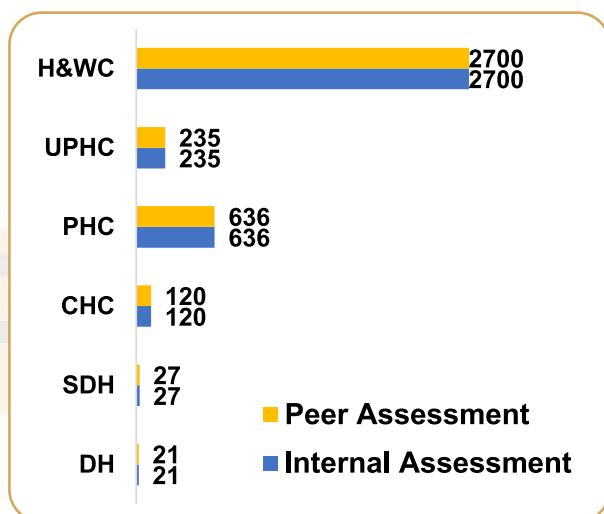
*Kayakalp Status for FY 2022-23
(Till December 2022)*

Uttar Pradesh

NQAS status against the target
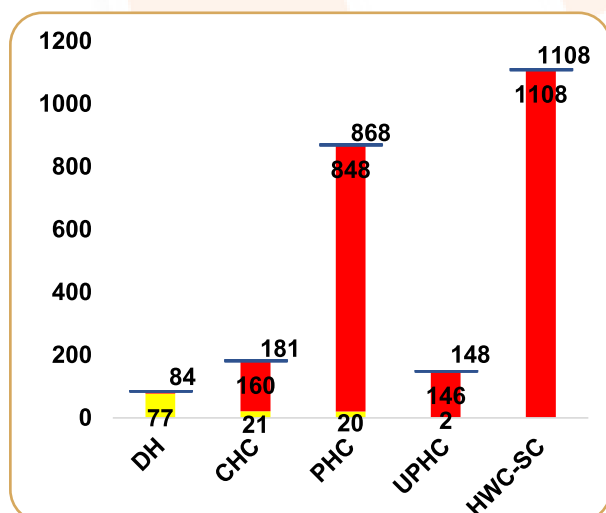
*NQAS certification status against the targets
(Till December 2022)*

Kayakalp status

- H&WC: 795 / 1551
- UCHC: 11 / 15
- UPHC: 111 / 160
- PHC: 392 / 887
- CHC: 467 / 684
- SDH: 0 / 0
- DH: 127 / 141

■ Peer Assessment
■ Internal Assessment

*Kayakalp Status for FY 2022-23
(Till December 2022)*

—— Target   ■ Target achieved   ■ Target Not achieved   ■ Target overachieved
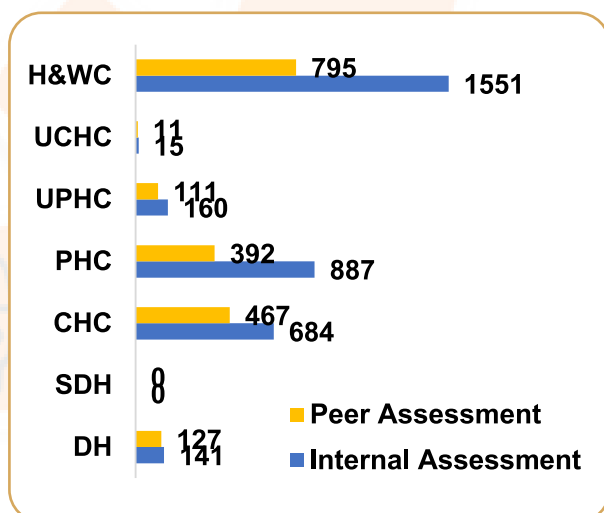
Uttarakhand

NQAS status against the target
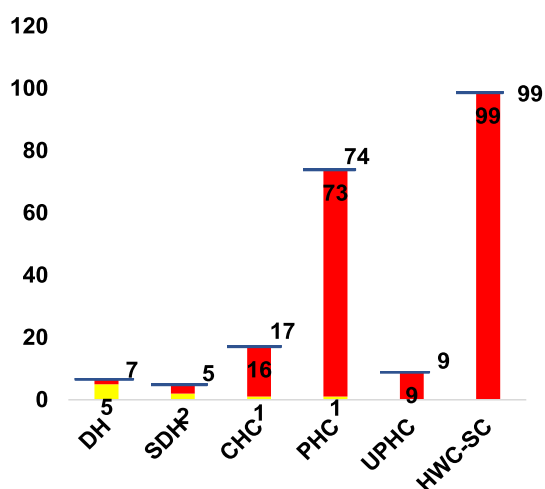
NQAS certification status against the targets
(Till December 2022)
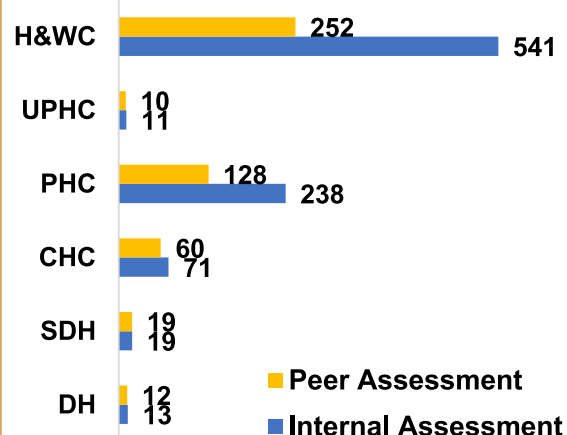
Kayakalp status
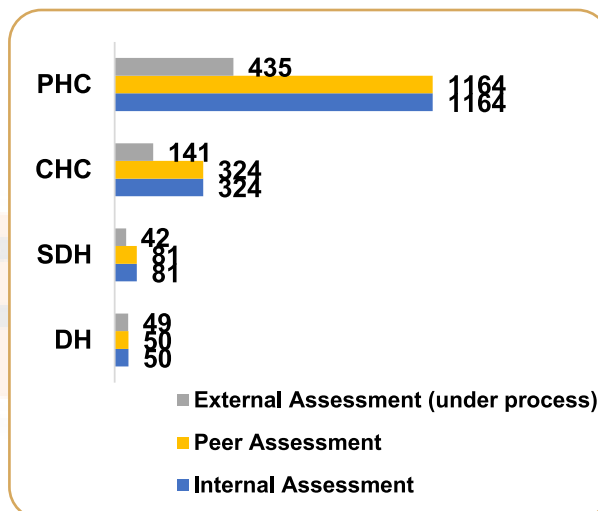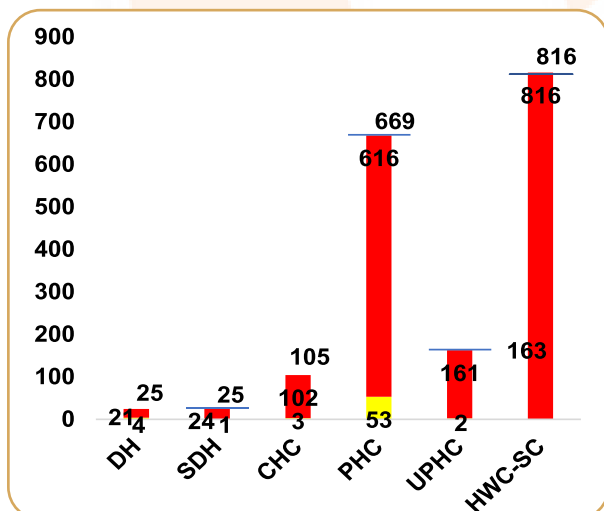

Kayakalp Status for FY 2022-23
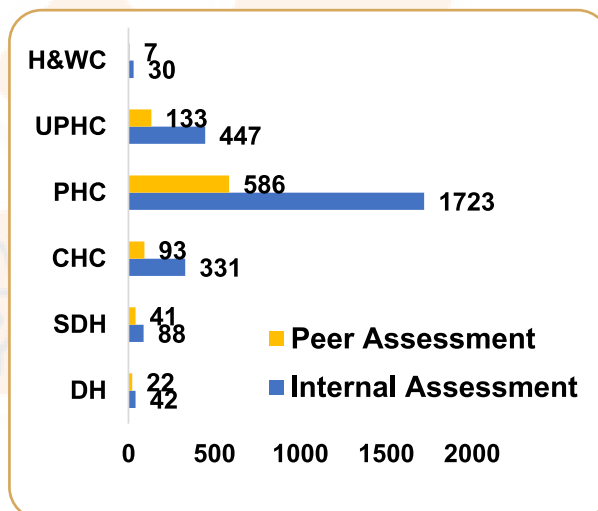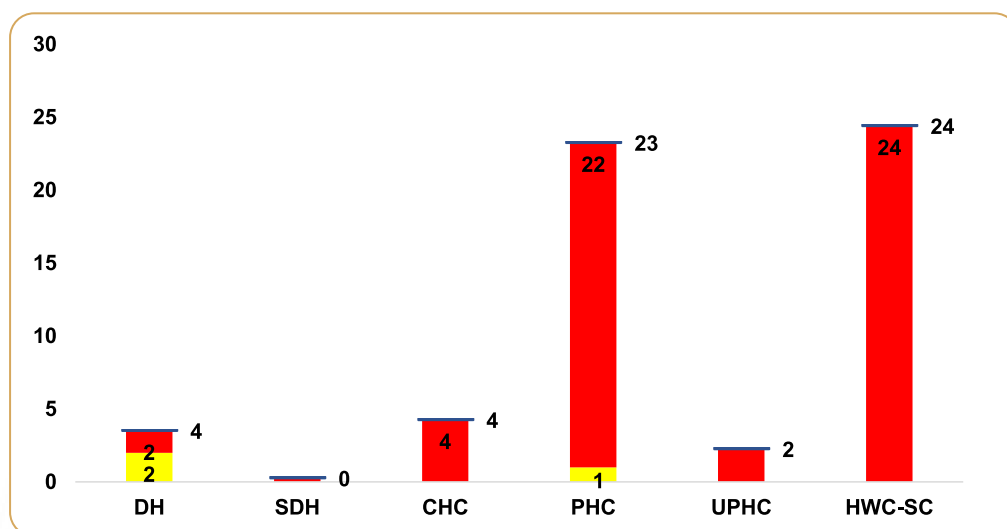*(Till December 2022)*

West Bengal

NQAS status against the target
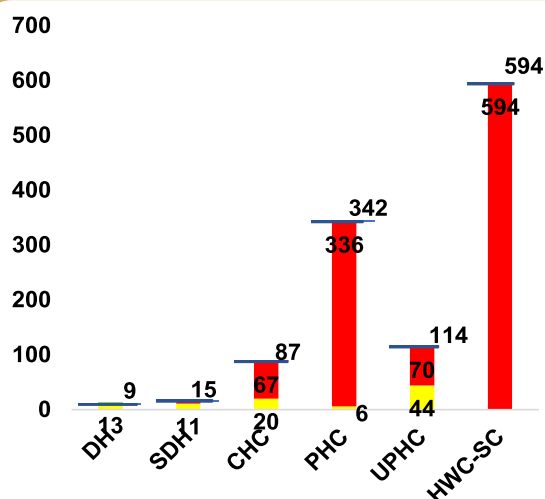
NQAS certification status against the targets
(Till December 2022)

Kayakalp status

Kayakalp Status for FY 2022-23
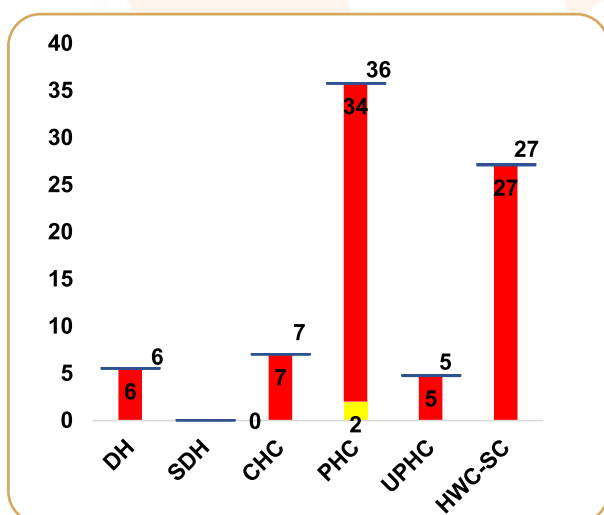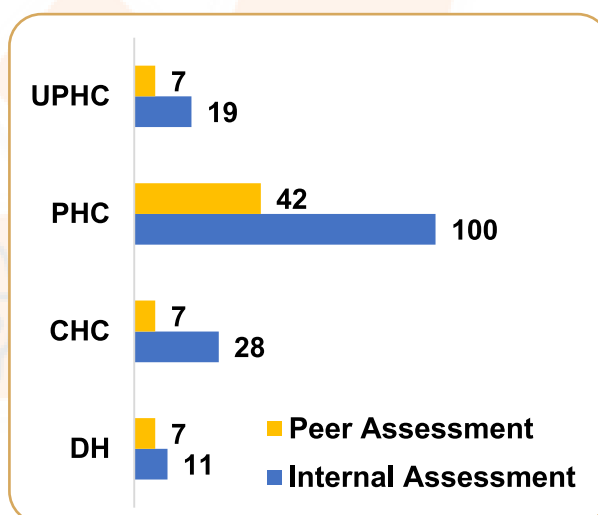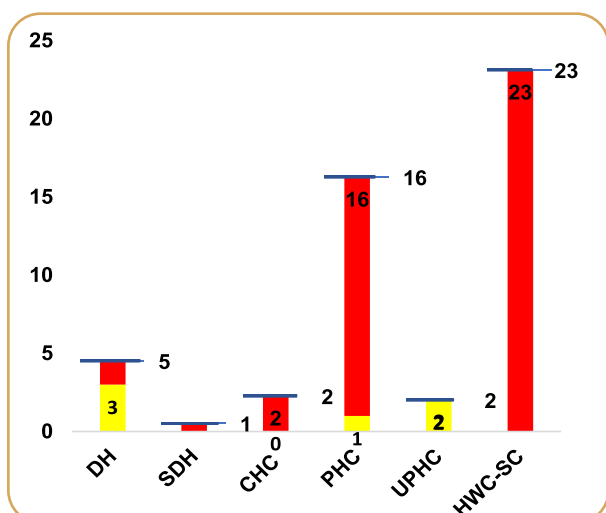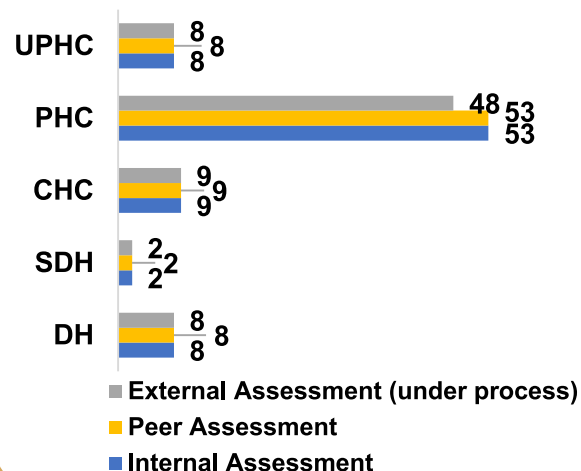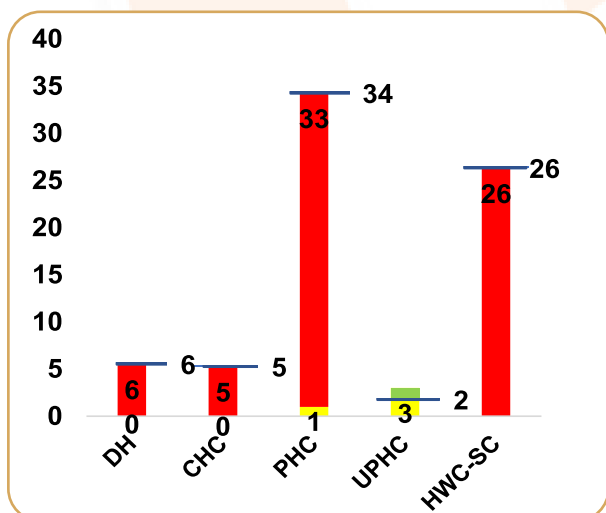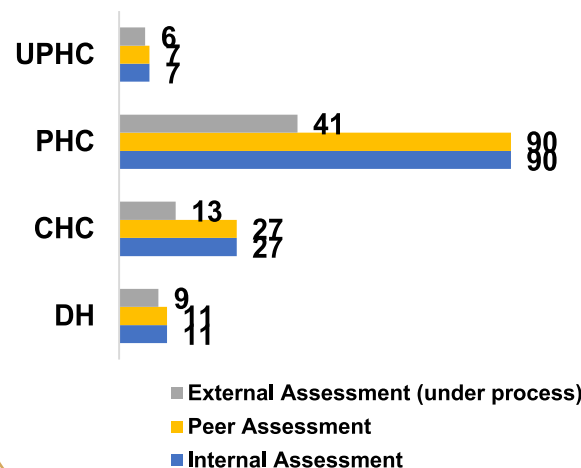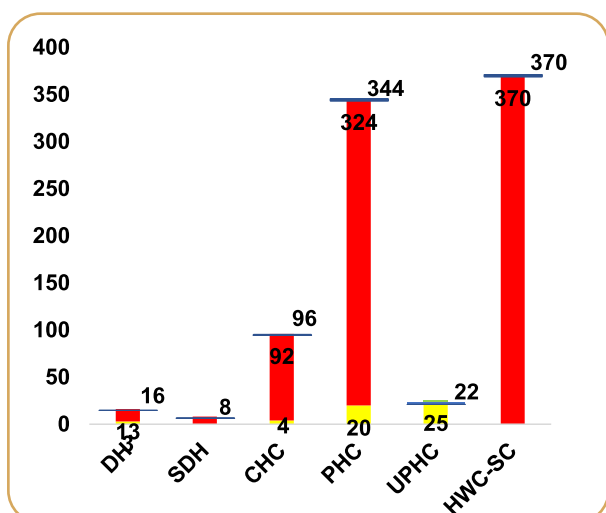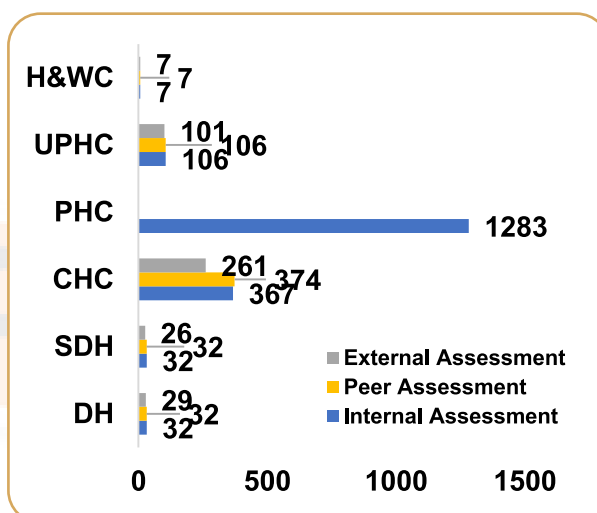*(Till December 2022)*

Legend: — Target | Target achieved | Target Not achieved | Target overachieved
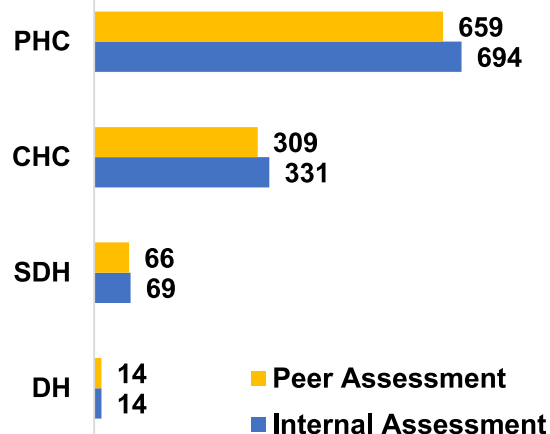
Annexures

Annexure A

Patient Safety Day activities letter to states and UTs

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

रोली सिंह, भा.प्र.से.
Roli Singh, I.A.S.
अपर सचिव एवं मिशन निदेशक (रा.स्वा.मि.)
Additional Secretary & Mission Director (NHM)

Z-18015/27/2022-NHM-II(Part-I)
Dated the6th September 2022

Dear Colleague,

17th September is observed as World Patient Safety Day (WPSD) each year in the light of Seventy Second World Health Assembly (WHA) resolution WHA 72.6 dated 28th May 2019 urging the member countries to keep patient safety as a key strategic priority in the Universal Health Coverage (UHC) agenda. In view of on-going burden of medication errors, his year's theme for the occasion is **"Medication Safety"**.

2.   For imparting importance to the patient safety and staff safety, it is requested that week from 12th to 17th September may be celebrated by the States/UTs as "Rogi Suraksha Saptaah"- (Patient Safety Week).Suggested activities for the weeklong event are attached as **Appendix-I**.

3.   Beside this the States/UTs are also requested to recognize Patient safety champions and also share their innovative learnings on Medication Safety.

4.   At National level a Webinar on Patient safety with a theme on "Medication Safety" by eminent National and International speakers will be organized on 17th September 2022. (Details will be shared separately)

The States/UTs are requested to share all activities related to "Rogi Suraksha Saptaah"with MoHFW/NHSRC at email *patientsafetyday2021.qi@gmail.com*.

with regards,

Yours sincerely,

(Roli Singh)

Additional Chief Secretaries/Principal Secretaries/ Secretaries (H&FW) of all the States/UTs

Copy to:
- Mission Director (NHM)-All States/UTs
- Sr. PPS to AS&MD, MoHFW
- PPS to JSs/EA of NHM Programme Divisions, MoHFW
- ED, NHSRC
- Director (NHM-I/II/III/IV),MoHFW

Activities planned during the Patient Safety Week (12th to 17th September 2022)

Suggested activities for the States/UTs

- States/UTs and districts are requested to disseminate information regarding ''Rogi Suraksha Saptaah'' to all public health facilities (DHs, SDHs, CHCs, UCHCs, PHCs, UPHCs and HWCs).
- Develop and disseminate the IEC related to World Patient safety day with a theme on Medication Safety.
- *Join the global campaign to light up iconic monuments, landmarks, public places and all Public Health facilities in the colour orange on 17th September 2022.*
- Support and monitor the activities in each districts and facilities.
- The States/UTs are requested to share all activities related to Suraksha Saptaah with MoHFW/NHSRC at email **patientsafetyday2021.qi@gmail.com**.

Suggested activities for the Health Facilities

Date	Suggested Activities
12th September 2022	• Invite any eminent speakers locally or from other facility to sensitize the staff about importance of Medication safety • Sensitization of staff on importance of identification, listing and storage of Look Alike-Sound Alike Medicines' • Clinical department of the facility to identify and list 'Look Alike-Sound Alike (LASA) Medicines' • Take preventive actions to address potentially hazardous situations due to LASA medicines
13th September 2022	• Sensitization of staff on importance of identification, listing and demarcated storage of "High-alert drugs" • Staff Awareness on patient safety issued related to High-alert drugs • Clinical department of the facility to identify and list 'High-alert drugs' with maximum therapeutic dose and date of expiry • Take preventive actions to address potentially hazardous situations due to High-alert drugs
14th September 2022	• Prescription audits of randomly selected 30 prescriptions to identify extent of irrational usage of Drugs & Diagnostics, antibiotic usage, polypharmacy, legibility of handwriting etc. • Action to improve the current practices.
15th September 2022	• Patient awareness on usage of Medication Safety App "5-moments of medication safety"
16th September 2022	• All facility staff to take ''Surakhsha Sapath (Patient Safety Oath) • Poster competition on Medication Safety • Identification of Best poster by the State and communicate to MoHFW/NHSRC.
17th September 2022	• Attend National Webinar on ''World Patient Safety Day'' • *Join global campaign to light up the facility in the orange colour.*

Annexure B

Online lecture series on Standard Treatment Guidelines letter to states & UTs

Maj Gen (Prof) Atul Kotwal, SM, VSM
Executive Director

National Health Systems Resource Centre
Technical Support Institution with
National Health Mission
Ministry of Health and Family Welfare,
Government of India

Subject: Online Lecture Series on Standard Treatment Guidelines

Dear *Madam/Sir,*

Health is the fundamental right of every human being. Patients, when they visit health facilities for curative, preventive and promotive care, expect to be treated as per prevalent scientific knowledge and practice with dignity and respect. But often there are many factors which hinder the progress to expected outcomes like missed diagnosis, inappropriate and unsafe treatment.

For strengthening adherence to clinical protocols at Public healthcare facilities, NHSRC in collaboration with Delhi Society for Promotion of Rational Use of Drugs (DSPRUD), New Delhi is launching an "Online Series of Lecture on Standard Treatment Guidelines (STGs)" on every 3rd Saturday of month, starting from September 2022 onward.

The sessions will dwell into concept of Standard Treatment Guidelines and treatment protocol of one common clinical condition. Duration of each session is planned for approximately two and half hours. In the beginning, it is proposed to administer a pre-training questionnaire, followed by post training evaluation as well. The participants would be issued with a Certificate of participation.

In this series, Inaugural Webinar on Snake bite is planned on World Patient Safety Day, 17th Sep' 2022. The registration for the webinar would commence at 13.45 hours on same day.

You are requested to disseminate the information to all public healthcare facilities and available clinicians and nursing professionals may be encouraged to join the webinar. Agenda of the session is placed at **Annexure 'A'.**

Link for the first online lecture is given below -

Date: 17.09.2022
Time: 1.30 PM to 5.00 PM
WebEx link from PC, Mac, iOS or Android:
https://nhsrc-india.webex.com/nhsrc-india/j.php?MTID=mbff3c2393e1189d0ea2af2e4e531af36
Webinar ID: 2513 251 6059
Password: 12345

Yours Sincerely

Maj Gen (Prof) Atul Kotwal

To,

ACS | PS | Secretary Health – All States & UTs

Copy:
- Mission Director NHM - All States & UTs

Annexure C

State & category wise distribution of NQAS certified Public Health Facilities in India (Till 31 December 2022)

State	CHC	DH	HWC	PHC	SDH	UPHC	Grand Total
Andhra Pradesh	25	11		400	16		452
Arunachal Pradesh				1			1
Assam		2	1	6		1	10
Bihar		1		1			2
Chandigarh		1				2	3
Chhattisgarh	7	10	5	29		16	67
Dadra & Nagar Havelli	3	3		7	1		14
Delhi		9				2	11
Goa	1			1			2
Gujarat	4	8	4	204	2	22	244
Haryana	7	16		133	1	22	179
Himachal Pradesh	1	1					2
Jammu & Kashmir	1	3		3		1	8
Jharkhand		1					1
Karnataka	5	14		28		11	58
Kerala	12	9		137	5	56	219
Madhya Pradesh		15		9	1	5	30
Maharashtra	1	1		53	1		56
Manipur		2		1			3
Meghalaya				2			2
Mizoram		1				1	2
Nagaland				1		4	5
Odisha	4	3		9		20	36
Punjab	3	11		1	2	4	21
Rajasthan	18	8		25	2	8	61
Sikkim				1			1
Tamil Nadu	46	23		99	33	15	216
Telangana	1	8		168	2	24	203
Tripura				11	1	1	13
Uttar Pradesh	20	52		25		2	99
Uttarakhand		3		1	1		5
West Bengal	5	5		1	2	2	15
Grand Total	**164**	**221**	**10**	**1357**	**70**	**219**	**2041**

Annexure D

Surveillance assessment status

State	Facility certified between January 2020- December 2020				Facility Certified between Jan 2021-Dec 2021	
	Assessment status Year 1 surveillance		Assessment status Year 2 surveillance		Assessment status Year 1 surveillance	
	Received	Pending	Received	Pending	Received	Pending
Andhra Pradesh						143
Assam	1			1		
Bihar		2		2		
Chhattisgarh	5			5		5
DNH & DD						1
Delhi	1			1		1
Gujarat	25	17		42		
Haryana	14	3	11	6		1
Jammu & Kashmir	1			1		1
Kerala	10		6	4		4
Madhya Pradesh	1			1		3
Maharashtra		3		3		
Manipur	2			2		
Odisha	1			1		
Punjab	3		1	2		2
Rajasthan	1	1		2		7
Tamil Nadu		7		7		30
Telangana	6			6		4
Tripura	1			1		1
Uttar Pradesh		12		12		3
Uttarakhand	1	1	1	1		
West Bengal		6		6		
Grand Total	73	52	27	98	0	206

Annexure E

Recertification letter to the states

विशाल चौहान, भा.प्र.से.
संयुक्त सचिव

VISHAL CHAUHAN, IAS
Joint Secretary

भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली - 110011

GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
NIRMAN BHAVAN, NEW DELHI - 110011

Tele: 011-23063585 / 23061740
e-mail: js.policy-mohfw@gov.in

N0.NHSRC/19-20/QI/01/
Dated: 21st October' 2022

Subject: Reviewing the status of Quality Certified health facilities in the state of

Dear Shri Arun

Under the National Quality Assurance Program, the health facilities undergo the external assessment for attaining certification by a pool of empanelled external assessors. After meeting CQSC approved certification criteria, health facilities are awarded the NQAS certification and Certification with Conditionality for a period of three and one year respectively. For sustenance of attained certification status, the health facilities should apply for recertification atleast three months prior to the expiry of the validity of existing certificate.

It has been observed that certified status of enlisted facilities has already lapsed till 30th June 2022. Details have been provided in 'Appendix- A' to this letter.

Repeated communications from NHSRC have not elicited requisite response. You are requested to immediately review the status of NQAS certified facilities in the state and issue instructions for submission of application and supporting documents for the recertification of listed facilities, failing which Ministry would be constrained to suspend NQAS certified status of these facilities.

With best wishes

Yours Sincerely,

(Vishal Chauhan)

Encl: As stated

Secretary (H&FW) & Mission Director (NHM)
Department of H&FW

Annexure F

Statewise List of expired and recertified facilities

State	Facility certified between January 2020- December 2020				Facility Certified between Jan 2021-Dec 2021	
	Assessment status Year 1 surveillance		Assessment status Year 2 surveillance		Assessment status Year 1 surveillance	
	Received	Pending	Received	Pending	Received	Pending
Andhra Pradesh						143
Assam	1			1		
Bihar		2		2		
Chhattisgarh	5			5		5
DNH & DD						1
Delhi	1			1		1
Gujarat	25	17		42		
Haryana	14	3	11	6		1
Jammu & Kashmir	1			1		1
Kerala	10		6	4		4
Madhya Pradesh	1			1		3
Maharashtra		3		3		
Manipur	2			2		
Odisha	1			1		
Punjab	3		1	2		2
Rajasthan	1	1		2		7
Tamil Nadu		7		7		30
Telangana	6		6			4
Tripura	1			1		1
Uttar Pradesh		12		12		3
Uttarakhand	1	1	1	1		
West Bengal		6		6		
Grand Total	73	52	27	98	0	206

Annexure G

Surprise assessment status

State	No. of assessed facilities	No. of Certified facilities	No. of Conditional facilities	No. of Deferred facilities
Andhra Pradesh	18	8	1	9
Assam	1			1
Bihar	2			2
Chhattisgarh	2			2
Delhi	1	1		
Gujarat	8	1		7
Haryana	4	1	2	1
Jammu & Kashmir	1			1
Karnataka	1	1		
Kerala	5	3	2	
Madhya Pradesh	1		1	
Maharashtra	1		1	
Manipur	1			1
Odisha	1	1		
Punjab	1		1	
Rajasthan	2	2		
Tamil Nadu	9	6	1	2
Telangana	6	4	1	1
Tripura	1		1	
Uttar Pradesh	3	1		2
Uttarakhand	1		1	
West Bengal	1			1
Grand Total	71	29	12	30

Annexure H

Statewise status of LaQshya certified and assessed facilities
(As on 31 December 2022)

State	LR		M-OT	
	Assessed	Certified	Assessed	Certified
Andhra Pradesh	58	43	48	34
Arunachal Pradesh	2	1	1	1
Assam	22	19	16	12
Bihar	20	17	13	8
Chandigarh	4	4	5	5
Chhattisgarh	21	15	19	13
Delhi	4	4	4	4
DNH, D&D	5	5	3	3
Goa	3	3	2	2
Gujarat	65	58	54	48
Haryana	13	11	7	6
Himachal Pradesh	8	5	7	4
Jammu & Kashmir	6	5	6	5
Jharkhand	9	8	8	6
Karnataka	78	62	78	60
Kerala	8	8	8	8
Madhya Pradesh	112	91	65	53
Maharashtra	106	72	105	71
Manipur	4	4	3	3
Meghalaya	1		2	
Mizoram	3	2	1	
Odisha	21	20	20	19
Puducherry	1	1	1	1
Punjab	8	7	4	3
Rajasthan	49	42	35	25
Sikkim	1	1	1	1
Tamil Nadu	43	43	46	43
Telangana	22	15	21	14
Tripura	5	4	4	2
Uttar Pradesh	77	54	57	34
Uttarakhand	16	12	11	8
West Bengal	8	8	8	8
Total	803	644	663	504

Annexure I

Statewise no. of Suman notified facilities

State	SUMAN notified facilities	State Certified facilities	National Certified facilities
Andaman and Nicobar	29		
Andhra Pradesh	239	86	71
Arunachal Pradesh	33		
Assam	66	5	8
Bihar	101	1	2
Chandigarh	4	4	1
Chattishgarh	328	24	33
Daman	2	2	2
DNH	10	10	10
Goa	33	4	1
Gujarat	440	265	186
Haryana	133	119	112
Himachal Pradesh	88	2	2
Jammu & Kashmir	155	5	5
Jharkhand	125	2	2
Karnataka	395	2	5
Kerala	3	3	3
Madhya Pradesh	290	16	10
Maharshtra	196	10	10
Mizoram	3	3	1
Odisha	370	15	8
Punjab	3556	67	17
Rajasthan	400	43	19
Sikkim	2		
Tamil Nadu	3573	743	141
Tripura	27	7	6
Uttar Pradesh	586	34	61
Uttarakhand	79	9	4
West Bengal	165	19	8
(blank)			
Grand Total	**11431**	**1500**	**728**

Annexure J

Kayakalp Incentivized Facilities for FY 2021-22 (as of 31-12-22)

Name of State/UT	DH	SDH	CHC	PHC	UPHC	UCHC	HWC	Eco-friendly DH	Eco-friendly SDH/CHC	Total awardee facilities
Andaman and Nicobar Islands	The result was not declared									
Andhra Pradesh	14	43	110	754	201	0	1898	1	1	3022
Arunachal Pradesh	2	0	5	6	0	0	1	1	1	16
Assam	17	4	88	239	27	0	142	0	0	517
Bihar	4	7	38	36	26	0	21	1	1	134
Chandigarh	1	1	0	0	0	2	26	1	1	32
Chhattisgarh	14	0	30	178	30	2	224	1	1	480
Daman Diu & Dadra Nagar Haveli	2	1	3	12	0	0	44	0	0	62
Delhi	30	3	0	0	41	0	0	1	2	77
Goa	1	1	2	4	4	0	6	0	0	18
Gujarat	6	7	25	198	26	2	257	0	0	521
Haryana	12	15	32	128	53	2	41	1	1	285
Himachal Pradesh	3	7	1	149	2	0	61	1	1	225
Jammu & Kashmir	2	0	13	30	6	0	22	0	0	73
Ladakh	The result was not declared									
Jharkhand	10	2	22	39	14	0	184	1	1	273
Karnataka	The result was not declared									
Kerala	9	9	14	204	18	0	0	0	0	254
Lakshadweep	The result was not declared									
Madhya Pradesh	40	16	72	128	76	1	61	1	1	396
Maharashtra	17	42	82	463	72	0	249	1	1	927
Manipur	The result was not declared									
Meghalaya	5	0	4	19	1	0	7	1	1	38
Mizoram	8	0	8	46	8	0	27	0	0	97
Nagaland	5	0	7	24	5	0	19	1	0	61
Odisha	22	20	150	423	73	3	196	1	4	892
Puducherry	0	0	0	0	0	0	0	0	0	0
Punjab	19	19	40	79	59	0	118	1	1	336
Rajasthan	12	12	158	362	132	0	45	1	1	723
Sikkim	3	0	2	17	0	0	27	0	0	49
Tamil Nadu	20	137	269	738	187	6	410	1	1	1769
Telangana	12	8	7	225	73	2	114	2	1	444
Tripura	4	5	10	45	7	0	65	1	1	138
Uttar Pradesh	95	0	263	208	44	2	463	1	2	1078
Uttarakhand	8	10	10	36	2	0	28	0	1	95
West Bengal	11	57	261	510	0	0	0	1	1	841
Total	408	426	1726	5300	1187	22	4756	22	26	13873

Annexure K

State-wise list of facilities integrated under Mera Aspataal

State	Central Government	Medical College	District Hospital	SDH	CHC	PHC	UPHC	Others	Grand Total
Andhra Pradesh	1		17	51	180		557	0	806
Arunachal Pradesh			16				4	0	20
Assam	1							0	1
Bihar	1		37		1	447	78	1	565
Chandigarh	1	1	2					0	4
Chhattisgarh	1	1	21					0	23
DNH &DD			3	1	4	11		0	19
Delhi	7	1	31	1				3	43
Goa			2	1				0	3
Gujarat		20	24	34	281	1164	266	163	1952
Haryana		4	23	9	9	7	56	0	109
Himachal Pradesh			11	7	1	1	16	0	36
Jammu and Kashmir		2	24	5	23	1	6	0	61
Jharkhand	1		24	5	57		1	0	88
Karnataka	1	5	48	149	16	232	79	1	535
Kerala			5	24	277	692	1	1	1000
Madhya Pradesh	1		58				140	6	205
Maharashtra	3		45	92	358			0	498
Manipur	1		7				8	0	16
Meghalaya	1		12				24	0	37
Mizoram			9				8	0	17
Nagaland			11				6	0	17
Odisha	1		32					0	33
Puducherry	1		2					0	3
Punjab	1		21	11				0	33
Rajasthan	1	32	28	25	527	5	39	0	657
Sikkim			4				2	0	6
Tamil Nadu			31					549	580
Telangana		2	22	23	47	605	220	0	919
Tripura			9	11			7	0	27
Uttar Pradesh	2	2	160		731	1176	2	0	2527
Uttarakhand	1	1	19	19	71	479	38	14	642
West Bengal	1	1						0	2
Grand Total	28	72	758	468	2583	4820	1558	738	11484

Annexure L

Statewise list of trainings conducted

States	NQAS							Kayakalp			NUHM			Grand Total
	Awareness Training	Service Providers	IA	EA	HWC	TOT	Others	Awareness Kayakalp	EA	Swachh Bharat Abhiyan	Awareness UPHC	IA cum SPT for UPHC	LaQshya	
A&N Island	0	0	0	0			0	0	0	0	0	0	1	1
Andhra Pradesh	1	2	3	0			1	2	0	1	0	0	4	14
Arunachal Pradesh	0	2	3	0			0	0	1	0	0	0	1	7
Assam	2	3	4	0			5	0	0	0	0	1	1	16
Bihar	1	4	8	0			4	2	4	2	1	2	2	30
Chandigarh	1	0	2	0			0	0	0	0	0	0	1	4
Chhattisgarh	1	4	2	0			0	0	0	0	1	0	1	9
DNH&DD	1	1	2	0			1	0	0	0	0	0	1	6
Delhi	0	0	5	0			8	1	1	1	0	2	1	19
Goa	0	2	5	0			0	0	0	0	0	1	1	9
Gujarat	0	7	1	1	1	1	2	1	0	0	0	3	1	18
Haryana	3	2	6	0			0	1	0	1	1	2	1	17
Himachal Pradesh	1	2	2	0			1	1	0	0	0	0	0	7
J&K	1	7	5	0			1	0	1	1	0	0	1	17
Jharkhand	3	3	7	0			1	1	0	2	0	1	1	19
Karnataka	2	5	4	0			2	0	0	0	0	3	0	16
Kerala	3	9	5	1			1	1	1	0	0	0	1	22
Ladakh			1											1
Lakhsadweep	1		0											1
Madhya Pradesh	1	8	12	0			5	1	0	0	0	6	3	36
Maharashtra	0	1	10	0			2	3	2	2	2	3	3	28
Manipur	0	3	6	0			0	0	0	2	0	2	1	14
Meghalaya	0	2	4	0			1	0	0	1	0	1	1	10
Mizoram	0	1	3	0			0	0	0	0	0	0	0	4
Nagaland	1	0	2	0			0	0	0	0	0	1	0	4
Odisha	1	8	7	0			1	0	1	0	4	4	2	28
Puducherry	1	0	2	0			1	0	1	0	0	0	0	5
Punjab	3	5	7	0			0	0	0	0	0	1	1	17
Rajasthan	1	5	3	0		1	0	2	0	0	0	2	2	16
Sikkim	0	0	3	0			0	0	0	0	0	0	0	3

Tamil Nadu	1	3	13	1			2	0	0	0	0	3	2	**25**
Telangana	1	3	2	0			0	2	1	1	0	0	3	**13**
Tripura	1	1	1	0			0	0	0	1	0	0	1	**5**
Uttar Pradesh	8	5	8	0			2	1	6	2	0	3	3	**38**
Uttarakhand	2	1	4	0		1	1	2	3	3	1	3	0	**21**
West Bengal	2	5	6	0			6	2	4	1	1	1	1	**29**
NHSRC	1	1	3	20			64	1	0	1	3	1	0	**95**
Total	**45**	**105**	**161**	**23**	**1**	**3**	**112**	**24**	**26**	**22**	**14**	**46**	**42**	**624**

Annexure M

Statewise List of Internal Assessors

Name of State/ UT's	Total Internal Assessors
Andhra Pradesh	61
Arunachal Pradesh	70
Assam	277
Bihar	243
Chandigarh	24
Chhattisgarh	53
Dadar and Nagar Haveli	86
Daman & Diu	15
Delhi	162
Goa	83
Gujarat	77
Haryana	168
Himachal Pradesh	54
Jharkhand	121
Jammu & Kashmir	94
Karnataka	167
Kerala	118
Ladakh	46
Lakshadweep	17
Madhya Pradesh	364
Maharashtra	296
Meghalaya	106
Manipur	153
Mizoram	83
Nagaland	119
Odisha	97
Puducherry	32
Punjab	283
Rajasthan	319
Sikkim	42
Tamil Nadu	463
Telangana	57
Tripura	80
Uttar Pradesh	287
Uttarakhand	186
West Bengal	123
NHSRC	21
Total Internal Assessors	**5047**

Annexure N

Statewise list of External Assessors

State and UT's	Total External Assessors (As on 31 December 2022)
Andhra Pradesh	43
Arunachal Pradesh	8
Assam	21
Bihar	15
Chandigarh	6
Chhattisgarh	12
Dadar & Nagar Havelli	1
Delhi	111
Goa	5
Gujarat	48
Haryana	48
Himachal Pradesh	7
Jammu & Kashmir	12
Jharkhand	6
Karnataka	36
Kerala	51
Madhya Pradesh	31
Maharashtra	54
Manipur	11
Meghalaya	13
Mizoram	8
Nagaland	7
Odisha	12
Puducherry	4
Punjab	11
Rajasthan	28
Sikkim	4
Tamil Nadu	85
Telangana	38
Tripura	18
Uttar Pradesh	68
Uttarakhand	5
West Bengal	14
Total External Assessors	841

Annexure O

Statewise list of PGDHQM Course Participants (TISS)

State/UT	2016-17	2017-18	2018-19	2019-20	2020-21	2022-23	Total
Andaman and Nicobar	0	0	1	0	0	0	1
Bihar	4	2	3	2	3	3	17
Chhattisgarh	1	0	0	0	0	0	1
Delhi	2	2	2	2	2	0	10
Gujarat	0	0	0	0	2	3	5
Himachal Pradesh	0	0	2	0	0	2	4
Jammu and Kashmir	0	3	0	3	0	0	6
Jharkhand	2	2	2	2	2	2	12
Karnataka	0	1	0	3	0	0	4
Kerala	0	1	0	5	0	0	6
Madhya Pradesh	4	0	2	3	5	0	14
Maharashtra	0	0	4	4	4	3	15
Manipur	0	0	1	2	2	0	5
Mizoram	1	0	0	0	0	0	1
Nagaland	0	0	0	0	1	0	1
Odisha	3	3	3	2	4	10	25
Punjab	2	2	0	0	0	0	4
Rajasthan	0	0	2	2	3	3	10
Telangana	0	1	2	0	0	0	3
Uttarakhand	2	2	2	2	0	2	10
West Bengal	0	0	0	0	0	3	3
Total							157

2019-20 Batch could not held due to COVID-19

National Health Systems Resource Centre