

One-Day Consultative Workshop on National Quality Assurance Standards for Development Partners



Date: 12th September 2022

India International Centre

New Delhi

Organized By:

Quality and Patient Safety Division
National Health Systems Resource Centre
Ministry of Health and Family Welfare
Govt. of India

Minutes of One-day Consultative Workshop on National Quality Assurance Standards for Development Partners

Introduction:

After the launch of the National Health Mission in 2013, it focused on providing accessible, affordable, quality healthcare services in all public health facilities. Given these aspects, Quality Assurance initiatives have been taken by the Ministry of Health & Family Welfare for public health facilities and launched the National Quality Assurance Standards (NQAS) for District Hospitals in November 2013. In the subsequent years, Quality Assurance standards have been established for HWC-level facilities.

To provide safe, effective, patient-centered, equitable services in urban & rural health facilities, the Ministry of Health and Family Welfare has rolled out 'Operational Guidelines for improving Quality Public Healthcare Facilities', which suggests an institutional framework for Quality Assurance in States and districts. This system requires internal assessment of the health facilities by the facilities and the district teams followed by the State and Centre. The National Quality Assurance Program's launch paved the way for well-structured efforts to improve Quality in Public Healthcare Facilities. Over the years, the program has expanded its scope, based upon the emerging requirements and responses to the newer initiatives, to improve quality standards in service delivery. Thus, Certification of public health facilities is an essential component of Quality. Certification of Public Health Facilities to National Quality Assurance Standards (NQAS) assures the user's health facilities that delivered services meet defined quality parameters. Quality certification of health facilities also gives confidence to service providers that their services are benchmarked.

To synergize our efforts in the States/UTs for the implementation of National Quality Assurance Standards and to understand the working of Development Partners, a One-day Consultative Workshop was organized by Quality and Patient Safety Division, NHSRC. The Workshop was participatory in nature, wherein 15 development partners participated in the Workshop.

Aim & Objectives:

One-day consultative Workshop with development partner brings an excellent platform to work together with the development partners & Quality and Patient Safety (QPS) division to improve the Quality of care in public health facilities throughout the country. This Workshop was organized with the following objectives:

- To synergize MoHFW efforts in the States/UTs for the implementation of National Quality Assurance Standards
- To understand the working of Development Partners and their area of expertise and orient them about key deliverables defined by MoHFW

Methodology:

A template was shared with Development Partners to understand better the working of Development Partners and how they can support States/UTs in implementing National Quality Assurance Standards. Each development partner has been allotted 15 minutes for their presentations. (Agenda attached as Annexure-A)

Welcome & Objectives of Workshop:

Dr J.N Srivastava, Advisor-QPS Division, extended a warm welcome on behalf of the Quality & Patient Safety Division, National Health Systems Resource Centre, to Maj. General (Prof) Atul Kotwal, Executive Director, NHSRC, Dr Neha Garg, Director NHM-II, Ministry of Health, and Family Welfare (MOHFW), Govt. of India, Brig. Sanjay Baweja PAO National Health Systems Resource Centre (NHSRC), along with participants from different development partners.

Dr J.N Srivastava briefed the participants about the National Quality Assurance Programme and its importance for public health facilities to the participants. He conveyed that this one-day-Workshop would be an enriching experience for all as there would be cross learnings.

Inaugural Address:

Maj. General (Prof) Atul Kotwal, Executive Director, NHSRC, welcome all participants from various development partners. He mentioned the recent changes made by the country in the past few years in the health ecosystem and how Quality plays a crucial role in making the health system future ready.

During her inaugural address, Dr Neha Garg emphasized that the Quality certification of health facilities is now a priority in all the States/UTs, and the ministry is fully committed to supporting the state in achieving this target. Quality certification would be the first step in reflecting the Quality of services provided by healthcare facilities. She quoted the objectives "to understand the working of Development Partners and also conveyed how we can synergize our efforts in improving the quality of healthcare."

After that, all the participants introduced themselves and shared their understanding of the term quality and their expectations from this Workshop.

Presentation by Advisor, Quality and Patient Safety

The workshop starts with a brief presentation on National Quality Assurance Standards and the certification process by Dr J N Srivastava, Advisor QPS-NHSRC. A brief overview of the National Quality Assurance Programme and certification process was provided. During the presentation, it was emphasized how development partners can support States/UT in the implementation of National Quality Assurance Standards. Key areas to support are:

- To provide support to generate NQAS scores by working with the facility team.
- To inculcate the culture of working with SOPs & work instructions
- To analyse data, sustenance, and regular review.
- To support facility in the compliance with regulatory and statutory legislation.
- To provide support in the gap closure.

Presentation by Development Partners

Followed to the Inaugural address, Development Partners were asked to present their thoughts based on the template shared; the main heading of the template is as mentioned below:

- Overview of Organization
- The existing mandate for Quality Implementation/NQAS certification
- Geographical Reach (States/Districts)
- Level of interventions (State, District, Facilities)
- Project Start Date & End Date and Available HR
- Activities completed.
- Planned activities till December 2023
- Suggestions for coordination & addressing technical assistance needs.

Summary of presentation is attached as Annexure-C

Discussion

Post presentation by all development partners, a discussion session was held, during which it was emphasized that there is a need for the capacity building of States, District and Facility when comes to National Quality Assurance Standards. During the workshop, a need was felt to update participants from development partners with the latest updates in National Quality Assurance Program and it was decided to organize one batch of Internal Assessors cum Service Providers Training for development partners in the coming months.

Conclusion:

In the concluding remarks, the development partners working in the various states with various area domains were assured to be provided support from NHSRC. Also, they were emphasized to update their knowledge.

The meeting ended with the vote of thanks.

Annexure-A



Draft Agenda

One Day Consultative Workshop for Development Partners on NQAS

Monday, 12th September 2022

Venue: Multipurpose Hall, IIC, New Delhi

Time	Session	Speakers
9:00 AM – 9:30 AM	Registration	
9:30 AM – 9:40 AM	Welcome Address and Objective of Workshop	Dr J.N Srivastava Advisor-QPS
9:40 AM – 9:50 AM	Address by Guest of Honour	Dr Neha Garg, Director-NHM
9:50 AM – 10:00 AM	Address by Guest of Honour	Maj. Gen. (Prof) Atul Kotwal, ED NHSRC
10:00 AM – 10:25 AM	Introduction by participants	Participants
10:25 AM – 11:00 AM	Group Photograph followed by Tea	
11:00 AM – 11:45 AM	Overview of NQAS Certification programme & need of technical assistance in States	Dr J.N Srivastava Advisor-QPS
11:45 AM – 12:00 PM	Presentation by development partners	WHO
12:00 PM – 12:15 PM		UNICEF
12:15 PM – 12:30 PM		USAID
12:30 PM – 12:45 PM		ADB
12:45 PM – 01:00 PM		BMGF
01:00 PM – 01:15 PM		JHPIEGO
01:15 PM – 01:30 PM		CARE INDIA
01:30 PM – 01:45 PM		PATH



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1:45PM – 2:30 PM		Lunch
02:30 PM – 02:45 PM	Presentation by development partners	IHAT
02:45 PM – 03:00 PM		ASCI
03:00 PM – 03:15 PM		AHA
03:15 PM – 03:30 PM		IQVIA
03:30 PM – 03:45 PM		WISH
03:45 PM – 04:00 PM		Piramal Swasthya
04:00 PM – 04:15 PM		IPE Global
04:15 PM – 04:30 PM	Summary of discussion	Dr J.N Srivastava Advisor-QPS
04:30 PM	Vote of Thanks followed by Tea	

Annexure-B**List of Development Partners for Consultative Workshop on Implementation of NQAS 12th September 2022**

S. No	Name of Development Partners
1	ADB – Asian Development Bank
2	AHA – Academy of Hospital Administration
3	ASCI – Administrative Staff College of India
4	BMGF – Bill and Melinda Gates Foundation
5	CARE INDIA - Cooperative for Assistance and Relief Everywhere, India
6	IHAT – India Health Action Trust
7	IPE Global
8	IQVIA
9	JHPIEGO - Johns Hopkins Program for International Education in Gynecology and Obstetrics
10	PATH - Program for Appropriate Technology in Health
11	Piramal Swasthya
12	UNICEF - United Nations International Children's Emergency Fund
13	USAID - United States Agency for International Development
14	WHO - World Health Organization
15	WISH - Wadhvani Initiative for Sustainable Healthcare

Annexure-C

S. No	Name of Development Partners	Core Areas of Development Partners
1	ADB	<ul style="list-style-type: none">• Strengthening of HWCs
2	AHA	<ul style="list-style-type: none">• Training and Capacity building of facility staff
3	ASCI	<ul style="list-style-type: none">• Training and Capacity building of facility staff
4	CARE INDIA	<ul style="list-style-type: none">• Mentoring support to States• Onsite assistance through District Technical Officer-Facilities through regular assessment, action plan preparation and follow up of the action plan
5	IHAT	<ul style="list-style-type: none">• Training and Capacity building of facility staff for LaQshya
6	IPE Global	<ul style="list-style-type: none">• Establishing institutional framework at district/facility level• Capacity building and mentoring of staff
7	IQVIA	<ul style="list-style-type: none">• Regular assessment of the facilities• Traversing gaps• Capacity building & trainings of hospital staff on quality, infection prevention etc. in cascade model• Provide support in conducting district, state and national assessment for quality certification under NQAS, LaQshya, MusQan & AB PMJAY
8	JHPIEGO	<ul style="list-style-type: none">• Technical support to states for operational planning and developing roadmap to meet the target.• Capacity Building of Stakeholders and Primary Care Teams on Quality Assurance• Preliminary gap assessment of identified HWCs• Handholding support to primary care teams to address the gaps.• Development of NQAS toolkit to support primary care teams in NQAS certification
9	PATH	<ul style="list-style-type: none">• Handholding support to the State for the training of CHO and MO.

		<ul style="list-style-type: none"> • Formation of Quality team at facilities
10	Piramal Swasthya	<ul style="list-style-type: none"> • Advocacy and Technical support on improving infrastructure and rationalization of HR • Constitution of Quality Committee and their orientation • Support to facilities in implementing Quality Tools • Strengthening documentation process at facilities
11	UNICEF	<ul style="list-style-type: none"> • Comprehensive Checklist for Implementation on IPC WASH in Health care facilities • Promote quality of care practices and protocols- Prescription audits, Clinical care, case, and death reviews at select SNCUs and PICUs • Support to State in Quality certification of LR & MOT • Notification of HCF for SUMAN and support for Quality certification (NQAS)
12	USAID	<ul style="list-style-type: none"> • QA/QI in RISE Project <ol style="list-style-type: none"> a. Critical care b. Oxygen management c. Laboratory strengthening d. Vaccination e. Biomedical waste Management
13	WHO	<ul style="list-style-type: none"> • IPC Management
14	WISH	<ul style="list-style-type: none"> • Training resource Material, Toolkits for facility preparedness for NQAS • Developing pool of trained staff for NQAS at District level



