



## Report

### “Two-day Consultative workshop on National Quality Assurance Program”

(With States QA & MH Nodal Officers)

Date- 19<sup>th</sup> – 20<sup>th</sup> July 2022



Organized by  
Quality & Patient Safety Division  
National Health Systems Resource Centre  
Venue: - IBIS Hotel Aerocity

Ministry of Health & Family Welfare  
Government of India  
New Delhi

**Minutes of Two-day Consultative Workshop on National Quality Assurance Standards  
(With State QA & Maternal Health Nodal Officers)  
(19<sup>th</sup>-20<sup>th</sup> July 2022)**

**Introduction:**

After the launch of National Health Mission in 2013, it focuses to provide accessible, affordable, quality healthcare services in all public health facilities. In view of these aspects, Quality Assurance initiatives have been taken by the MoHFW 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 also launched up to HWC level facilities.

To implement these standards in public health facilities, the organizational arrangements have been set up at various levels like state Quality assurance committee, State Quality Assurance Unit, District Quality Assurance Committee, District Quality Assurance Unit, Facility Level Quality Team.

To provide safe, effective, patient-centered, equitable services in the 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 assessment of health facilities internally by the facilities and the district teams followed by the State and Centre.

The launch of the National Quality Assurance program has paved the path of 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 important component of Quality.

To better understand challenges in Quality Certification and arrive at possible solutions, a Two-day Consultative Workshop was organized by QPS Division, NHSRC. The Workshop was participatory in nature, wherein State Nodal Officers QA & Maternal Health and Quality Consultants participated in the Workshop.

**Aim & Objectives:**

This two-day consultative workshop with Nodal officers brings a good platform to work together with the Maternal Health Division, Ministry of Health & Family Welfare (MOHFW) Govt. of India & 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 review the progress of implementation of NQAS, LaQshya and related domains.
- ❖ To understand the implementation challenges of NQAS & LaQshya.
- ❖ To orient the QA and MH Nodal Officers regarding recent development under National Quality

Assurance Programme (NQAS) & LaQshya.

- ❖ To strengthen State Certification, Surveillance and Re-Certification.
- ❖ To provide orientation on recent IT initiatives under NQAS
- ❖ To understand challenges in attainment of NQAS target

### **Methodology:**

A mixed method was used for 2-day Consultative Workshop on National Quality Assurance Program, as follows:

- Power Point Presentations
- Brainstorming Exercises
- Discussion (Statewise and overall)

Day 1: Maternal Health representatives from Ministry of Health & Family Welfare were invited for the orientation and presentation to the participants.

Day 2: Overall National Quality Assurance Standards and its implementation challenges were discussed.

### **Key Points of the workshop:**

- In the 7<sup>th</sup> Central Quality Supervisory Committee Meeting, it has been approved that the facility must apply for LaQshya certification of both the Labour Room & MOT to ensure that basic and emergency obstetric care at FRU facilities to meet quality norms. However, if the facility applies for LaQshya certification of one department only, in that case, it will be awarded as provisionally certified under LaQshya, and the State must apply for LaQshya of another department within one year.
- All the State and UT have adequate number of Assessors available in their respective state/UT. They can also include the retired people who are willing to become part of the assessor pool via the defined process. NHSRC may provide a list of External Assessors to all States/UTs.
- The Nodal officers from various states request for customization of the checklists, they were advised to send an official request regarding the same with the due details.
- Andhra Pradesh also shared some good practices for the documentation/ certification process as digitalization is to be initiated to avoid duplication of documentation.
- States also mentioned the major challenges like the High rate of Surgical Site Infection in Mizoram, ownership issues, poor reporting for maternal death and involvement of SUMAN volunteers is low and the poor grievance redressal system.
- Suggestions were also given by a few states like induction training of professionals on NQAS, LaQshya and related initiatives. Also, the activities should be part of PG curriculum. It was also suggested that higher authorities should be sensitized in the states/UTs.

### **Initiation of the workshop:**

Two-day consultative workshop started with the Welcome & Objective of workshop, and Inaugural address session followed by presentation sessions taken by the faculty members.

## **Welcome & Objectives of Workshop:**

Dr J.N Srivastava Advisor-QPS Division extended a warm welcome on behalf of Quality & Patient Safety Division, National Health Systems Resource Centre to 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 States/UTs for their presence in the " Two-day consultative workshop". He expressed his gratitude to Joint Secretary Policy Mr. Vishal Chauhan, MOHFW, Govt. of India and Dr. Neha Garg, Director NHM-II, MOHFW, Govt. of India for their continuous support and commitment to the ministry towards the cause of quality.

Dr. J.N Srivastava briefed about the National Quality Assurance Programme and its importance for public health facilities to the participants, this workshop with maternal health colleagues from MOHFW, Govt. of India and Nodal Officer QA & Maternal health colleagues across the States/UTs. He conveyed that this 2 day- workshop would be an enriching experience for all as there will be cross learnings.

## **Inaugural Address:**

Dr. Neha Garg, Director-NHM-II, Govt. of India thanked Quality and Patient Safety Division and NHSRC for arranging this workshop. She mentioned the recent changes made by country in past few years in the health ecosystem and how quality is playing a crucial role in making health system future ready. She promotes States/UTs to take ownership in achieving Quality certifications as per target given by Govt. of India.

Dr Neha Garg emphasized that the Certification of health facilities should be 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 for reflecting quality services provided by healthcare facilities She quoted the objectives "as to learn from each other and to replicate.

After that, all the participants introduced themselves and shared what were their expectations from this workshop.

The technical sessions were started after the inaugural of the workshop.

## **Session 1 (Day 1): Overview of Quality initiatives for Maternal Health**

Dr S. K. Sikdar, Advisor RCH, MOHFW, Govt. of India extended a warm welcome to all the participants and thanked Dr. J. N. Srivastav, Advisor QPS division, NHSRC for providing this opportunity to attend. The outline of his presentation is broadly divided into the following headings-

1. Overview.
2. Maternal Health Initiatives.
3. Pradhan Mantri Surakshit Matritva Abhiyan (PMSMA).
4. Surakshit Matritva Aashwasan (SUMAN).

The Government of India adopted the (RMNCH+A) framework in 2013 which aims to address major causes of mortality and morbidity among women and children. Despite the one-third reduction in MMR, India still contributes 12% to global maternal deaths.

Reducing maternal and child mortality is a Key Priority of Govt. of India. To maintain Quality of Care of assured service delivery with Respect and Dignity, GOI Launched LaQshya and SUMAN.

At last, he was briefing about Onsite Monitoring Format for assessing the service provided in public health facilities to pregnant women. He thanked all the participants for their kind patience throughout the sessions and ended the session with a positive vibe that there will be more facilities throughout the country that will undergo quality certification in the upcoming time.

### **Session 2 (Day 1): Overview of Quality initiatives for Maternal Health(cont.)**

Dr Padmini Kashyap Assistant Commissioner-Maternal Health, MOHFW, Govt. of India privileged to extend her gratitude to Dr. J. N. Srivastava Advisor and the whole team of the QPS division of NHSRC to organize a workshop in collaboration with the Maternal Health Division, MOHFW, Govt. of India at the national level. It will help to resolve State/UT, s level issues and challenges they face during Quality certification of the healthcare facility.

LaQshya is all about improving the Quality of Care around birth and for that Quality Certification of Labour Room and/or Maternity OT and elaborated on all the dimensions, scopes, Institutional Arrangement, Quality Measurement System, Quality improvement through LaQshya, Facility Level Targets, Six Rapid Improvement Cycle and Core Elements of LaQshya which require immediate action about the followings-

1. Infrastructure.
2. Capacity Building and staff retention.
3. Cleanliness and Sanitation.
4. Assured Services (Drugs and Diagnostics).
5. Awareness regarding services.
6. Respectful and dignified care.
7. Recording of indicators.
8. Patient /Mother's satisfaction Score.
9. Utilization of data for improvement.
10. Sustainability and Surveillance.

### **Session 3 (Day 1): Implementation Challenges of LaQshya and SUMAN**

Representatives of each state's nodal officers are invited to present the implementation challenges of LaQshya and SUMAN.

The main challenges presented by the majority of the states are the following: -

- ☐ Infrastructure- Constructed buildings are very old
- ☐ Human Resource- Inadequate HR and transferring/rotation of trained staff
- ☐ Drugs, Equipment, and Consumables- Timely procurement not done
- ☐ Documentation/certification process- The documentation process is tedious work
- ☐ The late release of fund.
- ☐ Sustenance of LaQshya initiative
- ☐ Co-ordination among QA 7 MH Nodal Officers.

Following the presentation of representatives from each States/UT, Dr. J N Srivastava, Advisor QPS & Dr Padmini Kashyap Assistant Commissioner-Maternal Health responded to the major implementation challenges of the states. Following are the major response

### **Session 1 (Day 2): Recent development under National Quality Assurance Programme**

Dr. Deepika Sharma, Lead consultant, QPS division started the session by briefing about the key quality initiatives, such as National Quality Assurance Standards, Kayakalp & SSS, LaQshya & SUMAN, MusQan & CLMC, Patient Safety, Standard Treatment Guidelines, Free Drug Initiative, and Quality standards for Haemodialysis Unit.

Further, she also mentioned below key directives from the 7th CQSC meeting

- To conduct Quarterly National and state-level review meetings to track the progress under NQAS.
- Use of the different coloured logos for state certified NQAS healthcare facilities and National certified.
- Nationally quality certified Health facilities- will now get signed certificate by States' Principal Secretary and Mission director.

Further, she also mentioned the IT initiatives of quality such as Gunak web version and Interim IT Solution for certification Process. These will shift to the SaQsham portal, a one-stop for all quality activities. i.e., everything uploading through the Gunak portal will be seen in the SaQsham portal.

The key strategies she mentioned are strengthening the State & District Quality Teams, deciding the State's quality objectives and district level targets, using a balanced approach, and reviewing & handhold with other departments.

### **Session 2(Day 2): Strengthening of State Certification, Surveillance, and Re-certification**

This session was taken by Ms. Vinny Arora, Senior Consultant, Certification Unit, QPS division, NHSRC. She emphasized the importance of strengthening State Certification, Surveillance, and Re-Certification process.

#### 1) Strengthening certification at the state level

She explained the types of assessments under NQAS Programme. She highlighted the responsibility of SQAC/ SQAU to assess the quality of delivering the healthcare services at different facilities level for NQAS certification. She was enlightened about achieving targets in NQAS certification.

It was briefed about how the certification process is implemented at national and State levels and the criteria to be followed in declaring the certification. She mentioned some points regarding how to allocate the assessment team. It was pointed out that to analyze the reason for the reduced no. of state-certified facilities.

#### 2) Surveillance Assessments

It was mentioned to strengthen and progress the Surveillance Assessments by State Quality Assurance Unit and pinned about the Surveillance assessment one month before the due date of national-level certification. She mentioned the NQAS assessment status and identify the pending status and assessed status in cumulative years 1 and 2.

#### 3) Re-Certification

Gave a clear picture of the recertification assessment.

### **Session 3(Day 2): Progress under National Quality Assurance Programme (NQAS**

#### **& Kayakalp)**

The session was carried out by Dr. JN Srivastava - Advisor, QPS division. It was briefed about the progress under NQAS & Kayakalp. It was discussed state-wise achieved targets in all levels of facilities under NQAS and Kayakalp and clarified the doubts of state nodal officers regarding Kayakalp. Suggestions and encouragement were given to States for progress under Kayakalp.

### **Session 4 (Day 2) Overview of IT initiatives under NQAS**

The session was carried out by Ms. Priyanka Dutta (Joint director, CDAC). Strengthening Quality and Safety in Health Facilities Assessment-SaQsham portal was launched by Hon'ble Union Health and Family Welfare Minister, Government of India on Thursday, 5<sup>th</sup> May 2022 during Swasthya Chintan Shivar held in Kevadia, Gujarat. The portal was launched to automate the quality certification process under NQAS. During her session Mrs. Dutta talked about the features under SaQsham portal and how it will help States/UT to monitor the progress made under NQAS

### **Session 5 (Day 2): An Overview of MusQan-Child-friendly initiative**

The session was carried out by Dr. Sumita Ghosh, Additional Commissioner/ In charge - Child Health, MOHFW, Govt. of India. She briefed about MusQan: Ensuring child friendly services in public health

care facilities and mentioned the importance of quality in reducing the under-5 mortality rate. An overview was given about key indicators and also about performance indicators. The advice was given to the states to follow the Rapid improvement cycle of MusQan to improve the Quality of care which includes:

1. ETAT & Referral mechanism
2. KMC & Development support care
3. Infection prevention
4. Record keeping
5. Clinical protocols
6. Respectful and participatory care

The session end with discussion on key indicators defined under the MusQan.

### **Session 6(Day 2): Implementation Challenges in attainment of NOAS targets under National Health Mission (NHM)**

All the States/UTs are presented with their present status regarding Certification of Public Health facilities under different category. The presentation is sub-categorized under various headings they are-

1. NQAS Certification status as per NHM target for the financial year 2022-2023.
2. The quarter-wise target of FY 2022-23.
3. Surveillance status
4. Re-certification status
5. Support required from NHSRC

#### **Major Support required from NHSRC:**

- Less number of Internal and External Assessors
- Inadequate HR and transferring/rotation of trained staff
- Timely procurement of Drugs, Equipment, and Consumables.
- Statutory Compliance: Fire NOC took a long time to issue.



- SaQsham dashboard orientation and its rollout for efficient monitoring of the assessments, certification, and KPIs- Gujarat
- A formula fit Excel sheet for calculating departmental Outcome Indicators for all categories of hospitals- Odisha
- The assessor list should be shared at least one month before of assessment because of the limited travel budget- Punjab
- To obtain MusQan for Taluka Hospital, Paediatric Ward is to be added under MusQan CHC Checklist along with OPD & NBSU- Karnataka
- Role and responsibilities to be defined in the certification for staff designated under different divisions such as MH&CH, NUHM, CP, and National programmes- Uttar Pradesh
- Ownership of the MusQan initiative by the Child Health Division.
- Involvement and sensitization of higher officials involving Chief Secretaries & ACS/PS/Secretaries Medical Health & Medical education dept. to ensure their involvement in the programme from the GOI level -Arunachal Pradesh, Tripura and Rajasthan

**Conclusion:**

Dr J.N Srivastava Advisor and Dr. Deepika Sharma Lead consultant of QPS division NHSRC in their concluding remarks asked the participants to prepare a timeline of all the planned activities and expedite them.

The meeting ended with a vote of thanks.



## Agenda



### Two-day Consultative Workshop on National Quality Assurance Program

Date – 19<sup>th</sup> – 20<sup>th</sup> July 2022

Venue: Hotel IBIS, Aerocity, New Delhi

19 <sup>th</sup> July 2022 (Tuesday)		
Time	Topic	Resource Person
8:30 AM – 9:00 AM	Registration	Mr. Asif, Ms. Saujanya & Mr. Divyanshu- QPS
9:00 AM – 9:05 AM	Introduction to Workshop	Ms. Stella & Dr. Gaurav- QPS
9:05 AM – 9:12 AM	Objective of Workshop	Dr J.N Srivastava Advisor- QPS
9:12 AM – 9:20 AM	Inaugural Address	Dr. Neha Garg Director NHM- II
9:20 AM – 9:30 AM	Address by Guest of Honor	Sh. Vishal Chauhan JS (P) MoHFW
9:30 AM – 9:55 AM	Introduction of the participants	Ms. Stella & Dr. Gaurav- QPS
9:55 AM – 10:00 AM	Vote of Thanks	Ms. Stella & Dr. Gaurav- QPS
10:00 AM – 10:30 AM	Tea & Group Photograph	
10:30 AM – 11:30 AM	Overview of Quality initiatives for Maternal Health	Dr. Padmini Kashyap, Asstt. Commissioner- Maternal Health
11:30 AM – 01:00 PM	Implementation challenges of LaQshya and Suman	All States and UTs (5 min for presentation & 2 min for discussion)
01:00 PM – 01:45 PM	Lunch	
01:45 PM – 2:45 PM	Implementation challenges of LaQshya and Suman	All States and UTs (5 min for presentation & 2 min for discussion)
02:45 PM – 03:45 PM	Implementation challenges of LaQshya and Suman	All States and UTs (5 min for presentation & 2 min for discussion)
03:45 PM – 04:00 PM	Tea Break	
04:00 PM – 04:30PM	Conclusion of key findings	Maternal Health Division & QPS
04:30 PM – 05:30PM	Recent development under National Quality Assurance Programme	Dr Deepika S Lead Consultant -Quality & Patient Safety



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20 <sup>th</sup> July 2022 (Wednesday)		
Time	Topic	Resource Person
9:00 AM – 9:45 AM	Recent development under National Quality Assurance Programme	Dr Deepika S Lead Consultant -Quality & Patient Safety
9:45 AM – 10:30 AM	Strengthening of State Certification, Surveillance and Re-certification	Ms. Vinny Arora Sr Consultant - Certification Unit,QPS
10:30 AM – 11:15 AM	Progress under National Quality Assurance Programme (NQAS & Kayakalp)	Dr J.N Srivastava Advisor -QPS
11:15 AM – 11:30 AM	Tea Break	
11:30 AM – 12:15 PM	Overview of IT initiatives under NQAS	Ms. Priyanka Dutta CDAC
12:15 PM – 01:15 PM	An Overview of MusQan – Child friendly initiative	Dr Sumita Ghosh Additional Commissioner/Incharge - Child Health, MoHFW
01:00 PM – 01:45 PM	Lunch	
01:45 PM – 04:30 PM	Implementation Challenges in attainment of NQAS targets under NHM	All States and UTs (3 min for presentation & 2 min for discussion)
4:30 PM onward	Vote of Thanks followed by Tea	