

Date – 6th – 7th September 2022
Venue: Pride Plaza, New Delhi



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

Minutes of Two-day Consultative Workshop on Implementation of National Quality Assurance Standards in HWC (6th September 2022)

Welcome of Workshop

- Two days Consultative Workshop on the implementation of National Quality Assurance Standards in HWC is organised by QPS Division, NHSRC. Total of 84 participants, including States/Districts Nodal officers (QA) and state consultants from 30 States/UTs, participated in the consultative workshop. The workshop started with the Welcome address by Dr Deepika Paliwal Consultant, CU-QPS, NHSRC along with Ms Stella Grace, Fellow, QPS, NHSRC, by extending a warm welcome to all the participants.
- After greeting, participants were appraised about the National Quality Assurance Programme and its significance for public health facilities.

Inaugural Address & Objectives of Workshop:

- Dr J.N Srivastava Advisor-QPS, NHSRC welcomed the chief guest of the consultative workshop, Mr Vishal Chauhan, JS(P), MOHFW, Govt. of India and Brig. Sanjay Baweja, PAO, National Health Systems Resource Centre (NHSRC), along with representatives from different States/UTs for attending the " Two-days consultative workshop".
- He expressed his gratitude to Joint Secretary Policy Mr Vishal Chauhan, MOHFW, Govt. of India, and Brig. Sanjay Baweja PAO NHSRC for their continuous support and commitment of the ministry towards improving the quality of care in public health facilities.

Objective of Workshop:

This consultative workshop provides an opportunity to participants for cross-learning with each other and to plan a future roadmap for the implementation of NQAS in Health and Wellness centres for improving service delivery and better health outcomes for the community.

Background of HWCs:

Further augmenting the path for Universal Health Coverage laid down by NHP 2017, Ayushman Bharat, a flagship scheme of the Government of India was launched in 2018. Ayushman Bharat is an attempt to move from a segmented approach to healthcare delivery to a comprehensive health care service delivery.

- Ayushman Bharat adopts a continuum of care approach, comprising two inter-related components, Health and Wellness Centres (HWCs) and Pradhan Mantri Jan Arogya Yojana (PM-JAY). Under it, the government aims to set up 1.5 lakh Health & wellness centres by 2022 that will leverage on comprehensive primary health care for preventive, promotive and curative care. Health and Wellness Centres aim to provide Comprehensive Health Care Services closer to the community and reduce financial hardship.

Address by Chief Guest:

- Mr. Vishal Chauhan, Joint Secretary (Policy), MOHFW, Government of India in his speech, thanked QPS team, NHSRC for organising the workshop to deliberate upon the challenges in the implementation of NQAS in HWCs and the way forward to achieve the national target as notified by the ministry. He has mentioned the significance of quality in healthcare and the quantum leap in the implementation of NQAS. In the context of HWCs, he emphasized preventive, promotive and quality care must be ingrained in the daily operations and practices of CHOs & MO's working in the HWCs.
- In continuation, he mentioned that by 2025–2026, 50% of healthcare facilities must comply with IPHS standards, one of the PIP targets for ensuring quality. He reiterated the states notify the primary healthcare facilities about the availability of medications against the EML of the state. He also emphasized that the increased investment in health has led to a drop in OOPe from 64% to 48%.
- He briefly described certain issues such as operationalization of HWCs in urban areas, recruitment & availability of CHOs, functionalization of AYUSH HWCs against the district targets, rolling out of extended packages of services including palliative, NCD, Mental & emergency care services, state-level training & master trainers for ANMs & ASHAs, the flow of NHM funds, maintenance of health providers register & linking of NIN Ids and SHASHAKT portal to streamline comprehensive primary health care. JS(P), highlighted the importance of the National Digital Health Mission & importance of ABHA ID which will enable it to be integrated into the different portals, and also marked out that the ministry is in process of simplify the assessment process through the SaQsham portal. He concluded the speech by encouraging the participants by outlining the workshop's goals through cross-learning and a collaborative approach in achieving NQAS certification for HWCs

Session I

Overview of Comprehensive primary health care

- Dr (Flt.Lt).MA. Balasubramanya, Advisor-CPHC, NHSRC extended a warm welcome to all the participants. During his address to the participants, he mentioned quality in healthcare is one of the prime focuses in this country. He explained in detail about the comprehensive primary health care through Ayushman Bharat Health and Wellness Centres through 8Cs (Viz-point of Contact, Comprehensive, Continuity, Convergent, Coordinated Care, Client Centred, Cost-free, Communitization)
- He gave a brief about the Universal health coverage and explained the caretaking mechanism of our primary health care system than sir explained the key elements which are responsible for transforming SHC, PHC & UPHC to AB-HWC along with the explanations about the expanded packages of services and population-based approach in AB-HWC, two-way referral system, cultural caring & sharing among the patient support groups (PSG) and interdepartmental coordination with the schools to conduct activities in the community.

- He emphasized that quality is a key component of CPHC through Ayushman Bharat HWCs. He also mentioned that the program's intent and design will ensure the quality of its implementation.

Session II

Overview of Quality in HWC and its Initiative

- Dr. Deepika Sharma, Lead Consultant - QPS, NHSRC, given a warm welcome to all the participants. She gave a briefing on the 48(A)/50(B) standards for type A and type B HWCs and the NQAS Certification of HWCs, which includes eight areas of concern.
- She also emphasized additional assessment techniques, such as community interviews in the context of HWCs. She referred state of Kerala as an example for adopting innovative methods for the implementation of quality assurance program. Healthcare workers are using 'NQAS for all' WhatsApp group for the exchange of innovative ideas and good-quality practices.

Session III

Record, Reports, and IT systems at AB-HWC

- Dr. Anwar Mirza, Consultant, CP-CPHC, NHSRC, gave a briefing on the HWC's data collection, records, reports, and methods for delivering healthcare services.
- He described the participants about the various CP-CHC portals including CPHC-NCD, AB-HWC, e-Sanjeevani, RCH portal, Nikshay portal -TB, and Evin portal. He emphasized the interoperability of various portals to reduce data duplication.

Session IV

Steps for implementation of NQAS in HWCs

- Dr. Arpita Agrawal, Consultant-QPS, NHSRC, briefly explained the distinction between measuring quality and improving it. She also covered the 10 steps for implementing NQAS, the required documentation needed at HWC to obtain NQAS certification, and budgetary support for things like infrastructure, human resources, drugs, and diagnostics.

Session V

Certification process under NQAS

- Ms. Vinny Arora, Senior Consultant-QPS, NHSRC, briefly mentioned the number of NQAS-certified HWCs in the country while explaining core mandatory and various IT initiatives like GUNAK, interim portal, and SaQsham to the participants.
- She also explained the certification process and criteria for HWCs and mentioned that a letter confirming fire safety compliance is needed for HWCs.

Session VI

Implementation challenges presentation (Template for state presentation)

- Dr. Mustafa Khan, Consultant-QPS, NHSRC highlighted the need for coordination between the QA team and the CP-CPHC team at the state level for better implementation of NQAS in HWC to achieve the national targets as mentioned in the ministry letter.

Best practices shared by the State/UTs:

- The development of a state portal for the automatic computation of Performance Linked Payments (PLP) & Team Based Incentives (TBI) for Community Health Officer, which aids in the prompt transfer of funds from the block/state level, was a project that the states of West Bengal and Assam worked on.

Day2(7th September 2022)

The second day began with a video presentation of the process of implementing NQAS in HWC by the states of Assam, Gujarat, and Chhattisgarh.

Brainstorming Session

- The National Health Systems Resource Center's Advisor-QPS, Dr. J.N. Srivastava, welcomed everyone and emphasized the following points:
- Gujarat, Assam, and Chhattisgarh have paved the path for NQAS certification of HWCs.
- Maintaining the protocol and adhering to it are likewise essential; certification is merely a by-product.
- Utilizing the initial Kayakalp reward for HWC and the chance to earn the NQAS certification.
- Decentralization of district assessment and state-level certificates. Awards for PHC and HWC in Kayakalp are announced at the district level.
- Detail guidance note for the state-level certification & district assessment for HWC.
- Accountability framework for social audit at the HWC level.

Implementation, Challenges – Tentative solutions presented by all-state teams

- By a common template, each state representative presented their progress toward NQAS certification of HWC-SCs, their challenges, and the support they required from the GoI.
- In his final remarks, Dr. Debojeet Bora, Senior Consultant, CP-CPHC(RRC-NE) of NHSRC, mentions the following:
- CHO recruiting and the steps that a select few governments have made to regularise CHO.
- The accessibility of medical tools and tests.
- Social responsibility, JAS formation, training for the EAT Right toolbox, etc.
- Training for the extended package and CHO induction.
- Adding co-located Sub-Canters to the updated CP-CPHC guidelines

In their final remarks, Dr. J.N. Srivastava, Advisor of QPS Division NHSRC, emphasized the following points:

- The workshop helps the state's CP-CPHC and QPS teams better understand the problems and difficulties associated with implementing NQAS in the states.
 - Importance of Laboratory services
 - BMW authorization as a critical statutory requirement
 - Fire safety measures and getting the Fire NoC.
 - Formation of a Drug cell in the Quality & Patient Safety division, NHSRC.
1. Statutory/ regulatory requirements:
 - Bio-Medical Waste transportation & disposal especially from Health & Wellness Centre is a challenge for most of the States/UTs
 - States/UTs are requesting to provide implementable solutions in this regard
 2. Capacity building of staff on NQAS certification of HWC-SC especially for CHOs on implementation procedure towards NQAS certification
 3. Availability of uniform forms/formats/work instructions
 4. Formats for PSS/CSS, medication refilling audit forms
 5. Guidelines for implementation of social accountability
 6. Common portal for KPIs/Outcome Indicators for reporting of score pertaining to the NQAS/ Kayakalp
 7. GUNAK: Gunak app to be updated regarding the package-wise scores to facilitate easy reporting and save time for the teams at all levels
 8. Mera Aspataal:
 - Operational as well as data upgradation issues
 - Integration of HWC-SC with Mera Aspataal
 9. Provision of Standard GoI-approved IEC material for HWC facilities.
 10. Development of standardized online training modules for implementation of NQAS.
 11. Approval of additional manpower for implementation National Quality Assurance Programme at HWC
 12. Mentoring Visit by NHSRC team to targeted facilities for NQAS certification particularly for NE states
 13. Proposal for Hospital Manager & District Quality Consultants may be approved for Sikkim & Nagaland
 14. NQAS & Kayakalp implementation should be part of the performance incentive of CHOs
 15. Provision of accommodation to CHOs accommodation or travelling allowance as per the situation demands
 16. Sensitization of State Health Secretaries/Mission Directors, NHM on National Quality Assurance Programme for both Punjab & Madhya Pradesh
 17. Issues related to NQAS Certification & External Assessors:
 - a) Guidelines for state-level surprise assessments
 - b) Clubbing of facilities for national level assessment & deputation of NQAS EA from the adjoining states
 - c) Communication to the NQAS External Assessors to adhere to the NQAS Checklist only (provided by the Certification Unit)

d) Frequency of recertification of HWCs: The matter to be re looked

18. State-specific issues, where intervention is required from the GoI level:

1. Assam: Obtaining BMW Authorization from State Pollution Control Board
2. Gujarat: Guidelines for an honorarium for district assessors for NQAS & all related domains.
3. Uttar Pradesh:
 - Development of Integrated guidelines which comprise all major requirements, quality team formation, JAS, PSG, Audit Committees, SOPs, Policies & Statutory requirements etc.
 - Training of PRI members/ Pradhan's/PSG/JAS members
4. Jharkhand: Clarification on the utilization of sanctioned budget to contractual staff for HWC-SC cleanliness
5. Punjab:
 - Sensitization of State authorities about the importance of Quality Assurance in Public Health Facilities.
 - Approval of District Consultants for Quality Assurance
 - Utilisation of services of NQAS External Assessors for support to the state
 - Obtaining BMW Authorization from State Pollution Control Board
6. Odisha: Sharing of a print-ready version of Assessors' guidebook for SC HWCs instead of a PDF version.
7. Haryana: Mother PHC may be the common collection point for all the functional HWCs under the PHCs & the transportation mechanism may be developed for the shifting of BMW from the Sub centre to Mother PHC.
8. Tamil Nadu:
 - Guidelines on provision of salary and Performance Based incentive for MO, LT, Pharmacist, ANM & MLHP at HWC level.
 - Exclusive NQAS External assessor training exclusively for Tamil Nadu is required
 - Customization of NQAS for HWC-SC checklist in local language Tamil Nadu
9. Karnataka:
 - Customised checklist for 9 packages (7 mandatory packages and Emergency Services and General OPD services)
 - Package-wise score in the excel sheet of HWC-SC standards
10. Kerala:
 - Customisation of NQAS Checklist for HWC-SC

Dr. Deepika Sharma, Lead Consultant, QPS Division NHSRC, given a vote of thank at the end of two days consultative workshop.



Two-day Consultative Workshop on Implementation of National Quality Assurance

Standards in HWC

Date – 6th – 7th September 2022

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Tentative Agenda



6 th September 2022 (Tuesday)		
Time	Topic	Resource Person
9.30 AM – 10:00 AM	Registration	QPS Team
10:00 AM – 10:10 AM	Inaugural Address & Objective of Workshop	Dr. J. N. Srivastava ,Advisor-QPS, NHSRC
10:10 AM – 10:20 AM	Address by Advisor, CP-CPHC	Dr.(Flt Lt).M.A.Balasubramanya Advisor, CP-CPHC,NHSRC
10:20 AM – 10:30 AM	Address by Guest of Honor	Dr. Neha Garg Director Director, NHM II Ministry of Health & Family Welfare
10:30 AM – 10:40 AM	Address by Guest of Honor	Maj Gen (Prof) Atul Kotwal SM, VSM , ED- NHSRC
10:40 AM – 10:50 AM	Address by Chief Guest	Shri Vishal Chauhan Joint Secretary, Ministry of Health & Family Welfare
10:50 AM – 11:17 AM	Introduction of the participants	QPS Team
11:17 AM – 11:20 AM	Vote of Thanks	Dr.Deepika Sharma, Lead Consultant-QPS,NHSRC
11:20 AM – 11:50 AM	Tea & Group Photograph	
11:50 AM – 01:20 PM	Overview of Comprehensive primary health care	Dr.(Flt Lt).M.A.Balasubramanya Advisor, CP-CPHC
1:20 PM – 02:00 PM	Lunch	
2:00 PM – 2:15 PM	Feedback on Patient Safety Tool	States
2:15 PM – 3:00 PM	Overview of Quality in HWC and its initiative	Dr.Deepika Sharma, Lead Consultant-QPS,NHSRC
3:00 PM – 3:30 PM	Record, Reports and IT systems at AB-HWC	Dr Anwar Mirza, Consultant CP-CPHC, NHSRC
3:30 PM- 4:15 PM	Steps for implementation of NQAS in HWCs	Dr.Arпита Agrawal Consultant- QPS,NHSRC
4:15 PM – 4:30 PM	Tea Break	
4:30 PM – 5:15 PM	Certification process under NQAS	Ms.Vinny Arora, Sr.Consultant- QPS, NHSRC
5:15 PM – 05:30 PM	Implementation challenges presentation (Template for state presentation)	Dr.Deepika, Lead Consultant- QPS,NHSRC / Dr.Mustafa, Consultant-QPS,NHSRC



Tentative Agenda



Two-day Consultative Workshop on National Quality Assurance Program

7 th September 2022(Wednesday)		
Time	Topic	Resource Person
8:30 AM – 9:00 AM	Brainstorming session	QPS Team
9:00 AM – 9:15 AM	Video Presentation: Assam state (NQAS Certified HWCs)	Assam State
9:15 AM – 9:30 AM	Video Presentation: Gujarat state (NQAS Certified HWCs)	Gujarat State
9:30 AM – 11:00 AM	Implementation, Challenges – tentative solutions presented by all state team	States
11:00 AM – 11:15 AM	Tea Break	
11:15 AM – 12:15 PM	Implementation, Challenges – tentative solutions presented by all state team	States
12:15 PM – 1:30 PM	Implementation, Challenges – tentative solutions presented by all state team	States
1:30PM – 2:30 PM	Lunch	
2:30 PM – 3:30 PM	Implementation, Challenges – tentative solutions presented by all state team	States
3:30 PM – 4:30 PM	Conclusion and key findings with possible solutions	CP-CPHC & QPS
4:30 PM onward	Vote of Thanks followed by Tea	