

विशाल चौहान, भा.प्र.से.
संयुक्त सचिव

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सत्यमेव जयते



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Dear Colleagues,

As you are aware that capturing of Patient Satisfaction Score (PSS) and implementing a patient feedback system in Urban Health facilities (UPHC-HWC/UHC) is vital to ensuring "patient centric care" in all health facilities.

2. Ministry of Health & Family Welfare is revamping the "Mera Aspataal" an ICT based patient feedback application, where in multi-channel approach is used to collect information on patient satisfaction level after availing services at Public Health Facilities, through Short Message Service (SMS), Outbound Dialing (OBD), web portal and mobile applications. The updated version of the application to be launched soon and will have enhanced features and user interface capabilities.

3. Meanwhile, it may be ensured that the Urban Health Facilities are generating 'Patient Satisfaction Score' manually till such time the updated "Mera Aspataal" application is relaunched. The guidance in this regard is available at Annexure - J of "Operational Guidelines for Improving Quality in Public Healthcare Facilities, 2021."

4. The state nodal officers for Urban Health and Quality are required to monitor the implementation of the same at Urban Health facilities (UPHC HWC/UHC). The states progress in this regard may be shared with Mr. Ranjith R Menon(ranjithrm@gmail.com) at Quality & Patient Safety Division, National Health Systems Resources Center.

With best wishes

Yours sincerely,


(Vishal Chauhan)

To

MissionDirector(NHM) - All States/ UTs

Copy to: Executive Director, NHSRC, New Delhi