

Report: Orientation Workshop on National Quality Assurance Standards for Health and Wellness Centers – Sub-Centres (HWC-SC)

Date: 21.09.2023 & **Venue:** Conference Hall, NHM Office Leh, Union Territory of Ladakh

Date: 23.09.2023 & **Venue:** Hotel Zojila Residency, Kargil, Union Territory of Ladakh

Introduction

- The National Health Policy, approved and adopted by the Government of India in 2017, established fundamental principles such as professionalism, integrity, ethics, equity, affordability, universality, patient-centered quality care, accountability, pluralism, inclusive partnerships, and decentralization. The policy is aligned with Sustainable Development Goals (SDGs) and Universal Health Coverage (UHC) goals, aiming for time-bound quantitative targets.
- The National Quality Assurance Programme aligns with these goals and embodies seven measurable assessment characteristics: effectiveness, safety, people-centeredness, timeliness, equity, integration of care, and efficiency. The Ministry of Health and Family Welfare (MoHFW) has implemented various initiatives to ensure Quality of Care (QoC) in healthcare.
- The National Quality Assurance Framework was launched in November 2013, accompanied by operational guidelines for quality assurance in public health facilities and quality standards for District Hospitals. Over the subsequent years, quality standards were developed for Community Health Centers (CHCs), Primary Health Centers (PHCs), Urban Primary Health Centers (UPHCs), and Health & Wellness Centers (HWC-SC). These standards have been accredited by the International Society for Quality in Healthcare – External Evaluation Association.
- To assure Quality of Care (QoC) at Health & Wellness Centers, the National Quality Assurance Standards (NQAS) for HWC-SC were introduced, following the structure and criteria similar to those of DH/CHC/PHC/UPHC checklists, encompassing eight areas of concern and fifty criteria. Given the diverse range of services (12 packages) provided at the facility level, these criteria apply to both Type A and Type B Sub-Centers. However, NQAS certification requires the completion of seven mandatory packages, with the option to choose other packages based on state preferences. The HWC-SC NQAS requirements were introduced in December 2020. The National Health Systems Resource Centre (NHSRC) is providing support to States/Union Territories (UTs) through orientation workshops and training to facilitate NQAS certification for Health and Wellness Centre-Sub Centres.

Objective

The objective of the one-day NQAS orientation workshop for Community Health Officers (CHOs) in two batches, conducted with support from the Quality, Policy, and Strategy (QPS) division of NHSRC by the State Quality Assurance Unit, Union Territory of Ladakh,

in Leh and Kargil on September 21st and 23rd, 2023, was to expedite the NQAS Certification process for HWC-SC.

National-Level Team

- Dr. Chinmayee Swain, Senior Consultant-QPS, NHSRC
- Dr. Ranjit Kumar Mandal, External Consultant-QPS, NHSRC

State-Level Officers

- Dr. Syed Mustansir, State Nodal Officer – Quality Assurance Programme
- Dr Momd. Abbas, Dy CMO-Kargil Cum District Nodal Officer-NQAS Kargil
- Dr Momd. Jalil, BMO Kargil
- Stanzin Gyalaks, State Programme Officer, Ladakh

Target Audience

- A total of 48 Community Health Officers (CHOs) from various HWCs, along with the District Programme Manager (DPM), attended the Orientation workshop.
- Twenty CHOs from the Leh district and twenty-eight CHOs from the Kargil district participated in the orientation workshop. The list is annexed as Annexure-A.

Session Agenda Overview

The orientation workshop covered a comprehensive agenda, including:

- Overview of National Quality Assurance Programme (NQAP)
- Anatomy of the NQAS checklist
- Assessment Protocol, Scoring system, Golden rules
- Availability of functional packages
- Availability of services for health promotional activities (e.g., conduction of Yoga sessions and promotional activities through campaigns)
- Various aspects of patients' rights, Infrastructure, qualified staff, competency, and performance of staff
- Inventory Management, Progressive use of digital technology
- Jan Arogya Samiti, Health promotion and disease prevention activities through community mobilization
- Quality team formation, Patient Satisfaction Survey (PSS), Employee Satisfaction Survey (ESS), and Client Satisfaction Survey (CSS) followed by the RCA & CAPA
- Documents (SOP/Work Instructions, Vision, Mission, Quality Policy & Quality objectives)
- Monitoring of Outcome Indicators of Health & Wellness Centre (SC)
- Gap identification, Time-bound action plan, Closure of gaps
- Documents required for NQAS Certification of HWC-SC
- Road Map for NQAS certification of HWC-SC in the Union Territory of Ladakh as per the targets outlined in the Program Implementation Plan.

Glimpses of the training programme



Photo: 1

Participants of NQAS Orientation for CHOs of HWC of Leh districts (Date: 21st Sep, 2023)



Photo: 2

Participants of NQAS Orientation for CHOs of HWC of Kargil district (Date: 23rd Sep, 2023)