



National Health Systems Resource Centre

Technical Support Institution with National Health Mission
Ministry of Health & Family Welfare, Government of India



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Guidance note on National assessment scoring system of AAM-SHCs

Ayushman Arogya Mandir – Sub Health Centers are mandated to provide services as per 12 service packages. The healthcare facility can apply for the national level NQAS assessment of AAM-SHCs under the service packages as given below:

1. Care in Pregnancy & Childbirth
2. Neonatal & Infant Health Services
3. Childhood & Adolescent Health Services
4. Family Planning
5. Management of Communicable Diseases
6. Management of Simple Illness including Minor Elements
7. Management of Non-Communicable Diseases
8. Care for Common Ophthalmic and ENT
9. Oral Health Care.
10. Elderly and Palliative Health Care
11. Emergency Medical Services
12. Management of Mental Health Ailments.

Criteria for Score Generation in AAM-SHCs National Assessments:

Out of the above-mentioned 12 service packages, the first seven packages are mandatory to apply and meet the NQAS Certification criteria.

The availability of Drugs and Diagnostics in the above-given 12 packages is of prime importance in providing Quality services. Thus, to ascertain the assessment of the availability of Drugs and diagnostics at AAM-SHC, two packages namely, Management of Communicable Diseases and Management of Simple Illnesses and Minor Ailments have been clubbed under a single theme of “Management of Communicable Diseases”, leading to 12 themes of assessment and score generation.

For achieving national-level NQAS certification, the scores are generated for below mentioned 12 themes, namely –

1. Care in Pregnancy & Childbirth
2. Neonatal & Infant Health Services
3. Childhood & Adolescent Health Services

4. Family Planning
5. Management of Communicable Diseases & Simple Illness
6. Management of Non-Communicable Diseases
7. Care for Common Ophthalmic and ENT
8. Oral Health Care.
9. Elderly and Palliative Health Care
10. Emergency Medical Services
11. Management of Mental Health Ailments.
12. Drugs & Diagnostics

The physical assessment checklist for AAM-SHCs has an overall 590 checkpoints. Out of these, 272 checkpoints are considered as General checkpoints which do not have any influence on the package/theme-wise scores, however, scores obtained in these 272 Checkpoints are counted in the calculation of the Overall score and Area of concern-wise score of any AAM-SHC.

For instance- for scoring for the package 'Management of Mental Health Ailments', there are a total of nine (09) checkpoints. The breakup of these nine (09) checkpoints is given below:

- Two (02) checkpoints are in Standard A1, counted in the package scores.
- One (01) checkpoint in Standard C4, counted in theme of Drugs and Diagnostics.
- Five (05) checkpoints in Standard E9, counted in the package scores.
- One (01) in Standard G3, counted in Area of concern wise score.

This means that only 7 out of 9 checkpoints are used to calculate the score of the package 'Management of Mental Health Ailments' and the remaining two checkpoints pertain to

- a. Score for Drugs and diagnostics
- b. Score for Standard G3.

Thus, it implies that the calculated assessment score in the AAM-SHC checklist will vary for the respective Areas of Concern, Theme, and Overall score generated during the assessment.



S/d: Advisor-QPS(CU)