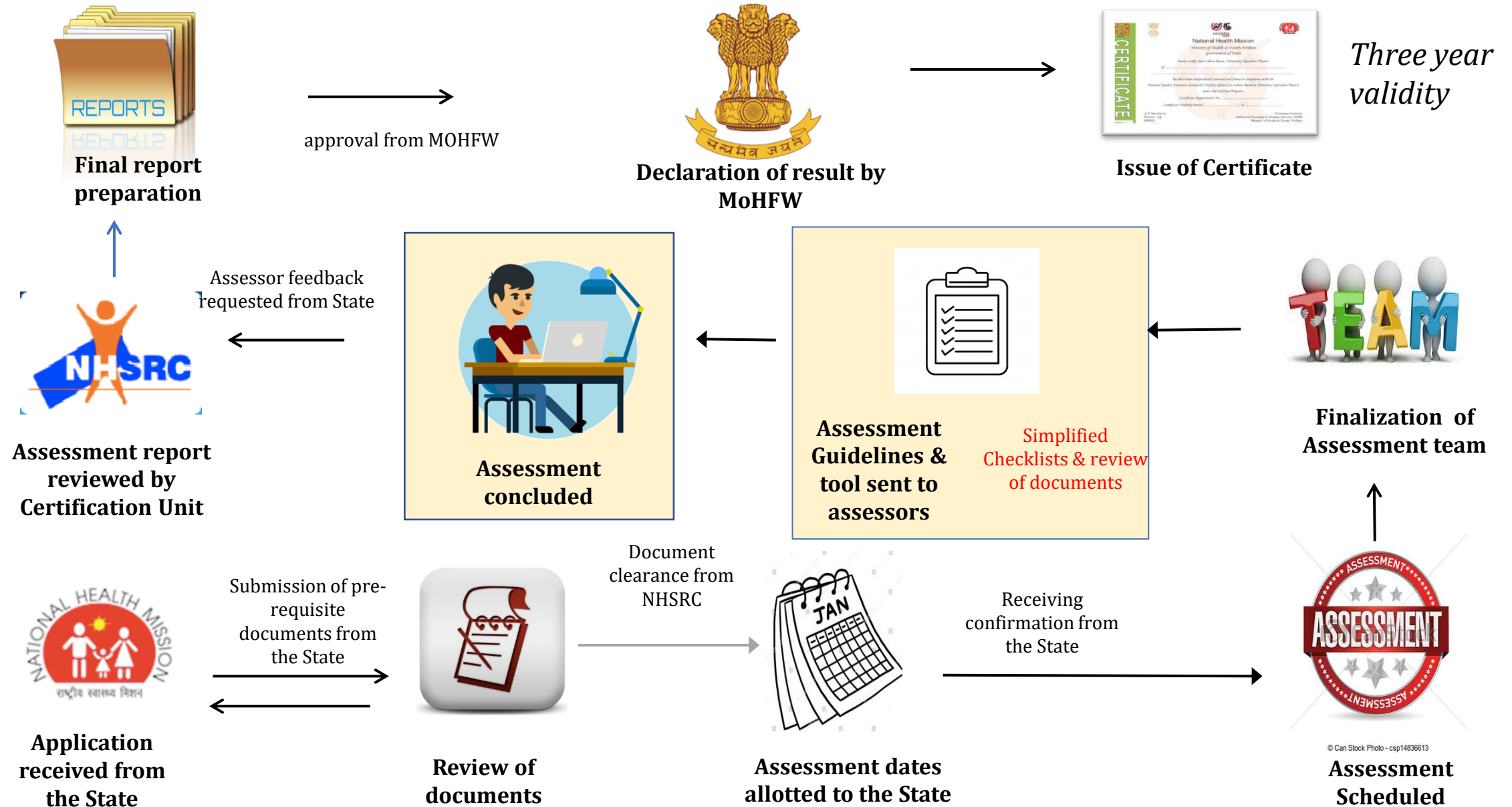
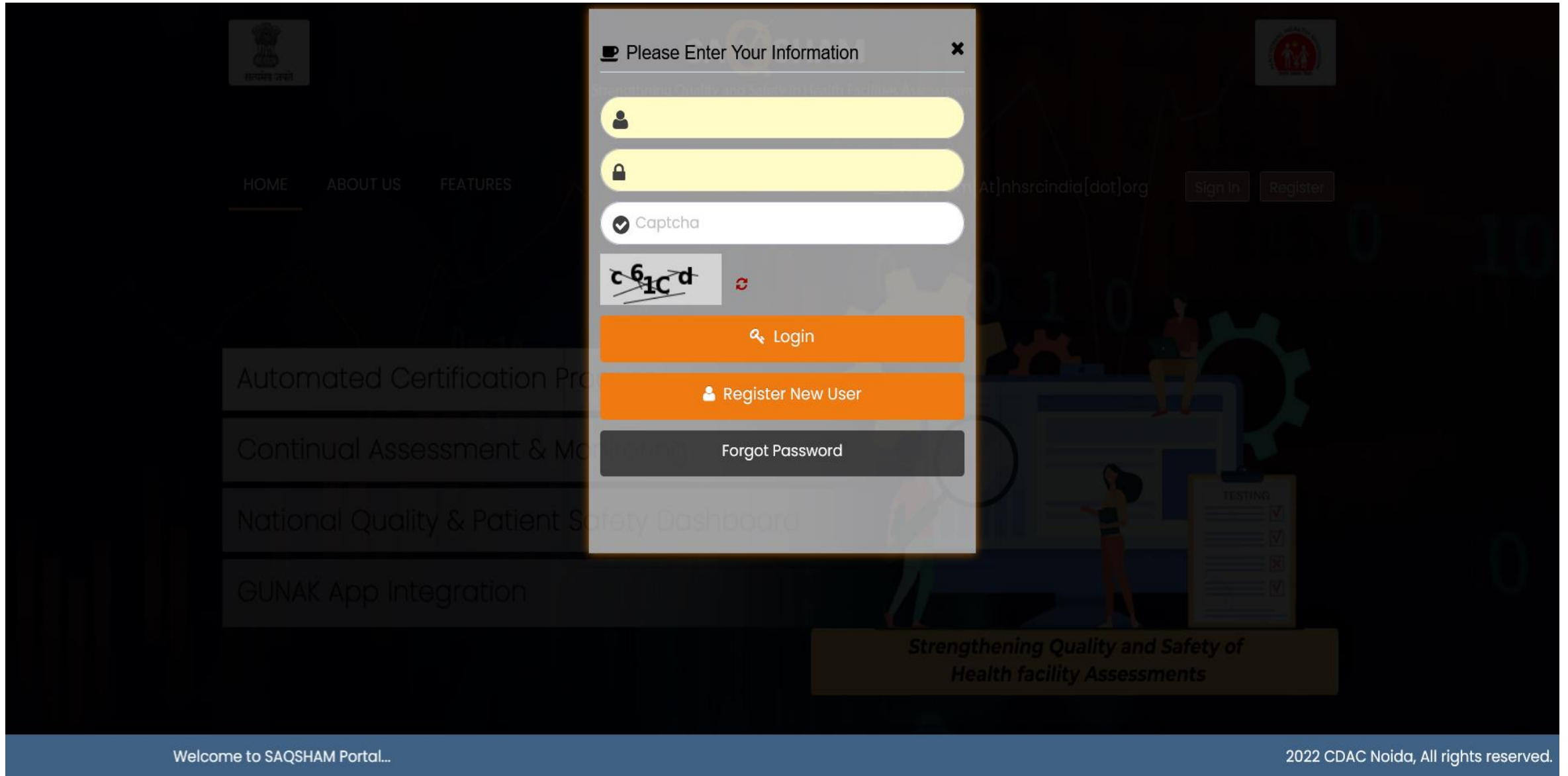




Virtual certification process




Step – 1 – Login through SaQsham



The screenshot displays the SaQsham portal interface. A central modal window titled "Please Enter Your Information" is overlaid on the main page. The modal contains four input fields: a username field with a person icon, a password field with a lock icon, a captcha field with a checkmark icon, and a captcha image showing the characters "c61C d". Below the input fields are three buttons: "Login" (orange), "Register New User" (orange), and "Forgot Password" (grey). The background page features the Government of India logo, navigation links for HOME, ABOUT US, and FEATURES, and a list of services including Automated Certification, Continual Assessment & Monitoring, National Quality & Patient Safety Dashboard, and GUNAK App Integration. A footer banner reads "Strengthening Quality and Safety of Health facility Assessments".

Please Enter Your Information

Captcha



Login

Register New User

Forgot Password

HOME ABOUT US FEATURES

Automated Certification Pro

Continual Assessment & Mo

National Quality & Patient Safety Dashboard

GUNAK App Integration

Strengthening Quality and Safety of Health facility Assessments

Welcome to SAQSHAM Portal...

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Step – 2 – Mark your availability through SaQsham

SaQsham

Services




- Create Availability
- Assessment Application Actions
- Co-Assessor FeedBack
- Assessment Score Entry

https://saqsham.nhsrcindia.org/IMCS/login







Welcome, Vinny Arora

Profile

Vinny Arora Profile

 	Full Name	Vinny Arora	User Type	Assessor
	State	Delhi	Designation	-
	User Role	Assessor	Address	Delhi
	Resume	NA	Update Profile	

Vinny Arora Task

 Acceptance Pending 0	 Reconfirmed Pending 0	 Declaration of Impartiality Pending 0	 Opening/Closing/Executive Summary Pending 0
 Assessment Score Entry Pending 0	 Assessment Score Entry Inprocess 0		

Step 3 – You will be deputed for an Assessment

SaQsham

Services

Create Availability

Assessment Application Actions

Co-Assessor FeedBack

Assessment Score Entry

Profile

Create Availability ×

Assessor Availability

< > today

July 2024

August 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3			
7	8	9	10			
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Available

Gazzeted Holiday

Restricted Holiday

Additional Holiday

Are you sure to add Availability on Selected Dates ?

Cancel OK

Services



Profile

Create Availability ×

Assessor Availability

Assessment Application
Actions

Co-Assessor FeedBack

Assessment Score Entry

< > today

July 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Available

Gzzeted Holiday

Restricted Holiday

Additional Holiday

Step 4 – Seek Approval, Reconfirm & Fill Declaration Form of Impartiality

Services

Create Availability

Assessment Application Actions

Co-Assessor FeedBack

Assessment Score Entry

Profile

Assessment Application Actions x

Assessor Schedule Acceptance

Status : All

Search:

Sr.No.	Application No.	Assessment Start	Assessment End	Status	Action
1	SCN2402160000011_01	26-Jun-2024	26-Jun-2024	Re-Confirmed	View Declaration of Impartiality Team Lead Selected View Tool Kit View Reliving/Invitation Letter Opening Meeting Closing Meeting View
2	SCN2401080000035_01	24-Jun-2024	24-Jun-2024	Re-Confirmed	View Declaration of Impartiality Team Lead Selected View Tool Kit View Reliving/Invitation Letter File Upload Executive Summary View Opening Meeting View Closing Meeting View
3	SCN2403110000102_01	25-Jun-2024	25-Jun-2024	Re-Confirmed	View Declaration of Impartiality Team Lead Selected View Tool Kit View Reliving/Invitation Letter View Opening Meeting View Closing Meeting View
4	PHCN2403100000039_01	13-Jun-2024	14-Jun-2024	Deleted	
5	SCN2403090000001_01	15-Jun-2024	15-Jun-2024	Deleted	

Showing 1 to 5 of 12 entries

Previous 1 2 3 Next

*Legends :

Assessment Scheduled Date Lapsed

Name of Health Facility District Women Hospital Mahoba

Full Address : Gandhi Nagar , Mahoba , Near Roadways , Mahoba

Applied Department / Program NRC, Paediatrics OPD, Paediatrics Ward, SNCU / MusQen

Declaration Of Impartiality

Declaration of Impartiality and Confidentiality

National Health Systems Resource Centre, New Delhi

External Assessment of Public Health facilities under National Quality Assurance

1	Full Name	DR N RAJESH KUMAR
2	Address	Brundavan Colony , Nizampet, Opp Sirram Food Court Line
3	Qualification	MBBS
4	Present Organization	HEALTH AND FAMILY WELFARE
5	Designation	Civil Assistant Surgeon
6	Name of the Health Facility to be assessed	District Women Hospital Mahoba
7	Date(s) of Assessment	16-Feb-2023 To 17-Feb-2023
8	Name Of Departments to be Assessed	NRC, Paediatrics OPD, Paediatrics Ward, SNCU

9. ☐ I declare that;

(i) I have not offered any guidance, supervision or other services to the above mentioned health facility, in any way.

(ii) I do not have any commercial interest in the above mentioned health facility

(iii) I am not an ex-employee of the health facility and also not related to any employee/administrative personnel of the above mentioned health facility.

10. ☐ I under take that;

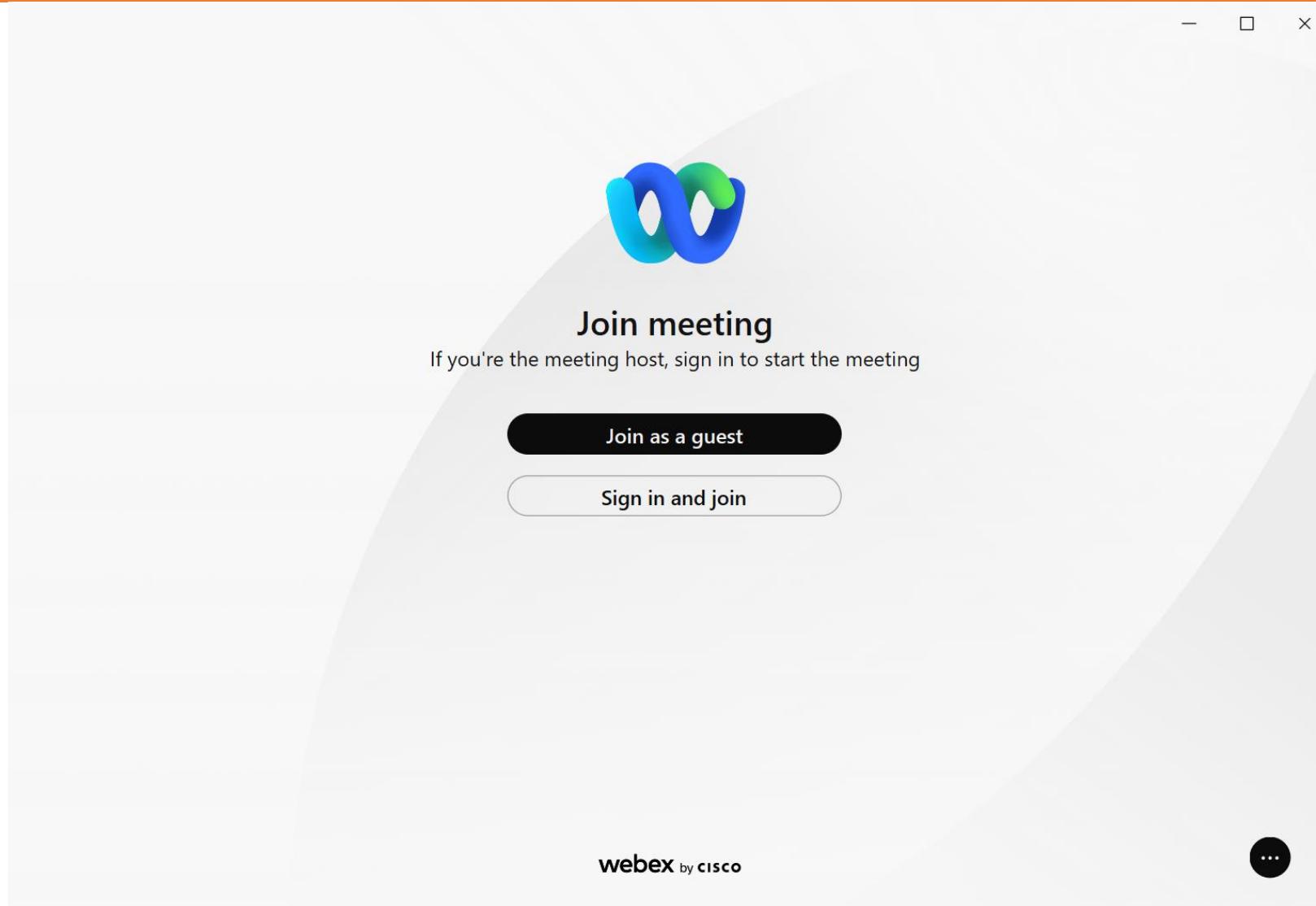
(i) I shall maintain strict confidentiality of the information acquired through various documents like health facility records, Quality Manual, Standard Operating Procedures, Internal Reports, etc., of the above mentioned public health facility and other related information that have been provided by the National Health Systems Resource Centre, New Delhi or State Quality Assurance Unit; in the course till discharge of my responsibility and shall not disclose to any person other than that required by the National Health Systems Resource Centre, New Delhi.

(ii) I shall neither copy any documentation nor divulge any information to any third party without the written prior consent of the above mentioned public health facility or National Health Systems Resource Centre-New-Delhi.

(iii) I shall be maintaining transparency and shall act impartially with integrity during the entire course of assessment. I shall not engage in any act that might affect the reputation/interest of the National Health Systems Resource Centre, New Delhi or the above mentioned public health facility.

(iv) In the event of any alleged breach of this undertaking, I shall co-operate fully with National Health Systems Resource Centre-New-Delhi.

Step -5 - Meanwhile Download and Create Profile through Webex



Step -6 – Day before Assessment - Review the facility Documents

Services

Create Availability

Assessment Application Actions

Co-Assessor FeedBack

Assessment Score Entry

Profile

Assessment Application Actions

Assessor Schedule Acceptance

Status : All

Search:

Sr.No.	Application No.	Asses
1	SCN2402160000011_01	20
2	SCN2401080000035_01	24
3	SCN2403110000102_01	25
4	PHCN2403100000039_01	15
5	SCN2403090000001_01	15

*Legends :
Assessment Scheduled Date Lapsed

Assessor View

Application Details Hospital DataSheet Document CheckList

Facility : D.Vaddipalli, Dakkili Mandal

Application Request No SCN2402160000011_01

Program Type Physical

Applied Program Name NOAS

Applied Date 16-Feb-2024

Application Status
Assessor Result Entry /Document Upload Inprocess

Functional/Sanctioned Bed Details

Department	Sanctioned Beds	Functional Beds
------------	-----------------	-----------------

PSS Entered by Assessor

Close

ool Kit View Reliving/Invitation Letter Opening Meeting

ool Kit View Reliving/Invitation Letter File Upload

ool Kit View Reliving/Invitation Letter

Previous 1 2 3 Next

Assessor Schedule Acceptance

Status : All

Search:

Sr.No.	Application No.	Asses
1	SCN2402160000011_01	20
2	SCN2401080000035_01	24
3	SCN2403110000102_01	25
4	PHCN2403100000039_01	13
5	SCN2403090000001_01	13

*Legends :

Assessment Scheduled Date Lapsed

Assessor View

3	Minutes of last Quality Team meeting (Preferable within Last Quarter)	Yes	Minutes of...	ok
4	Work Instructions (As per Service Packages)	Yes	Work Instr...	ok
5	Copy of Facility Wide Policies / Instructions			
5.1	Quality Policy & Objectives	Yes	Quality Po...	ok
5.2	Policy for Maintaining Patients Records [its security, sharing of information and	Yes	maintaina...	ok

Close

List of documents for NQAS Certification

- Filled application form & Hospital data sheet.
- Last district level assessment report verified by the state, not older than 6 months
- Last month Quality Team's minutes of meeting
- Work instructions (as per service package)
- Quality Policy
- Last 3 months record of Patient Satisfaction Survey with CAPA
- Availability of a system for Biomedical Waste Management
- Last 3 months record of Outcome Indicators*
- State notified Essential Medicine List*
- Last 3-months data from drug stock register for drugs availability as per state's notified Essential Medicine List, signed by CHO or equivalent*

**Additional documents requested from the facility as compared to physical assessment*

Step -6 – Review the 12 Packages program Guidelines for changes if any

Assessment of 12 Comprehensive packages – **One checklist**

1. Care in pregnancy and child-birth
2. Neonatal and Infant healthcare services
3. Childhood and adolescent healthcare services
4. Family Planning, Contraceptive and Reproductive Healthcare Service
5. Management of Communicable Disease including NHP
6. Management of common Communicable Disease and Out-Patient care for acute simple illness and minor ailments
7. Screening, Prevention, Control and Management of NCD.
8. Care for Common Ophthalmic and ENT problems
9. Basic Oral Healthcare Services
10. Elderly & Palliative Healthcare Services
11. Emergency Medical Services
12. Screening and Basic Management of Mental Health ailments.

Step -7 – Assessment Day

assessment.

Link for Meeting is given below:

[https://nhsrc.webex.com/nhsrc/j.php?
MTID=m1d9a201d9af27738b84c42b1bc1aaaca](https://nhsrc.webex.com/nhsrc/j.php?MTID=m1d9a201d9af27738b84c42b1bc1aaaca)

Meeting number:

2511 466 8900

Meeting password:

12345678

Join from a video or application

Dial [25114668900@nhsrc.webex.com](https://nhsrc.webex.com/join/25114668900)

You can also dial 210.4.202.4 and enter your meeting number.

Click on the Link
Generated and join the
Assessment

Two Links will be visible

NQAS Virtual Quality Assessment Stepwise Approach

Step1: Introduction and Opening Meeting

- The assessment of the AAM-SC starts with an introductory meeting with the CHO and other healthcare staff posted at AAM-SC
- The assessors outline the objectives of the assessment and their key deliverables: a scored checklist, overall score, summary, and detailed narrative report.
- The assessors will discuss the scope of the assessment and the method/approach that will be use.

Overall duration for opening meeting: 20min

Task	Responsibility	Means of Interaction
• Introduction by Assessors	Assessor 1& Assessor 2	Live Video Call
• Introduction by staff posted at AAM-SC (CHO, ANM, MPW, Others)	Staff	Live Video Call
• Objective of this virtual assessment	Assessor 1& Assessor 2	Live Video Call
• Information regarding Methodology of assessment and Instructions	Assessor 1& Assessor 2	Live Video Call

Step 2: A virtual walk through the AAM- SC:

A round of the assessee AAM-SC will be conducted. Means of interaction: Live Video call and responsibility Staff of AAM_SC and Assessors deputed for the assessment.

Overall Duration of Activity: 45 min

Entrance.

- Clinic Name, Location, Accessibility, Approach Road, and Nearby Setup (to assess time to care approach, distance from community)
- AAM-SC exterior & display/signboards of centre, Logos, IEC if any.
- Health centre compound and entrance.

Approximate Time: 15 Minutes

Presenter – ANM or MPW (M)

Registration/Waiting Area

- Display of IEC, posters, patient rights and responsibilities, Citizen Charters etc.
- Drinking water facility, toilets.
- Client registration process
- Interview with client if there are any.
- Ask from client regarding availability of drugs, diagnostics, camps, community awareness/campaign/VHNDs, yoga session by health centre.

Approximate Time: 15 Minutes

Presenter – ANM or CHO

Interviewee – Client or patient or community representative (if available)

Consultation Room/CHO Room/Labour Room

- Physical Infrastructure of Room
- Ventilation, adequate lightning, IT infrastructure etc.
- Any clinical protocols display, emergency equipment
- Medicine dispensing counter
- ANC Checkup room
- Storage area for drugs, equipment, records etc.
- Infrastructure of Labour Room in case of SC Type-B.

Approximate Time: 15 Minutes

Presenter – CHO or MPW (M)

Laboratory Area

- Display of IEC, posters, handwashing instructions.
- Number of test available at AAM-SC
- Storage of RDKs, Reagents and other consumables.
- Cleanliness of laboratory
- Interview with ANM, if there are any question clarification required

Approximate Time: 15 Minutes

Presenter – CHO or MPW (M)

Interviewee – CHO or MPW (M) or any person performing POC tests

CHO Interaction

- Service Availability as per packages
- Competence/Knowledge/Processes
- Human Resource
- Records and Registers
- Training
- Grievance Redressal
- JAS, Community Participation
- Service availability for normal delivery, newborn resuscitation, referral etc. (in case of SC Type-B)
- Management of Labour and related complications (in case of SC Type-B)

Approximate Time: 120 Minutes

Presenter – CHO

Interviewee - CHO

ANM Interaction

Immunization

Outreach, VHNDs

Waste Management

Records, Registers, Apps and Portal

Training

Meetings

Management of pregnant women (in case of SC Type-B)

Approximate Time: 45 Minutes

Presenter – ANM

Interviewee - ANM

ASHA

Outreach Activities (i.e., camps, sessions, talk)

VHNDs

Population mapping

Records, Registers, Apps and Portal

Meetings

Management of pregnant women (in case of SC Type-B)

Approximate Time: 30 Minutes

Presenter – ASHA

Interviewee - ASHA

MPW

- Training
- Roles and Responsibilities
- Meetings

Approximate Time: 20 Minutes

Presenter – MPW

Interviewee - MPW

Community/Client Interaction

- Availability of Services
- Behavior of Staff
- Outreach/ Community level interventions by AAM-SC
- Satisfaction
- Availability of Drugs and Diagnostics
- JAS Activities
- Interaction with pregnant women (in case of SC Type-B)

Approximate Time: 20 Minutes

Presenter – Client/JAS Member

Interviewee – Client/JAS Member

Record Review

- As submitted by Facility
- Drugs and Diagnostics
- Cross verification if required

Approximate Time: 2 hours

Presenter – Assessor

Interviewee – CHO, ANM

Closing Meeting

Approx Time: 30 Minutes

- Pointers for that need to be discussed in the closing meeting must be prepared by the assessors
- The assessor must ask all the interviewees for the closing meeting.
- Feedback from the healthcare staff regarding the assessment methodology must be taken by assessors
- The assessor must ensure that priority action must be highlighted during the closing meeting
- Vote of thanks to healthcare staff for their support.

How to score in Virtual AAM SC Checklist for NQAS

Quality and Patient Safety Division has developed virtual assessments checklist for Ayushmann Arogya Mandir-Sub Centre.

The virtual checklist contains:

- Area of Concerns
- Standards
- Measurable Elements
- Checkpoints
- Means of Verification

Assessment Methodology

To ease the process for the verification of checkpoints, the points has been grouped into:-

- General Round
- CHO Interaction
- ANM Interaction
- ASHA Interaction
- MPW Interaction
- Client/Community Interaction
- Drugs and Diagnostic
- Record Review.

Assessment Tool

	B	C	D	E	F	G	H	I	J
	Measurable Elements No	Statement	Checkpoint	Means of Verification	Assessment Method	Compliance Score	Remarks	Virtual Verification-1	Verification-2, if required
1									
2	ME A1.1	The facility provides care in Pregnancy & child birth services	Availability of functional ANC services with minimum 4 ANC check-ups	Services for early registration, screening including lab investigation ,counselling & identification of high risk and danger signs	SI/ RR	2		CHO Interaction	
3	ME A1.1	The facility provides care in Pregnancy & child birth services	First aid, referral & follow up services for high risk pregnancies are provided	APH, PIH, Pre eclampsia, Severe Anaemia, IUGR, Multiple pregnancies, Gestational Diabetes , Hypothyroidism, Syphilis and bad obstetric history	SI/ RR	2		CHO Interaction	Client Interaction
4	ME A1.1	The facility provides care in Pregnancy & child birth services	Availability of Normal Vaginal delivery services and referral services for Obstetrics emergencies	Normal Delivery using partograph, identification & management of danger sign during labour and post-delivery 24 hr stay	SI/ RR	2		CHO Interaction	Record Review
5	ME A1.1	The facility provides care in Pregnancy & child birth services	Availability of prompt referral services for Obstetrics emergencies	PPH, Eclampsia, Sepsis.	SI/ RR	2		CHO Interaction	Record Review

Application Details

Hospital DataSheet

Document CheckList

Score Details

Assessor Documents

Process Result

<ul style="list-style-type: none"> • Care in Pregnancy & Childbirth • Family Planning, Contraceptive Services and other Reproductive Health care Services • Management of communicable diseases including National Health Programmes • Screening, Prevention, Control and Management of Non-Communicable diseases 	<ul style="list-style-type: none"> • Childhood and adolescent health care services • Management of common communicable diseases and Outpatient care for acute simple illness and minor ailments • Neonatal and infant health care services
---	---

General Round	CHO Interaction	ASHA Interaction	ANM Interaction	MPW Interaction	Client Interaction	Drug and Diag	Record Review
---------------	-----------------	------------------	-----------------	-----------------	--------------------	---------------	---------------

Step -8 – Report Preparation & Submission

Profile | Assessment Application Actions x

Executive Summary Form

Upload Executive Summary Scan Copy

 No File ...

Choose



Executive Summary

Introduction

External Assessment of ANNAMEDU against National Quality Assurance Standards was conducted from 24-Jun-2024 to 24-Jun-2024.

Assessment has been conducted on standard format of National quality Assurance Programme Checklist which contains functional departments (Care in Pregnancy & Childbirth, Childhood and adolescent health care services, Family Planning, Contraceptive Services and other Reproductive Health care Services, Management of common communicable diseases and Outpatient care for acute simple illness and minor ailments, Management of communicable diseases including National Health Programmes, Neonatal and infant health care services, Screening, Prevention, Control and Management of Non-Communicable diseases).

Main Gaps

B  **S**     

Weightage Criteria

S. No.	Criteria	Weightage	Score Obtained
1	State certification score of the facility	25%	
2	Virtual assessment score of the facility	40%	
3	PSS Score	5%	
4	Service Availability	10%	
5	Drugs Availability	10%	
6	Diagnostic Availability	5%	
7	Outcome Indicators	5%	
Total Score			

Certification Outcome

- a. Fully Certified, if weighted average score is 70% or above
- b. Conditional certified, if weighted average score is from 60% to 69%
- c. Deferred, if weighted average score is below 60%

Assessment Phase	Do's	Don'ts
Pre-assessment	Relieving/Availability to be ensured before giving consent	Last minute cancellation
	Ensure co-ordination among all stakeholders	Share/disclose documents
	Review the documents & prepare in advance	
During assessment	Adhere to the assessment plan and time	Record or click any picture without facility's consent
	Ensure conducting opening & closing meeting	Quote any negative remarks or objectionable comment.
	Be impartial courteous & follow principles of assessment	Any undue demands
	Respect patient privacy	Make any changes in the checklist & report format
	Suggestions & recommendations for gap closure	
Post-assessment	Report to be compiled & completed with mutual consensus & co-ordination of all the assessors	Take any assistance from facility staff in report preparation
	Final report to be submitted within three days post-assessment	Share the report with Facility/State

Conflict Resolution



Appeal Process

Input

1. Feedback of assessor from facility.
2. Written Complaint by facility for assessment/ assessor
3. Written compliant by assessor against facility
4. Written feedback of Co-assessor
5. Dis-agreement amongst assessors for scoring

Appeal assigned to 3 members (Including convener) in panel based on their availability and consent .

Appeal disposal

Outcome



1. Appeal received at NHSRC directed to Certification Unit
2. Entry in Appeal Register

1. Copy of appeal / complaint along with relevant documents sent to assigned members.
(360 degree feedback system from assessor / co-assessor/ facility/ state)

Collective response communicated to NHSRC.
Disagreement – Majority decision will be final

Decision Communicated to Appellant



Virtual Assessment Challenges

1. How to fill the tool?
2. How to frame the question?
3. Review of documents in whose responsibility?
4. Facility meets or does not meet the certification criteria?



THANK YOU

Quality & Patient Safety Team
National Health Systems Resource Centre