

Challenges in Virtual Certification



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NQAS REVIEW MEETING 2025
State progress, challenges & Best practices
28th-29th May 2025

Virtual Certification of AAM-SHCs



MoHFW has envisioned target to achieve NQAS certification of all public healthcare facilities by December 2026



Major proportion of public health facilities is Ayushman Aarogya Mandir – Sub Centre (AAM-SCs)



To expedite the progress towards this goal, NQAS certification of AAM-SCs in a virtual mode was launched on 28th June 2024.



Facilities facing challenges with reliable internet connectivity may opt for the physical assessment process.



10% of the facilities getting certified in virtual mode will undergo physical verification assessment.

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

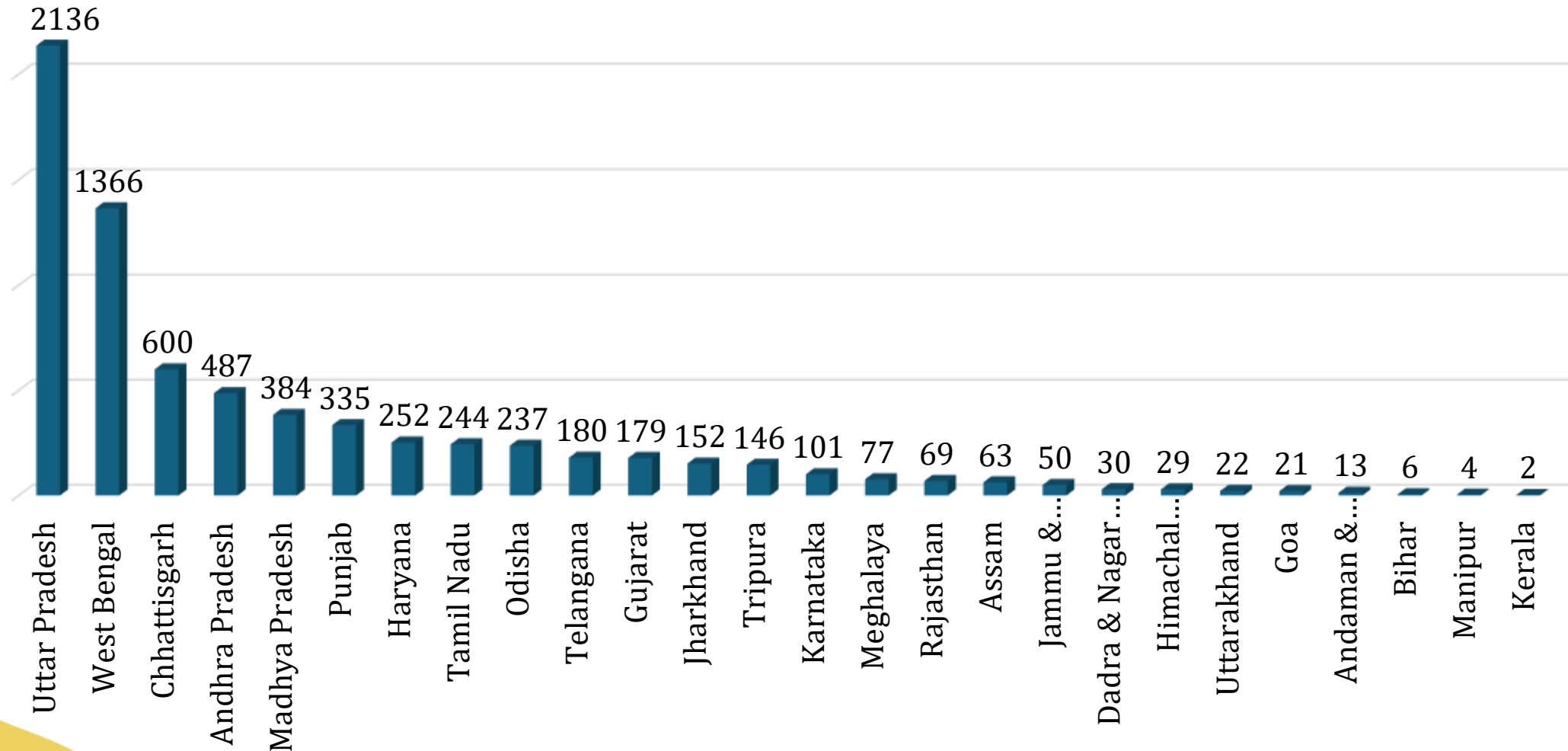
Last 3 months record
of Outcome Indicators*

Last 3-months data from
drug stock register for
drugs availability as per
state's notified Essential
Medicine List, signed by
CHO or equivalent*

State notified Essential
Medicine List*

Status of Applications Received for Virtual Assessment

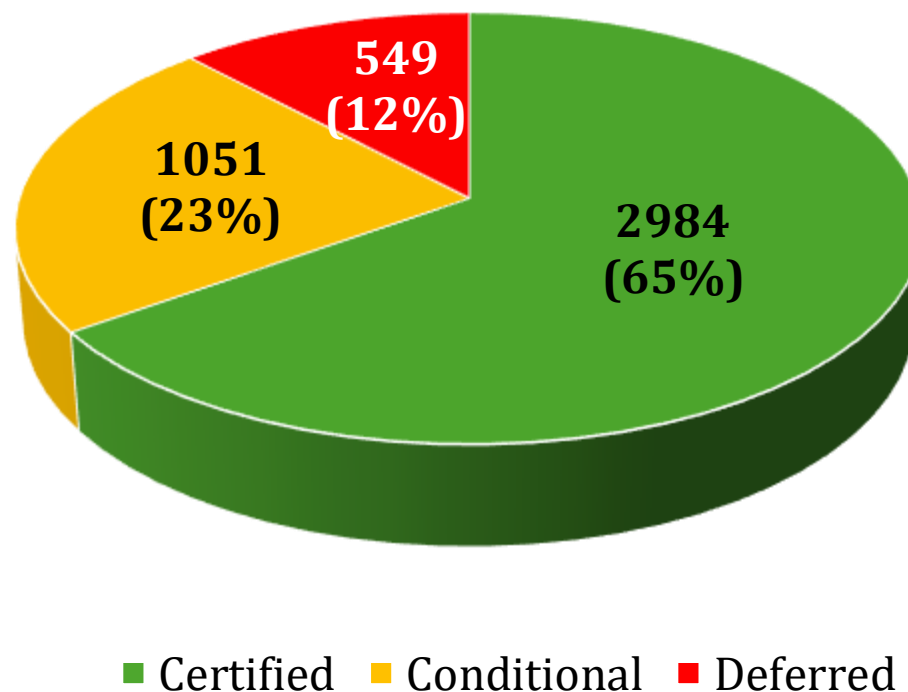
Total 7185 applications received from 26 states



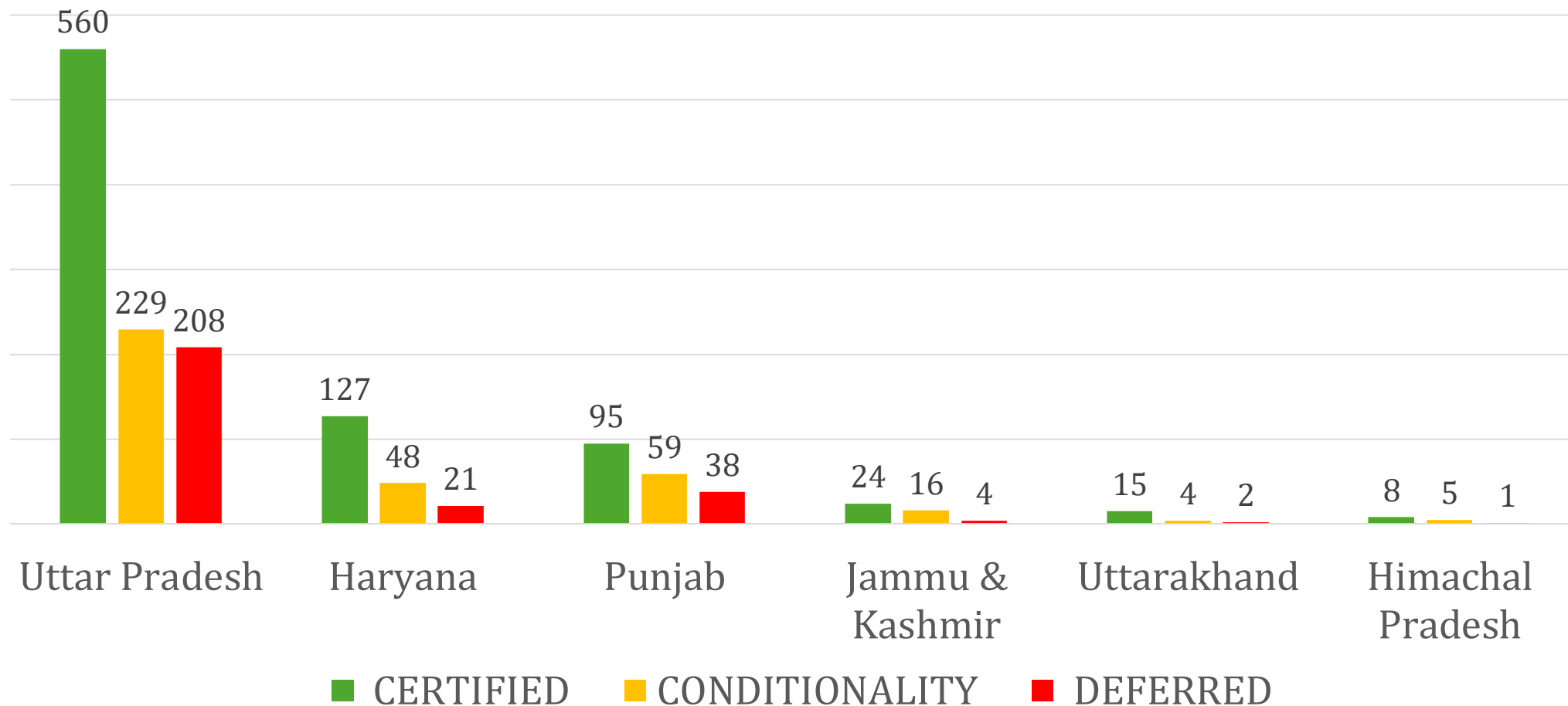
*As on 26th May 2025

Status of Virtual Certification

Total 4584 results have been declared, out of which 2984 AAM-SHCs have been certified virtually, whereas, 1051 got conditionality and 549 failed to meet the required certification criteria for virtual certification under NQAS

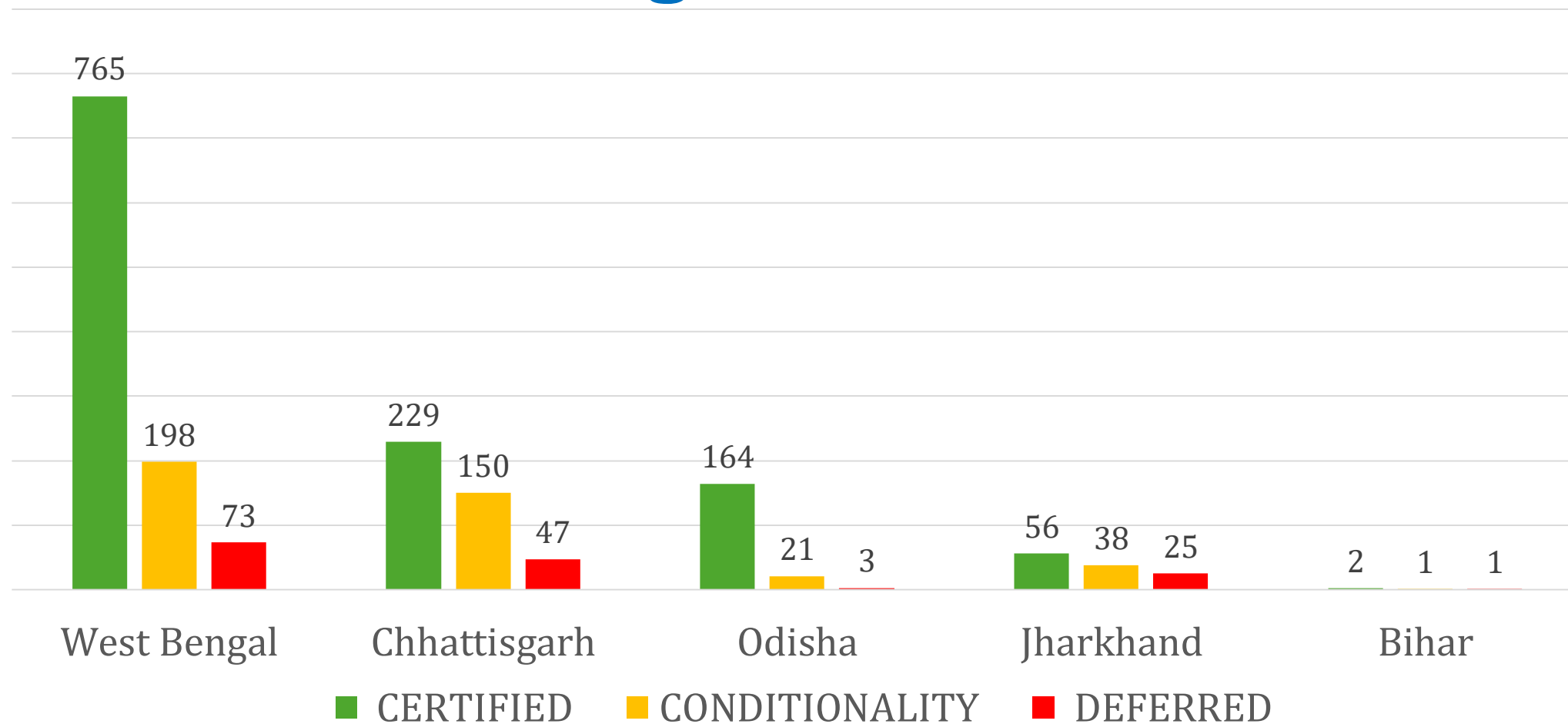


Status of Virtual Certification Region-wise



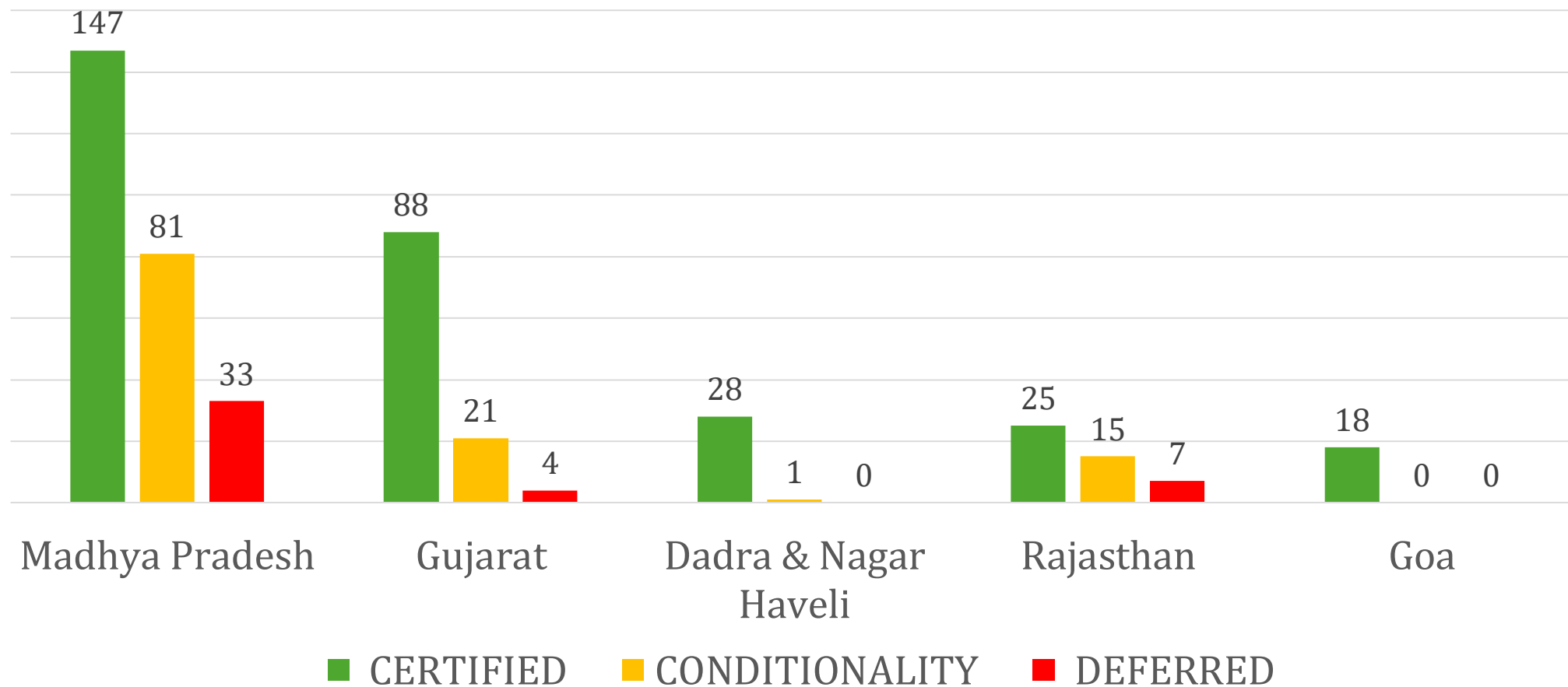
***As on 26th May 2025**

Status of Virtual Certification Region-wise



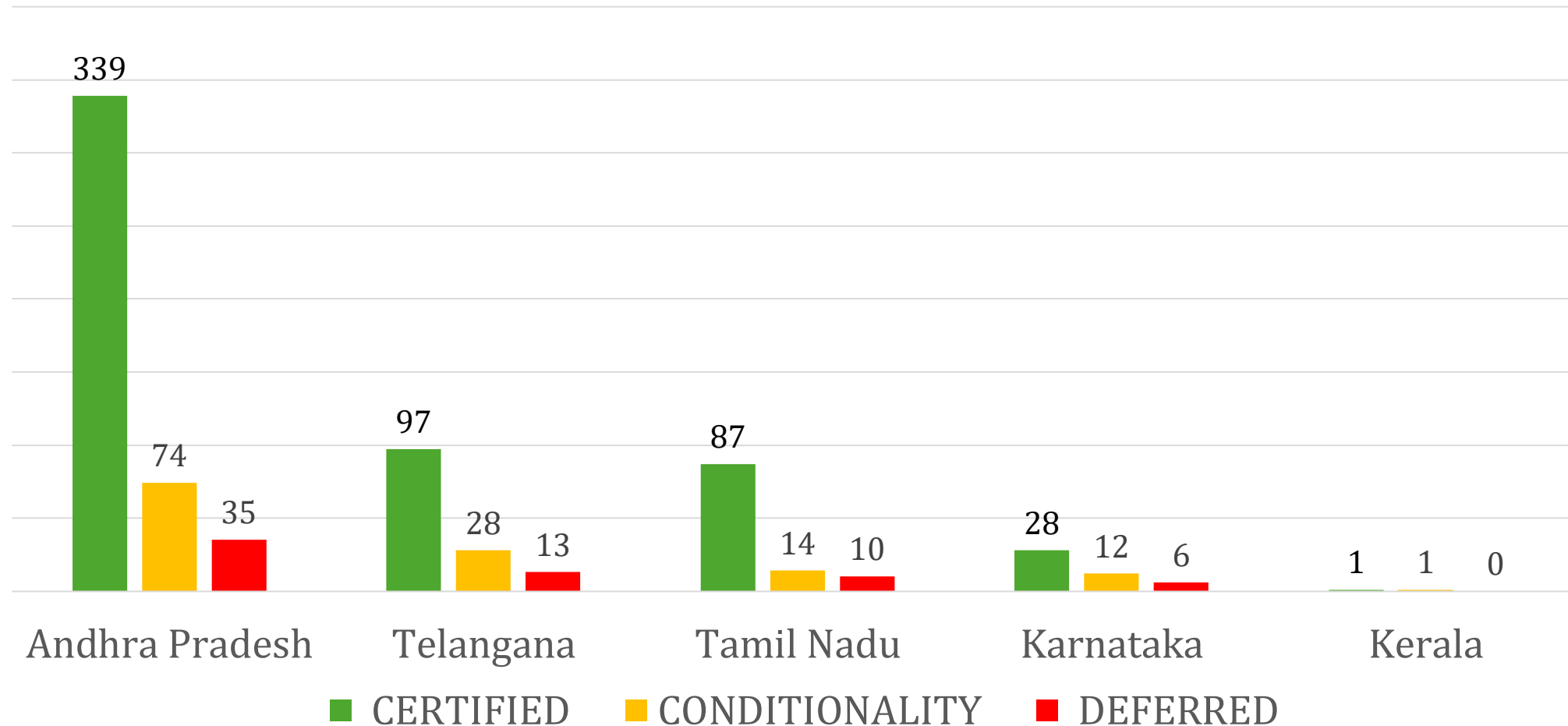
***As on 26th May 2025**

Status of Virtual Certification Region-wise



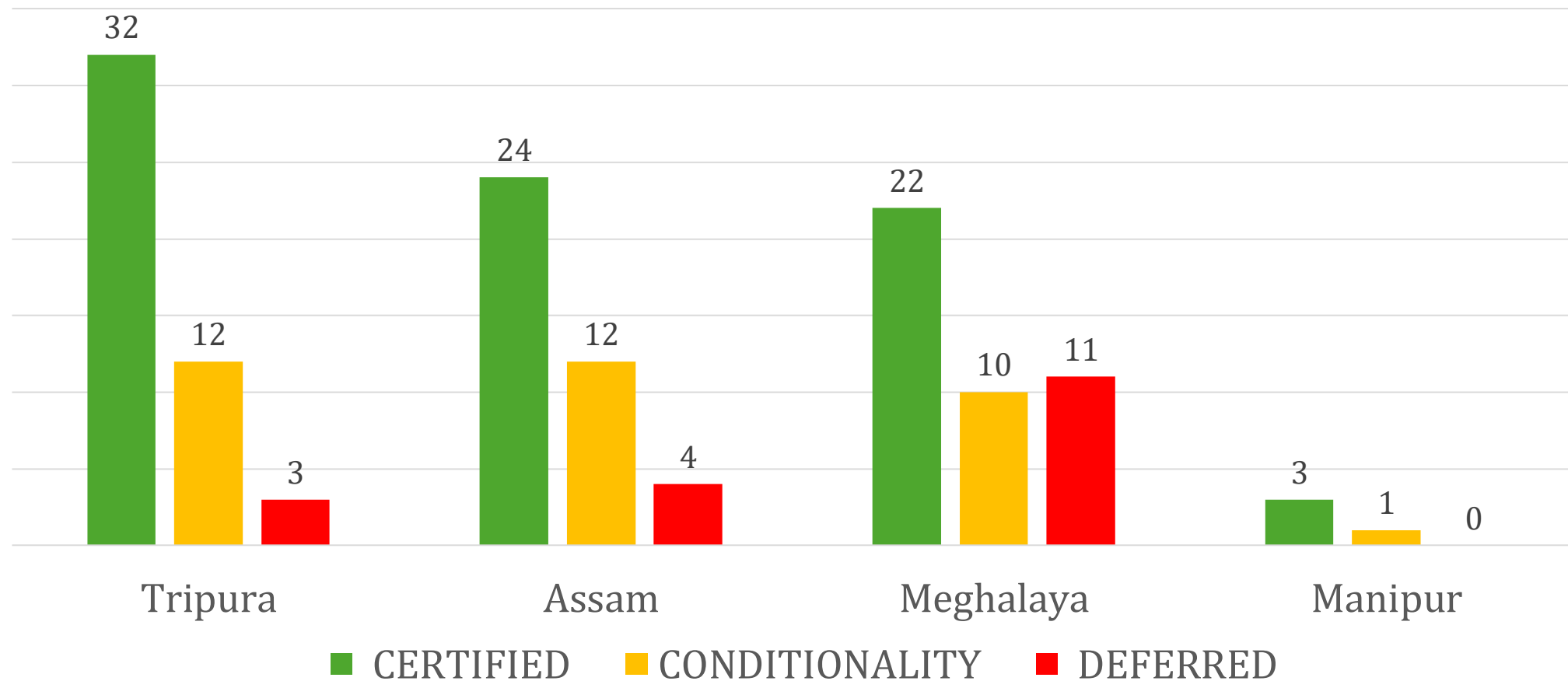
*As on 26th May 2025

Status of Virtual Certification Region-wise



***As on 26th May 2025**

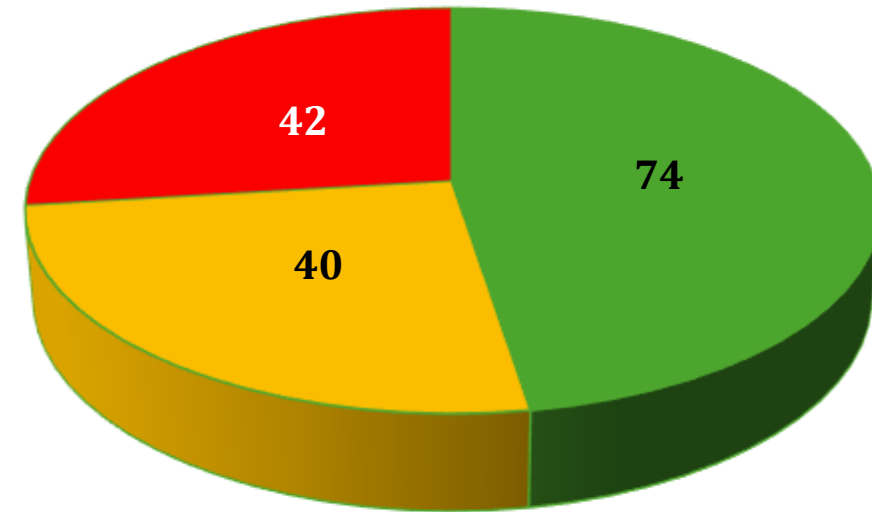
Status of Virtual Certification Region-wise



***As on 26th May 2025**

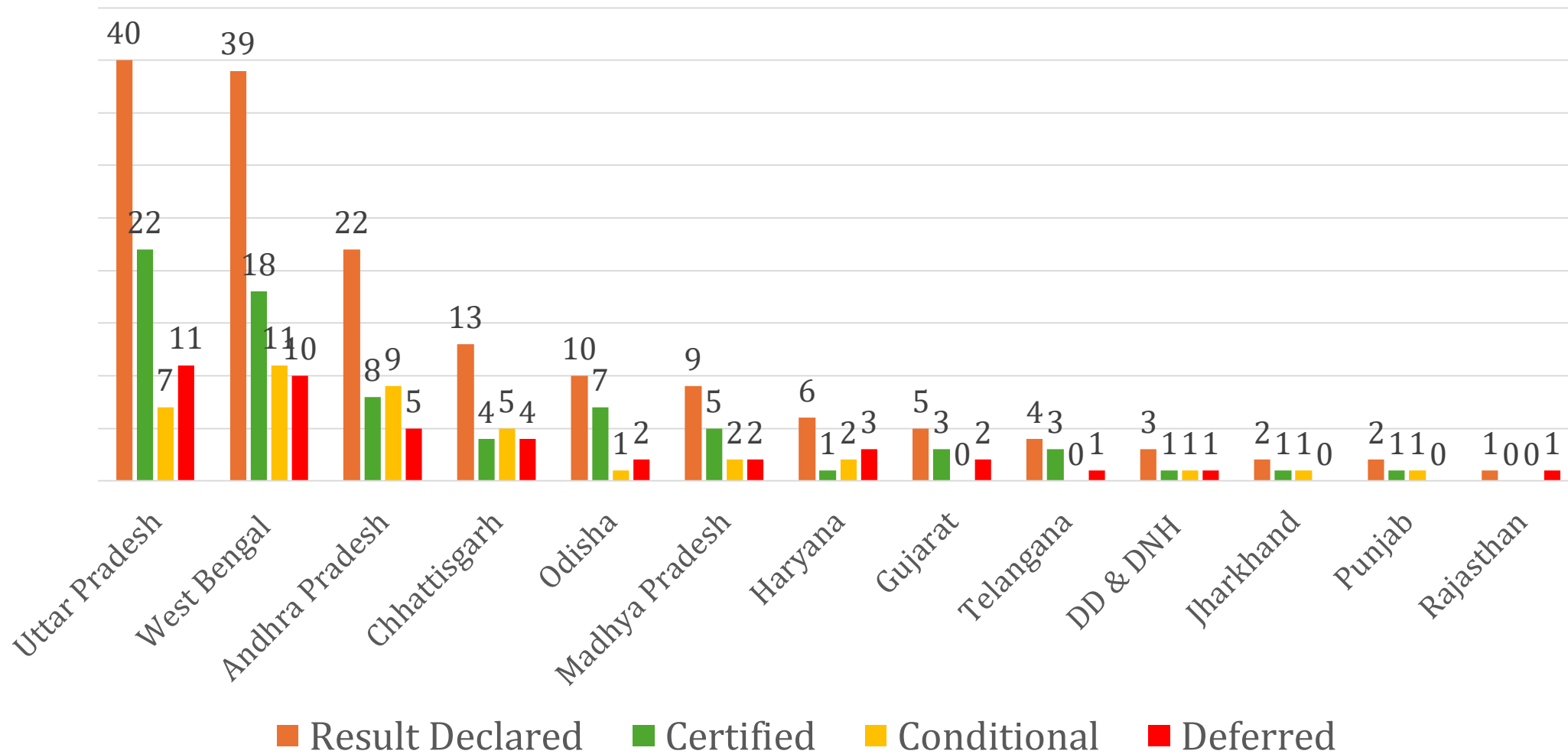
Physical Verification of virtually certified AAM-SHCs

- Physical verification is conducted for 10% certified AAM-SHCs.
- Proportion may increase to 15% to 20% or more, in case certification status is changing in majority of physical assessments
- Name of AAM-SHC will be declared on the day of assessment.



■ Certified ■ Conditional ■ Deferred

Status of Physical Verification



*As on 26th May 2025

SWOT Analysis of Virtual Assessment

Strengths

Time Efficient
Cost Effective
Real Time Monitoring

Weakness

Digital Divide
Reality Check
Disruption from Quality Teams
Reliance of shared records

Opportunity

Enhances Scalability
Digital Readiness for record
keeping

Threats

Data Privacy
Quality Integrity
Superficial Compliances

Challenges in Virtual Certification

Digital Infrastructure Limitations

Poor Connectivity: Many rural and remote health centers face unstable or slow internet connections, which hampers live virtual assessments.

Lack of Devices: Some AAM-SHCs lack adequate equipment (smartphones, tablets, or computers) needed for video-based evaluations.

Challenges in Virtual Certification

Risk of Superficial Assessment

Lack of Preparedness: Last minute preparation of facilities by keeping equipment and other required materials for the day of assessment.

Staged Compliance: Possibility of “window dressing” or showing only prepared areas during video inspections.

Challenges in Virtual Certification

Limited Digital Literacy: Healthcare workers at the grassroots level may not be well-versed in using digital tools required for virtual certification processes.

Manipulation Risks: Potential for falsified records, manipulated staff, or selective data presentation during virtual assessments.

Limited Post-Assessment Action: After certification, some centers may not receive action plan or support for required improvements.

Challenges in Virtual Certification

State level assessments: No on-site visits from district or state level of the AAM-SC before the virtual assessments.

Sustainability Concerns: Maintaining quality standards consistently is a long-term challenge as no support is available after the certification.

Physical Verification of certified AAM-SHCs: Frequent request to change the facility due to unavailability of CHO

Challenges in Virtual Certification

Financial Constraints:

Assessors are not getting their Honorarium from the respective states even after 6 months of assessments, leading discontinuation from assessors for virtual assessments

Too much expense on decorating the health facility for the assessment.

THANK YOU