



# NQAS Certification Process excellence

## ODISHA

**NQAS REVIEW MEETING 2025**  
**State progress, challenges & Best practices**  
**28<sup>th</sup>-29<sup>th</sup> May 2025**

# Setting Priority to Certification Process

- The state of Odisha has launched few targeted initiatives to strengthen DHH/CHC & Ayushman Arogya Mandirs (AAMs) through innovative and scalable quality improvement approaches, intending to achieve sustainable NQAS certification and enhance service delivery.
- Creating a **systematic and comprehensive approach to enhance quality** throughout a process or system
- It involves **indentifying areas for improvement, implementing changes** and **continuously monitoring the Process** to ensure sustained quality improvement.
- It highlights the **opportunities**, elaborates the process and discuss about the outcome and results .

# NQAS-National Assessment and Response

Facility	Type of assessment	No of facilities				% certified	Remarks
		Assessment completed	Certified	Conditionality	Deferred		
AAM SC	Virtual	208	150	18	0	100%	40 results pending
	Physical	306	245	41	11	96.29	9 results pending
PHC	Physical	43	42	1	0	100%	
UPHC	Physical	41	41	0	0	100%	
CHC	Physical	5	5	0	0	100%	
DHH	Physical	4	4	0	0	100%	
<b>Total</b>		<b>607</b>	<b>487</b>	<b>60</b>	<b>11</b>	<b>98.03%</b>	

# NQAS Certification Process



# Process adopted for excellence

Strict State  
Assessment process

Peer learning-  
Demonstration Unit  
visit

Ensuring District and  
Block team visit (  
PMU matrix)

Demo test

Additional funding out  
of state budget for gap  
filling.

Involvement of DPs &  
IA/EA

Appreciation and  
motivation to the  
team/ staffs

# Strict State Assessment Process

- Trained and Certified assessors (IA/ EA) are only eligible to do the state assessment.
- After receiving Nomination from the district, State Assessment conducted, which is very stringent. For PHC and above facility one Assessor from State team included in the assessor team.
- For State Certification, National Certification Criteria is being followed.
- After sending the nomination, the mentor assigned to the facility conduct more frequent visit for required support.
- District team are instructed/ oriented to submit the proposal for state assessment only for those facilities who can qualify in state assessment based on their assessment.

# Peer Learning through Demonstration Unit Visit

- Facilities that were already NQAS certified were declared as **Demonstration Unit**.
- All State certified facilities are visiting to the demonstration Unit for peer learning purposes.
- Experienced MO PHC/ CHOs and other staff already exposed to the NQAS certification process were deployed for a few hours/ days to help the other colleagues
- It ensure good exposure to the staffs and hand on taining .
- Budgetary provisions under the NHM PIP were allocated to facilitate peer learning and cross-facility visits, enabling health facilities.



Mission Directorate  
National Health Mission, Odisha  
Department of Health & Family Welfare,  
Government of Odisha

Letter No. OSH&FWS/ 1075

Date: 24.01.2024

From  
Dr. Brundha D. IAS  
Mission Director, NHM, Odisha.

To,  
The CDM&PHO – cum– DMDs  
(Bolangir, Bargarh, Dhenkanal, Gajapati, Kalahandi, Kandhamal, Keonjhar, Koraput, Malkangiri, Mayurbhanj, Nabarangpur, Nayagarh, Nuapada, Rayagada, Sambalpur, Sundergarh)

Sub: Special Initiatives for expediting NQAS certification of PHC & SC HWCs in Aspirational Blocks – Reg.

Madam/ Sir,  
In inviting a reference to the subject cited above, it is to mention that the following two Special initiatives have been planned to expedite NQAS certification in the Aspirational Blocks. The activities are as follows:  
1) Quality Mentorship Initiative  
2) Model Demonstration Units  
In order to rollout the activities, detailed guidelines are attached (Annexure-1 & 2) herewith for information and necessary action.

Yours faithfully,

Mission Director,  
NHM, Odisha

Memo No. 1076 Date. 24.01.2024  
Copy forwarded to the DPM/ AM QA, of concerned district for information & necessary action.

Mission Director,  
NHM, Odisha

Memo No. 1077 Date. 24.01.2024  
Copy forwarded to the QA Cell, NHM for information & necessary action.

Mission Director,  
NHM, Odisha

Memo No. 1078 Date. 24.01.2024  
Copy forwarded to the Concerned Development Partners working in Aspirational Block programme for information & necessary action.

Mission Director,  
NHM, Odisha



# Support from District/ Block team

- Compulsory visit by DPMU and BPMU team for providing handing support to the facility team prior to the assessment schedule.
- Ensure availability of required logistics, drugs , consumables at facility level.
- Check and ensures all records are maintained and updated such as PSS, KPI, prescription audit etc. Prior to the assessment.





# Responsibility Matrix for Quality Initiatives



## ORDER

File No. HFW-SCH-MISC-0010-2023 28024 /H. Dated 16.11.2023

In obedience to the Office Memorandum No 11168 /H., PT1-HFW-MSII-AESTT-0013-2017, Dt. 26.04.2017 of Govt of Odisha Health and Family Welfare Department, the DMO-Cum-Superintendent of DHH is hereby declared as the District Quality Nodal Officer for overall supervision & monitoring of Quality Assurance activities which includes NQAS, Kayakalp, LaQshya, MusQan etc., in order to ensure quality of health care services provided in all public health institutions of the district. The Hospital Managers of DHH & Asst. Managers QA will assist the DMO-Cum-Superintendent & support for effective planning, implementation & monitoring of quality assurance activities so as to achieve the target prescribed for the district from time to time.

The key role of District Quality Nodal Officer are as follows:-

- Conduct at least four days field visit in a month to other peripheral institutions.
- Monitor the timely supply chain management of all drugs and logistics as per their requirement basing on consumption to avoid stock out.
- Review and monitor the progress of quality certification process of all institutions. Ensure quality of clinical care services in the district as per the level of institutions.
- Ensure formation of Quality Assurance team in all institutions and review their activities at DQAT meeting.

15.11.23  
Commissioner-Cum-Secretary to Government

Memo No. 28025 /H

Dated, 16.11.2023

Copy forwarded to MD,NHM, Odisha/ MD, OSMCL/ all Directors, H & FW Deptt. Odisha for information and necessary action.

15.11.23  
Joint Secretary to Government

Memo No. 28026 /H

Dated, 16.11.2023

Copy forwarded to all Collectors & DM for information and necessary action.

15.11.23  
Joint Secretary to Government

Memo No. 28027 /H

Dated, 16.11.2023

Copy forwarded to all CDM & PHOs / DMO-Cum-Superintendent for information and necessary action.

15.11.23  
Joint Secretary to Government



## Mission Directorate National Health Mission, Odisha Department of Health & Family Welfare, Government of Odisha.

Letter No. 7497/NHM/2024

Date: 05 / 07 /2024

From  
128/11.08.11  
Dr. Brundha D. IAS  
Mission Director,  
NHM, Odisha.

To  
All CDM&PHO cum District Mission Director  
Odisha

Sub: Responsibility Matrix of District/ Block Programme Management Unit Staff for Strengthening Health Care Facilities for NQAS Certification

Madam/Sir,

With reference to the subject cited above as you know, Govt of India set target for 75% of DHH, 60% of SDH, CHC, PHC/UPHC and SC HWC to be NQAS Certification by 2025-26. In this connection district wise target was communicated to you for finalization of list of institutions, preparation of action plan and road map to achieve the target in time. To further facilitate the process, Responsibility Matrix of District/ Block Programme Management Unit Staff for Strengthening Health Care Facilities for NQAS Certification is prepared and enclosed. This responsibility matrix will help to work in a team with involvement of all members with their role clarity.

You are requested to issue suitable instructions to all the staffs as per the matrix and review their performance as per assigned task periodically.

Enclose: As above

Memo No. 7500

Date, 05.07.24

Copy forwarded to PS to Commissioner cum Secretary to Health & FW deptt Odisha for information & Necessary action.

15.07.24  
Mission Director,  
NHM, Odisha.

Memo No. 7501

Date, 05.07.24

Copy forwarded to all Directors Health & FW deptt. Odisha for information & Necessary action.

15.07.24  
Mission Director,  
NHM, Odisha

Annex Building of SH&FW, Unit-8, Nayapalli, Bhubaneswar-751012  
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DMO cum MS as the Nodal Officer

Responsibility of all PMU Members

# Preparedness for Virtual Assessment

- Mentorship by Peer CHO or ANM whose facilities was certified.
- Demo test prior to the scheduled assessment.
- One to one questions and answer sessions
- Involvement of IA / EA during the process.
- Reorientation to the facility staffs.



## **Additional Funding for Gap Closure:**

- Funds provision under State Budget is available at state level.
- Specific proposal with estimate submitted by district team with assessment score, TBAP and funds requisition.
- Minor repair or renovation works are being taken up by the NHM engineering team and completed within specified time limit .
- In some districts DMF/OMBADC fund used for facility improvement.



## **Support form Development Partners (DP)**

- Development Partners operating in Odisha were actively engaged in the process to support implementation.
- Based on their geographic presence and technical strengths, Development Partners were assigned specific districts.
- Each partner was given clear targets aligned with the number of AAMs to be supported toward NQAS certification.
- This collaborative approach aimed to streamline support, avoid duplication, and ensure focused technical handholding at the facility level.

## Outcome/ results :

- 98% facilities undergone assessment are National certified
- Motivates the staffs for such results after their dedication and commitments
- Resources utilises for the purposes yield required results
- Ultimate purposes of Quality certification and ensuring Quality care at facilities achieved.
- Reward and recognitions to the staffs dedicated for the purposes.



**THANK YOU**