



NQAS

Virtual Assessment Insights

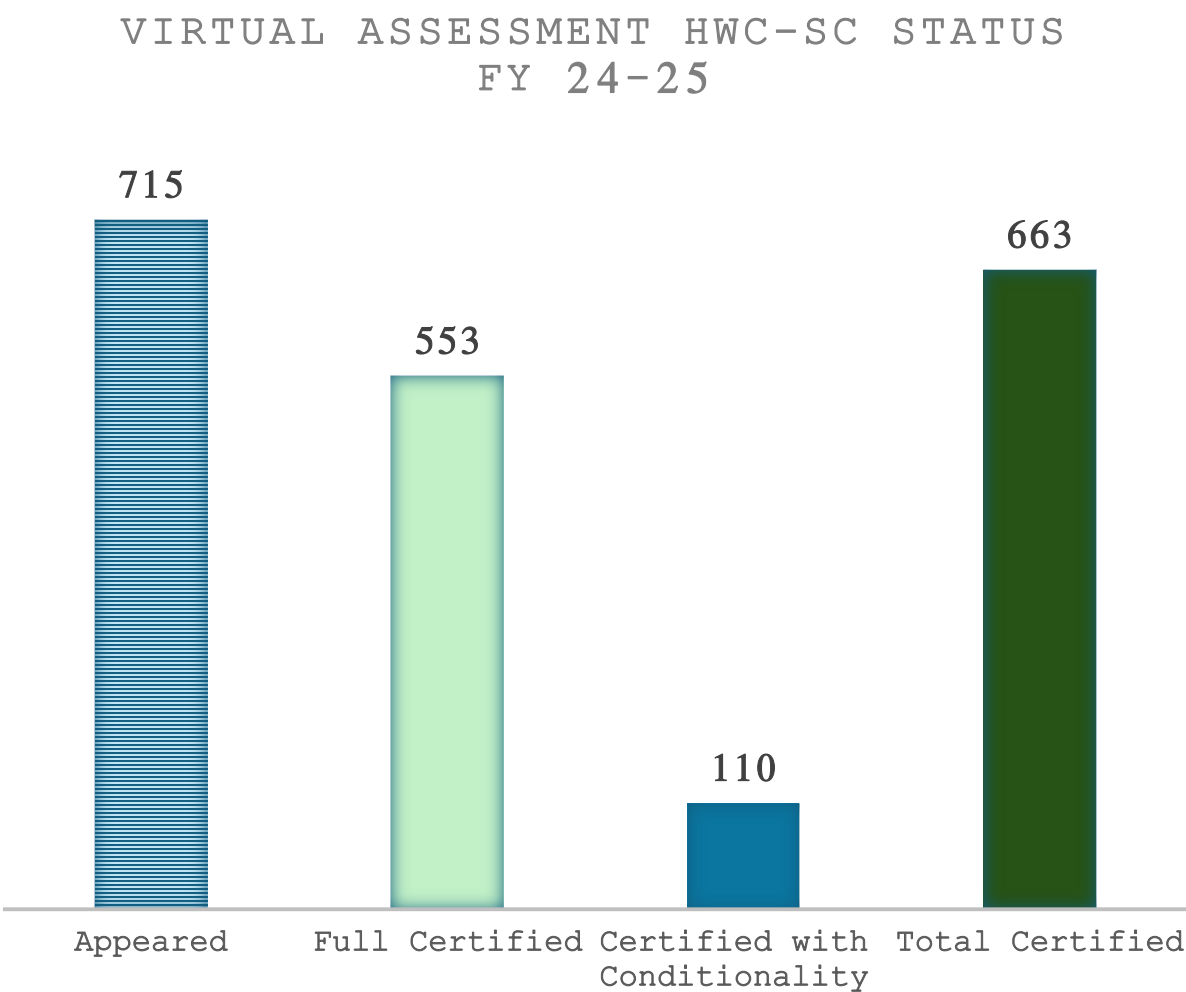
WEST BENAGL

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

Status of Virtually Certified HWC_SCs

Level of Health Facilities	Total No. of HWC_SCs in State	Till Now State Certified HWC_SCs	Till Now GoI Certified (Physical+ Virtual) HWC_SCs	VIRTUAL GoI Certified HWC_SCs	% of Virtually GoI Certified HWC_SCs
HWC-SCs	11,039	3,383	1308	896	69%

Virtual Assessment HWC-SC Status FY 24 25

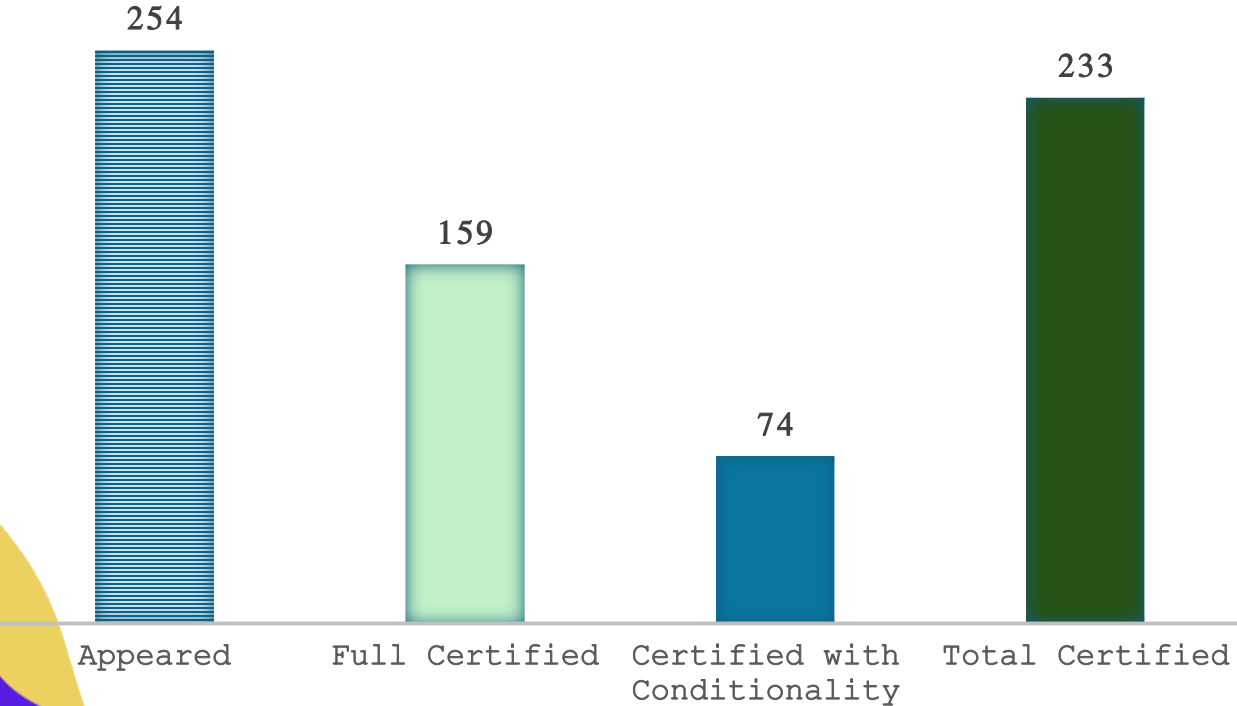


Virtually Appeared	Full Certified	Certified with Conditionality	Total Certified
715	553 (77%)	110 (15%)	663 (93%)

Virtual Assessment HWC-SC Status FY 25 26

(UP TO 25TH MAY 2025)

VIRTUAL ASSESSMENT HWC-SC STATUS
FY 25-26

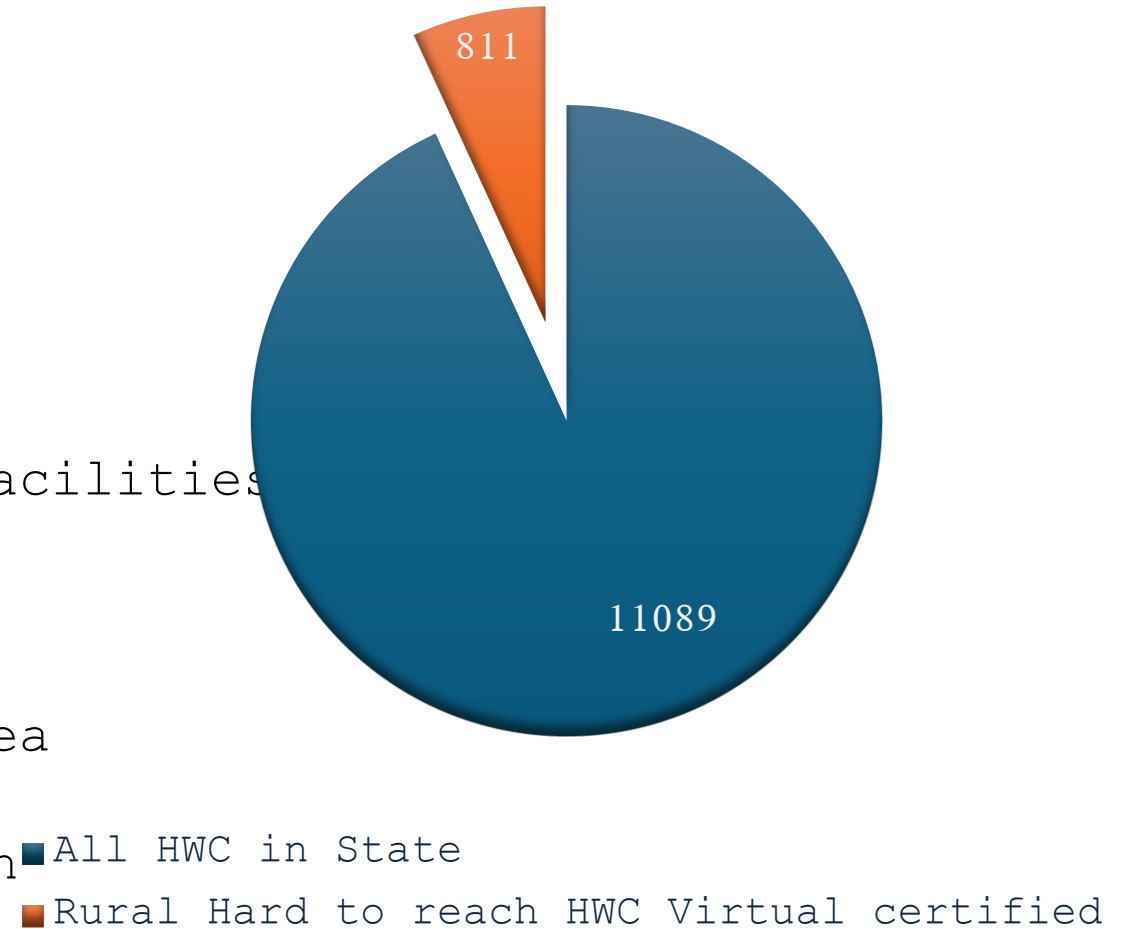


Virtually Appeared	Full Certified	Certified with Conditionality	Total Certified
254	159 (64%)	74 (28%)	233 (92%)

Impact Metrics: Virtual Assessment HWC-SC

Among 896 virtually certified, 811 are Rural Hard

- Increase in certified facilities
- Faster assessment turnaround
- Less logistic and travel cost
- 7 % rural hard to reach HWC SC facilities certified
- Ensuring QoC even at remotest area
- Foster Engagement and Interaction



Planning for Virtual Assessments

- The State of West Bengal shifted from physical assessment to virtual evaluations for NQAS certification of Ayushman Arogya HWC SCs, enabling acceleration in certification process and reduced logistical challenges
- **Focus on Remote Areas:**
 - Virtual assessments enable evaluation of health units especially in remote hard to reach and peripheral areas across the state's **11000+** HWC SCs.
 - This strategy aligns with ensuring Quality of Care in remote area and the state's goal to certify **50%** of health units by **2025** and all by **2026** (as per GoI Mandate)
- **Facility Selection Criteria :**

States prioritized HWCs with **established digital infrastructure**, **higher patient footfall**, and **previous high scoring Kayakalp recognition** with full HR . This ensured **readiness and impact** from certification.

Strategies adopted for Scaling Virtual Assessments

- Leverage Technology and support for Seamless Assessments:
 - State-level training on use digital tech and for virtual assessment; – monitored by SQAU.
 - Ensure facilities maintain digital records (e.g., SOPs, patient files, registers) in SCAN copies for easy access during virtual audits.
 - Post State assessment data analytics to identify gaps if any, and creating a feedback loop for continuous quality improvement by DQAU
 - Pre-Assessment Virtual reorientation Training and Mock Virtual Assessment by SQAU
- Capacity Building of CHOs:
 - Quarterly batch-wise State level training on NQAS, for CHOs nominated by districts.

Innovations in Digital Readiness And Staff Orientation

- Focus on Digital platform:

- Expansion of Internet connectivity in rural and remote areas through policy and support of higher State Officials.
- Ensuring district IT team to support HWC-SCs for using digital technology (like Webex , Zoom, Microsoft Teams) - monitored by DQAU - periodic assessment through digital mode.
- Training on secure data sharing, and real-time document verification to streamline assessments.
- Use of portable Wi-Fi connection to ensure backup connectivity.

- Ensuring Coordination :

- Communication with BDOs and Gram Panchayat members to ensure electric connectivity during assessment

Overcoming Operational Barrier

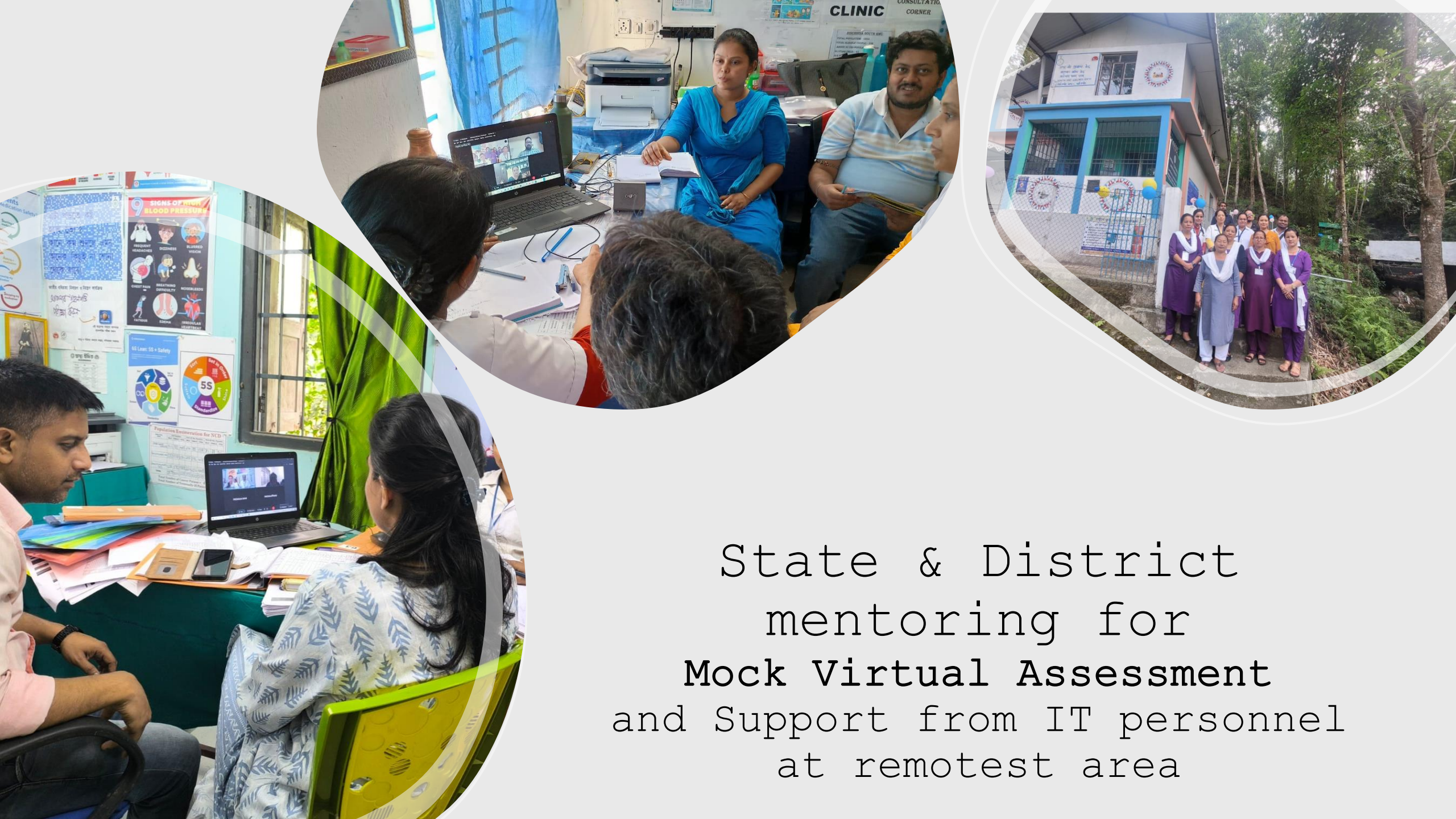
(such as low-connectivity, local language etc)

- State-led programs to improve digital literacy and NQAS awareness among healthcare workers.
- Coordination with BDOs and Panchayats to ensure electrical connection during assessments
- Ensuring IT staff to support during virtual assessments at facility level.
- Ensuring portable Wi-Fi connection as backup connectivity
- Ensure at least one member of DQAU present for language support



State-level training on use digital tech and NQAS virtual assessment for CHOs





State & District
mentoring for
Mock Virtual Assessment
and Support from IT personnel
at remotest area

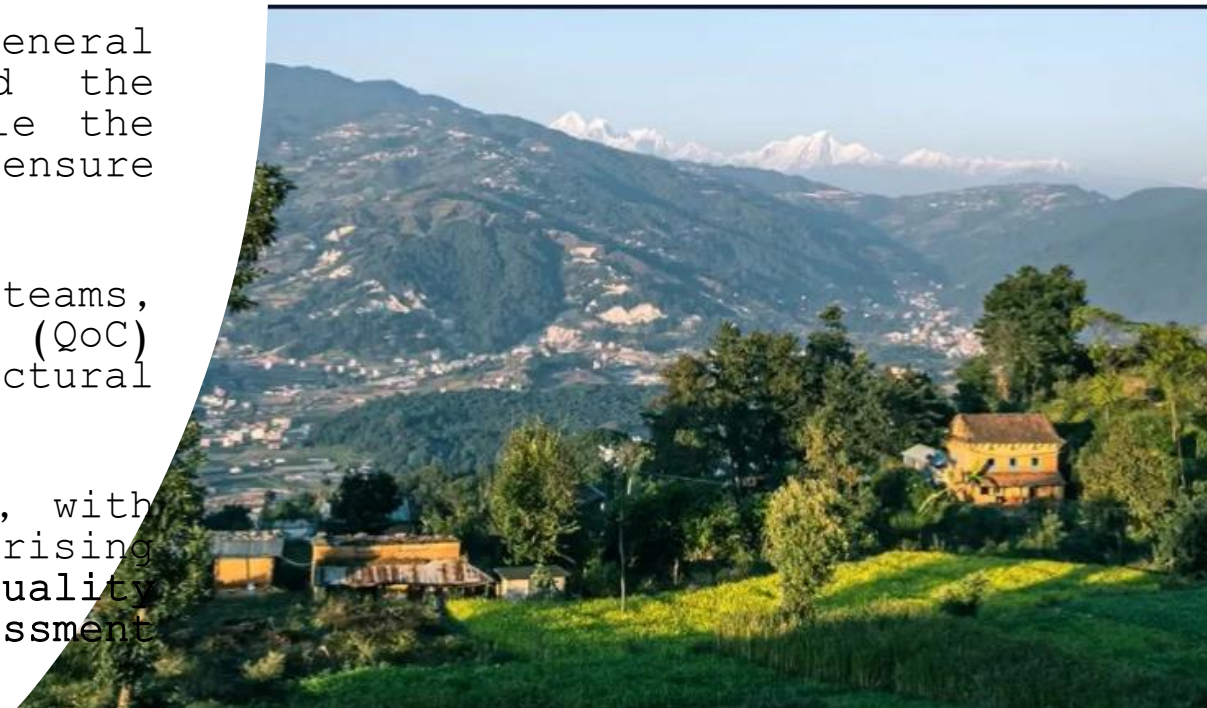
Case Study: A Tell of Untold...

Resilience in the Hills: Transforming journey towards excellence

HWC- Kalimpong District of WB)

(Bhuttabari

- Bhuttabari Health & Wellness Centre (HWC), perched over 4,700 feet above sea level in Kalimpong, faced extreme remoteness, scarce water, sub-zero winters, and a 3.5-hour journey to the district hospital.
- Recognizing these challenges, the General Administration of State Authorities directed the District Magistrate to ensure electricity, while the Health Department, SDO, and BDO collaborated to ensure uninterrupted internet connectivity.
- With consistent support from district and State teams, the facility focused on enhancing Quality of Care (QoC) as per NQAS standards and overcoming infrastructural hindrances.
- This dedication led to a remarkable improvement, with the facility's from Kayakalp score 72% (2022) rising from to an impressive 93.09% in the National Quality Assurance Standards (NQAS) Virtual GoI Assessment (April 2025).



THANK YOU