



## Overview of National Quality Assurance Standards (NQAS) at Primary Healthcare Facilities

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# NQAS Implementation Support Webinar Series

Ministry of Health and Family Welfare (**MoHFW**) has set a target of **100% National Quality Assurance Standards(NQAS) certification** of all public health facilities **by December 2026**

# Objectives of the Webinar Series

- To enhance understanding of National Quality Assurance Standards (NQAS) among CHOs and PHC Medical Officers
- To strengthen effective implementation of the NQAS
- To provide clarity on 'Action-planning'
- Culmination into accelerated NQAS certification of AAM-SHCs

# Time and Duration

- Starting from April 2025 on **every 2<sup>nd</sup> and 4<sup>th</sup> Thursday of each month** at 2:00 PM for next four months.
- There will be two sessions with an average duration of 30 minutes followed by questions and answers (Q/A).

## Q&A?

Please **write all your questions** in the **chatbox**

## Feedback

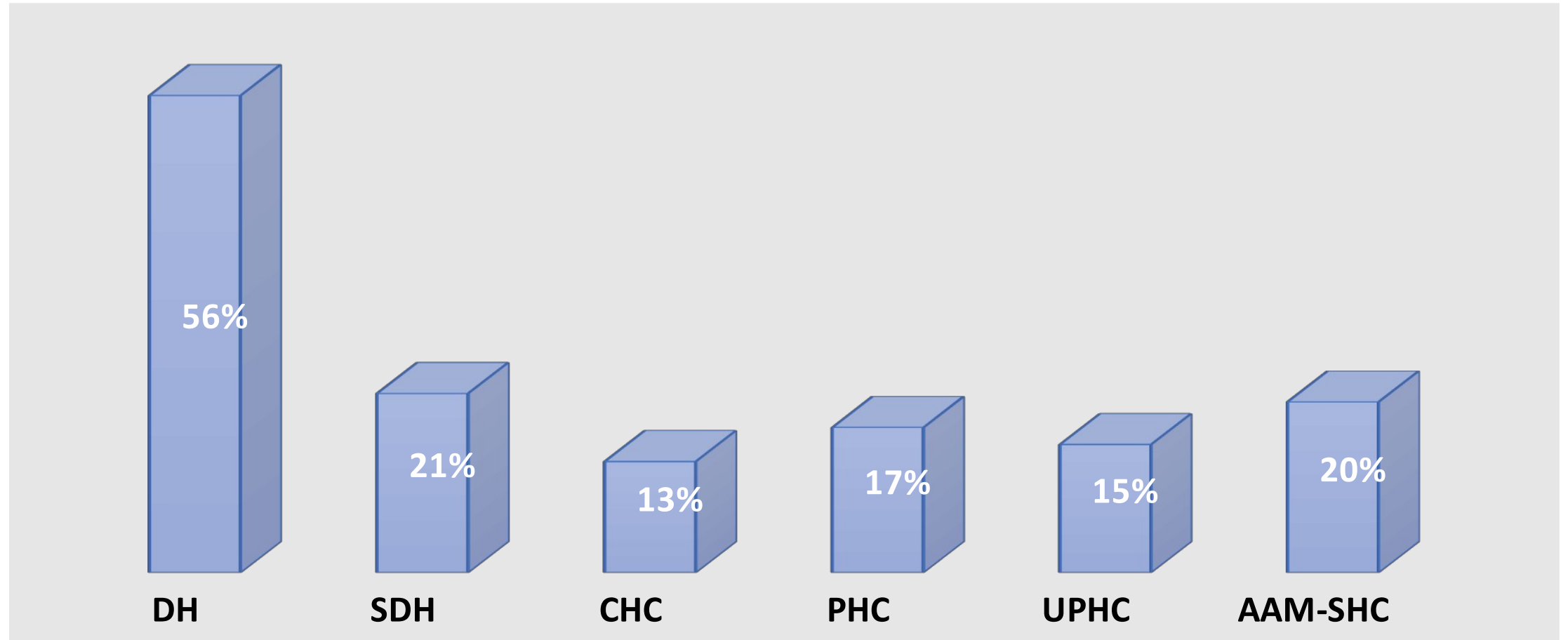
Please **fill up the feedback form** for further improvements and make this series a success.

Link: <https://forms.office.com/r/t3AVW9PmN4>

## Post-Session Questions

Please answer a few questions to know your understanding of the topics after the sessions. The link will be circulated in the chatbox after the completion of both technical sessions.

# NQAS CERTIFICATION (STATE + NATIONAL)





# Benefits of achieving NQAS certification at AAM-SC



## For CHO, ANM and AAM-SC Staff



- ✓ Clear roles & responsibilities
- ✓ Well-organized & streamlined processes
- ✓ Better teamwork & coordination
- ✓ Boosts confidence and skills
- ✓ Recognition and motivation of staff
- ✓ Meeting the expectations
- ✓ Easy monitoring and evaluation



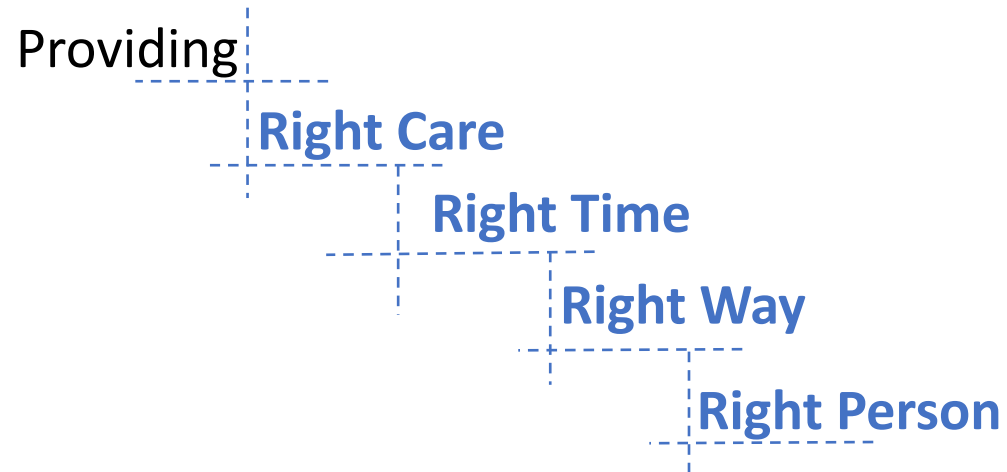
## For Community



- ✓ Safe and timely care, closer to home
- ✓ Clean and well-run facility
- ✓ Improved trust in govt. health facilities
- ✓ Continuity of care-better follow-up
- ✓ More awareness
- ✓ Increased community participation



# What is Quality and Why it is Important?



**Safe Services-** no harm to patients



**Effective Care-** based on best practices



**People-friendly-** equitable, respectful & responsive



**Clean and Organized** facility



**Saves Time-** Clear processes reduce delays



**High Efficiency** of processes



# National Quality Assurance Standards for AAM-SC

*Launched in 2020*

## AIMS TO



Safe, people-centred, efficient, and effective healthcare delivery



Provides preventive, promotive, curative, rehabilitative, and palliative services



Strengthens community engagement and processes



Promotes AAM-SC as a first point of contact for healthcare



Offers primary management & ambulatory care



Acts as a link in the continuum of care



*National Quality Assurance Standards are National & International Accredited Standards*

# Recognition of NQAS



## National Recognised Standards



Gold category under NHA



IRDAI recognized standards



## International Recognised Standards

ISQua accredited NQAS Standards



ISQua accredited NQAS Training



ISQua accredited Certification Unit

# Anatomy of Checklist for NQAS

## Area of Concern

*Broad area/  
themes*  
Eg: Infection  
Control



## Standard

*Statement of  
requirement*  
Eg: Ensuring Hand  
Hygiene practices



## Measurable Element

*Degree of compliance to a  
particular standard*  
Eg: Hand Hygiene facilities  
provided at the point of use



## Checkpoint

*Tangible points which  
can be objectively  
observed & scored.*  
Eg: Check availability of  
washbasin, tap &  
running water



Area of Concern

Hand Hygiene

Measurable Element

Checkpoints

# Areas of Concern

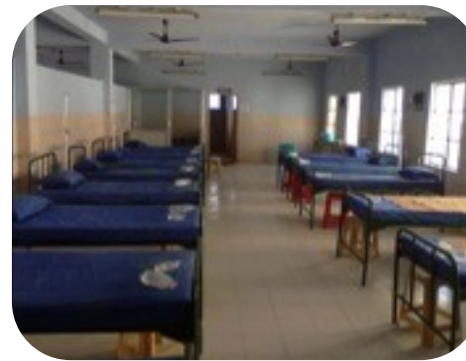
## A. Service Provision



## B. Patient Rights



## C. Inputs



## D. Support Services



## E. Clinical Services



## F. Infection Control



## G. Quality Management



## H. Outcome



Area of  
Concern

**A**

# Service Provision

स्वास्थ्य सेवाएं उपलब्ध कराना

Availability of services



जनता तक सेवाएं पहुँचाना

To end Users



निर्धारित समय के लिए

As per time mandate





Area of  
Concern

**B**

# Patient Rights रोगी के अधिकार

सेवाओं की सही जानकारी

Right Information

मुफ्त सेवाएं

Availability of Free of cost services

रोगी की गोपनीयता बनाये रखना

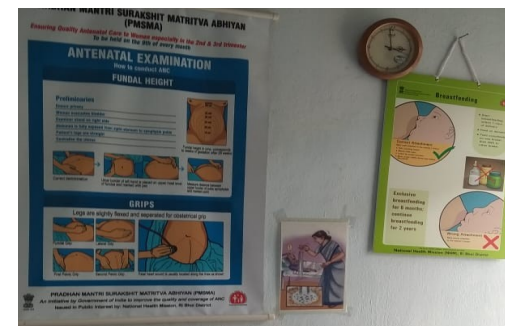
Privacy, confidentiality

भेद भाव न करना

No social and cultural discrimination



**FREE OF COST**



Area of  
Concern

C

# Inputs

पर्याप्त स्टाफ़, दवाएँ

Adequate staff, medicines, consumables

पर्याप्त प्रतीक्षा क्षेत्र  
Adequate waiting area

समर्पित स्थान  
Dedicated space for lab,  
store, yoga activities, etc.

पानी और बिजली  
Water & Electricity

स्टाफ़ प्रशिक्षण  
Regular Staff Training



## DIFFERENT PORTALS



Area of  
Concern

D

# Support Services- सहायक सुविधाएँ

स्वच्छता एवं सफ़ाई  
Sanitation and Hygiene

Tele consultation

Jan Arogya Samiti

कायदा कानून

VHSNC, VHND, ASHA, AWW, Patient support group  
मासिक बैठक

दवाओं का भंडारण, सूचीकरण और वितरण  
Storage, inventory management & dispensing of drugs





Area of  
Concern

**E**

## स्वास्थ्य सुविधा की मुख्य प्रक्रियाएँ

मानक उपचार दिशानिर्देशों का उपयोग  
Use of Standard Treatment Guidelines

सुरक्षित दवा प्रशासन  
Safe Drug Administration

स्क्रीनिंग, पहचान, रोकथाम, रेफरल  
Screening, identification, prevention and referral

राष्ट्रीय स्वास्थ्य कार्यक्रम की नैदानिक प्रक्रियाएँ  
Clinical Processes of National Health Programmes



Area of  
Concern

**F**

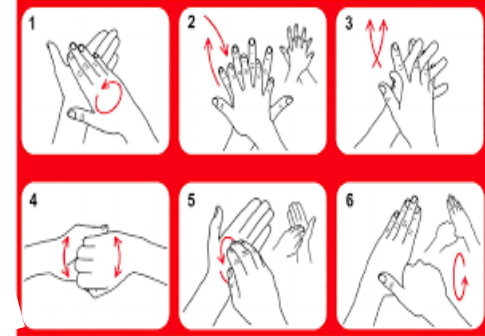
# Infection Control

Hand Hygiene Practices

जैवचिकित्सा अपशिष्ट प्रबंधन  
Biomedical waste management

उपकरणों का कीटाणुशोधन  
Disinfection and sterilization of instruments

कर्मचारियों की चिकित्सा जांच और टीकाकरण  
Medical checkup and immunization of all staff



Area of  
Concern

G

# Quality Management- Overview

गुणवत्ता टीम

Quality Team

कार्य निर्देश

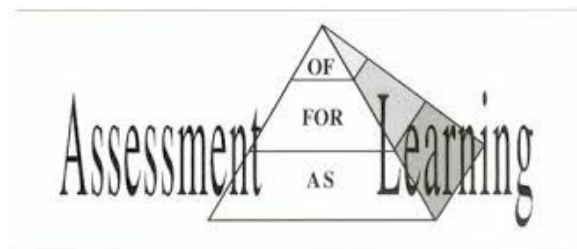
Work Instructions

रोगी संतुष्टि सर्वेक्षण

Patient Satisfaction Survey

गुणवत्ता नीति और उद्देश्य  
Quality Policy and Objectives

आवधिक **NQAS** और कायाकल्प मूल्यांकन  
Periodic Internal and Kayakalp Assessments



Area of  
Concern

H

# Outcome- Overview

मापन और बेंचमार्किंग प्रदर्शन

E.g. OPD per month

उत्पादकता सूचक

Productivity Indicators

दक्षता सूचक

Efficiency Indicators

E.g: Percentage of women  
receiving all four ANC's

नैदानिक देखभाल और  
सुरक्षा सूचक

Clinical Care & Safety Indicators

E.g. Number of high risk pregnancy  
identified during ANC

सेवा गुणवत्ता सूचक

Service quality Indicators

E.g: Client Satisfaction Score



**Access Link for the video resource for the session:**  
<https://www.youtube.com/watch?v=NFdg3tnv-ko>

**THANK YOU**

**Quality & Patient Safety Division  
National Health Systems Resource Centre**