



Areas of Concern-NQAS

A. Service Provision



B. Patient Rights



C. Inputs



D. Support Services



E. Clinical Services



F. Infection Control



G. Quality Management



H. Outcome



Introduction

- Support services ensure appropriate functioning of the facility including care delivery, clinical services, information & record management.
- Have crucial role in mitigation of infection & safe delivery care to the patients
- Little efforts in process improvement can give high & visible results

Area of
Concern

D

Support Services-(06 Standard)

सहायक सुविधाएँ

स्वच्छता एवं सफ़ाई

Sanitation and Hygiene

Tele consultation

Jan Arogya Samiti

कायदा कानून

VHSNC, VHND, ASHA, AWW, Patient support group

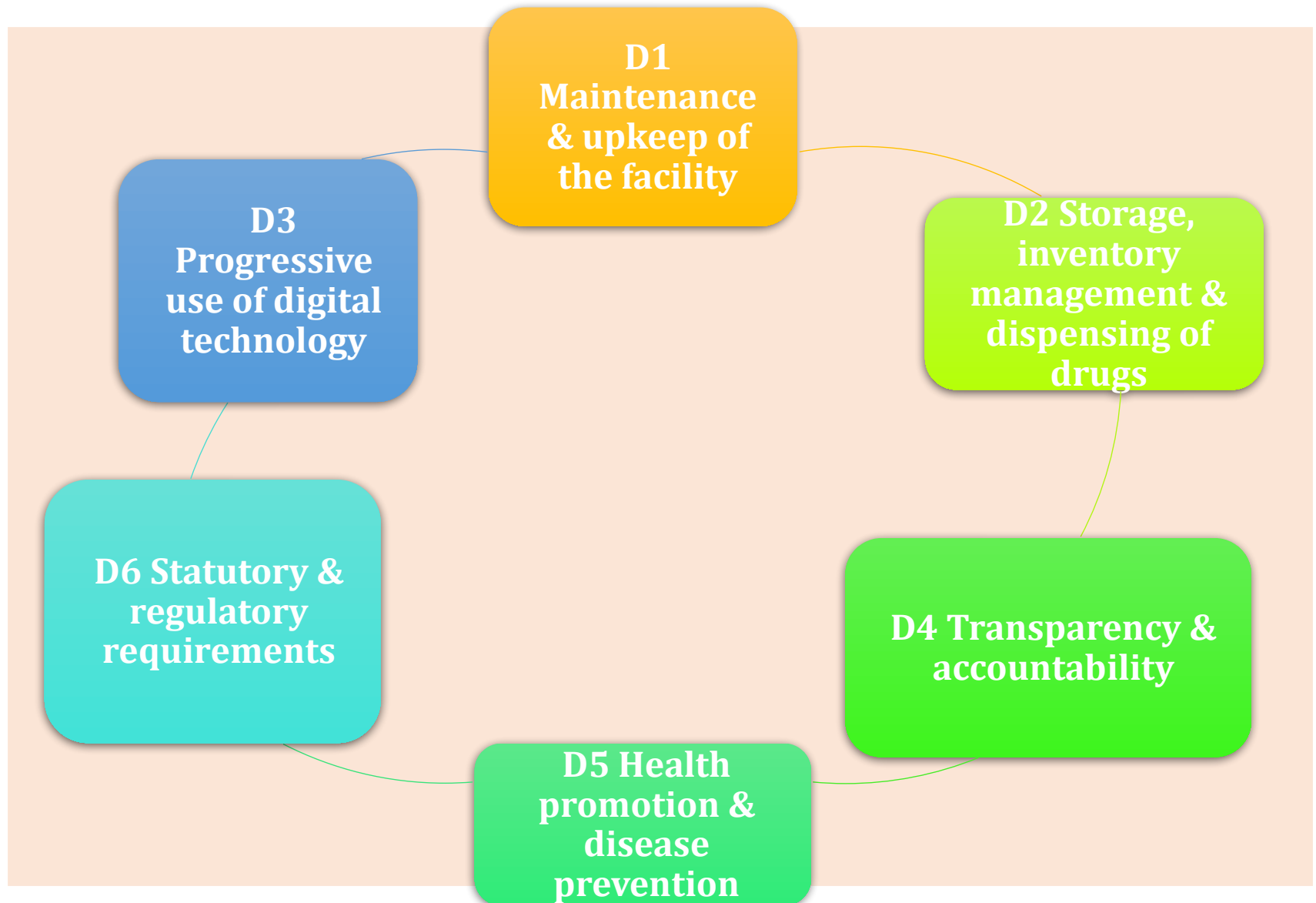
मासिक बैठक

दवाओं का भंडारण, सूचीकरण और वितरण

Storage, inventory management & dispensing of drugs



AAM-SHCs



D1: The facility has established program for maintenance and upkeep of the facility

D1.1 Infrastructure

- *Building colour and Branding*
- *Clean premises*
- *Periodic Maintenance of amenities*
- *Removal of junk*
- *Corrective & preventive maintenance of Equip*
- *Calibration check of measuring equipment*

D1.2 Sanitation and Hygiene

- *Clean & hygienic work environment*
- *Availability of cleaning material*
- *Use of 2 bucket system and disinfection process*
- *Process of safe disposal of general waste*
- *Availability of adequate linen*

Standard D1: Implementation Points

- *White wash & Branding*
- *Removal of outdated poster*
- *No water logging inside-outside*
- *Checklist for scheduled maintenance of basic amenities, pest & rodent control etc.*
- *Remove junk materials from corridor, open areas etc.*
- *Enlisting of equipment & scheduled maintenance*
- *Availability & use of 2 bucket system*
- *Collection & disposal of general waste*

- सफेदी और ब्रांडिंग
- पुराने पोस्टर को हटाना
- कोई पानी की भराव नहीं अंदर-बाहर
- बुनियादी सुविधाओं, कीट और चूहों के नियंत्रण आदि के लिए निर्धारित रखरखाव की चेकलिस्ट
- कॉरिडोर, खुले क्षेत्रों से बेकार सामग्री हटा दें
- उपकरणों की सूची बनाना और निर्धारित रखरखाव
- दो बाल्टी प्रणाली की उपलब्धता और उपयोग
- सामान्य कचरे का संग्रह और निपटान



D2: The facility has defined procedure for storage, inventory management & dispensing of drugs

D2.1 Procedure of estimation & indenting drugs & Consumables

- *Process of calculation of consumption*
- *Drugs & consumables forecasting through IT portal*
- *Timey indenting of drugs as per services package*
- *No stock out of essential & vital drugs*
- *Listing & categorization of drugs as vital, essential and Desirable*

D2.2 Storage of drugs & consumables

- *Specific storage area for drugs*
- *Proper labelling of medicines in shelves*
- *LASA drugs storage separately*
- *Storage of heat and light sensitive drugs*
- *Process of temp monitoring of refrigerator used for storage of drugs & vaccine*

D2.3 Management of Expiry & near expiry of drugs

- *FEFO to be followed*
- *System of sending expiry & near expiry drugs to main Store at PHC/CHC*
- *Removal of Expired drugs from dispensing area*
- *Process of disposal of expired drugs.*

Standard D2: Implementation Points

- *Procedure of estimation & indenting drugs & Consumables*
- *No stock out of drugs & consumables*
- *Storage of drugs & consumables*
- *Management of Expiry & near expiry of drugs*

- दवाओं और उपभोग्य सामग्रियों की अनुमान और अनुरोध प्रक्रिया को मजबूत करना
- दवाओं और उपभोग्य सामग्रियों की कोई कमी नहीं होनी चाहिए
- दवाओं के लिए विशिष्ट भंडारण
- शेल्फ में दवाओं का उचित लेबलिंग
- दवाओं की समाप्ति और निकट समाप्ति का प्रबंधन
- *FEFO* का पालन किया जाएगा
- *Expired* दवाओं के निपटान की प्रक्रिया



D3: The facility has defined & established procedure for clinical records and data management with progressive use of digital technology

D3.1 Information recording through use of updated IT platforms

- *Information reg illness & minor ailments*
- *RMNCHA care seekers record*
- *Communicable disease*
- *Non communicable disease*
- *Referral In & Referral out services*
- *Digital records to assess the coverage & measure outcome of healthcare*
- *Digital records for work plan generation*
- *Functional platform for reporting & monitoring*

D3.2 Safe storage, maintenance and retrieval of information & records

- *Safe keeping & retrieval of paper-based records*
- *System of access & retrieval of electronic information*
- *Policy of retention period for different information and records*

D3.3 Provision of consultation using tele medicine

- *Hubs are identified for tele consultation*
- *Identification of cases for specialist & non specialist consultation*
- *Coordination for teleconsultation services as per roster*
- *Coordination and creating awareness about teleconsultation*
- *Dispense drugs as per prescription*

Standard D3: Implementation Points

- *Information recording through use of updated IT platforms*
- *Safe storage, maintenance and retrieval of information & records*
- *Provision of consultation using tele medicine*

- अपडेटेड आईटी प्लेटफार्मों के उपयोग के माध्यम से सूचना रिकॉर्ड करना
- जानकारी और रिकॉर्ड का सुरक्षित भंडारण, रखरखाव और पुनर्प्राप्ति
- टेलीमेडिसिन का उपयोग करके परामर्श की व्यवस्था



D4: The facility has defined & established procedure for the transparency and accountability

D4.1 Management of Jan Arogya Samiti

- *Functional JAS*
- *Awareness of Committee members*
- *JAS meeting –monthly*
- *Financial support from JAS*
- *Utilization of untied fund*
- *Support in health promotion & prevention activities*
- *Jan Sunwais or Public hearing*

D4.2 Procedure for community-based monitoring

- *Social Audit at periodic interval*
- *JAS members are aware of issues emerged in Social audit*
- *Conductions of social audit before Annual planning of the Gram Panchayat*

D4.3 Supporting & monitoring of Community Health worker

- *CHO conducts periodic meeting with MPW & ASHA*
- *Provides job mentoring & supervision household visit*
- *VHSND or campaign etc*
- *Supportive supervision & monitoring of AAM-SHC by MO-PHC*

Standard D4: Implementation Points

- *Management of Jan Arogya Samiti*
- *Procedure for community-based monitoring*
- *Supporting & monitoring of Community Health worker*

- जन आरोग्य समिति का प्रबंधन
- समुदाय-आधारित निगरानी के लिए प्रक्रिया
- सामुदायिक स्वास्थ्य कार्यकर्ता का समर्थन और निगरानी



D5: The facility ensure health promotion & disease prevention activities through community mobilization

D5.1 Planning & Implementation of health promotion & disease prevention activities

- *Aware about community level approaches*
- *Functional VHSNC*
- *Awareness of VHSNC member*
- *Review of VHSNC actively*
- *Participation of VHSNC*
- *Process followed to identify key challenges and list of priorities for monthly campaigns*
- *Annual calendar for monthly campaigns*
- *Feedback of ASHA/VHNSCs/VHNDs by MO*

D5.2 Patient Support Groups as per disease in catering population

- *Created patient Support Groups for diseases conditions*
- *Guiding principals to constitute PSGs*

D5.3 Multisectoral convergence for health promotion & primary prevention

- *Engagement of Education, WCD, ICDs, Rural development/ Municipal bodies, FAAI & ICDS*



Standard D5: Implementation Points

- *Planning & Implementation of health promotion & disease prevention activities*
- *Patient Support Groups as per disease in catering population*
- *Multisectoral convergence for health promotion & primary prevention*

- स्वास्थ्य संवर्धन और रोग रोकथाम गतिविधियों की योजना बनाना और कार्यान्वयन करना
- रोग के आधार पर जनसंख्या में रोगी सहायता समूह
- स्वास्थ्य संवर्धन और प्राथमिक रोकथाम के लिए बहुक्षेत्रीय समन्वय



D6: The facility is compliant with statutory and regulatory requirement

D6.1 Facility ensure its process are in compliance with Statutory and Legal requirement

- *Authorization of Bio-medical waste management*
- *No Smoking sign displayed*
- *Intimation process of notifiable disease*
- *Availability of copies of relevant laws and govt order*

Standard D6: Implementation Points

- *Facility ensure its process are in compliance with Statutory and Legal requirement*

- कानूनी और वैधानिक आवश्यकताओं का पालन सुनिश्चित करें



Key Messages

- *Facility upkeep*
- *Drugs & consumables management*
- *Transparency in fund utilization*
- *Community involvement*
- *Use of Information technology*
- *Legal requirement compliances*



THANK YOU

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