



**National Quality Assurance Standards
(NQAS)**
Measurement System- An Overview

Fortnight Series
10th April 2025



Objectives

- *To understand the importance of a measurement*
- *To understand the anatomy of the NQAS system*
- *To learn about the different assessment methodologies used in NQAS.*
- *To develop the ability to assign accurate and appropriate scores using NQAS –Assessor's guidebook for Ayushman Araogya Mandir (Sub Health Centre)*



Importance of Measurement

If you can not measure, you can not understand; if you can not understand, you can not control, and if you can not control, you can not improve



SCALE

*Measures height
(Inches/Feet/cm)*



WEIGHING MACHINE

*Measures weight
(kg)*

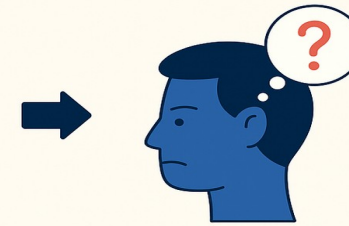
TO DO BETTER IN YOUR NEXT EXAM

MEASURE



Measure your
low-scoring
subjects

UNDERSTAND



Understand
your weaknesses

IMPROVE



Take action to
improve them

यदि आप माप नहीं सकते, तो आप समझ नहीं सकते; यदि आप समझ नहीं सकते, तो आप नियंत्रण नहीं कर सकते और यदि आप नियंत्रण नहीं कर सकते, तो आप सुधार नहीं कर सकते

Importance of Measurement

Measurement is everywhere—it's the language every system speaks



IRCTC CUSTOMER FEEDBACK

Dear Patron,

It is our privilege to have you onboard!

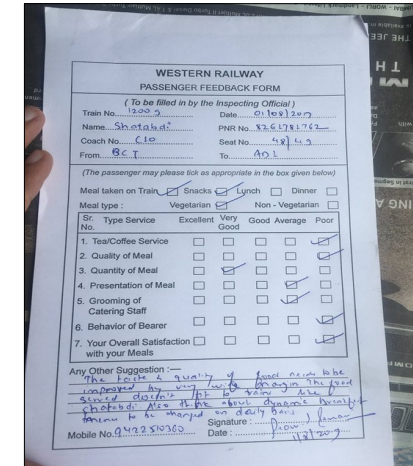
We appreciate & value your business. To help us continue to serve you better, we request you to share your valuable feedback.

IRCTC Team

Feedback through IRCTC App Rail Yatra



Support and feedback during service



WESTERN RAILWAY
PASSENGER FEEDBACK FORM

(To be filled in by the Inspecting Official)

Train No. 12022 Date 01.04.2020
Name Shatabdi Pan No. 336181133
Coach No. C10 Seat No. 42142
From BCT To ADI

(The passenger may please tick as appropriate in the box given below)

Meal taken on Train ☒ Snacks ☒ Lunch ☐ Dinner ☐
Meal type: Vegetarian ☒ Non-Vegetarian ☐

Sr. No.	Type Service	Excellent	Very Good	Good	Average	Poor
1.	Tea/Coffee Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	Quality of Meal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.	Quantity of Meal	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Presentation of Meal	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Grooming of Catering Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Behavior of Bearer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7.	Your Overall Satisfaction with your Meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

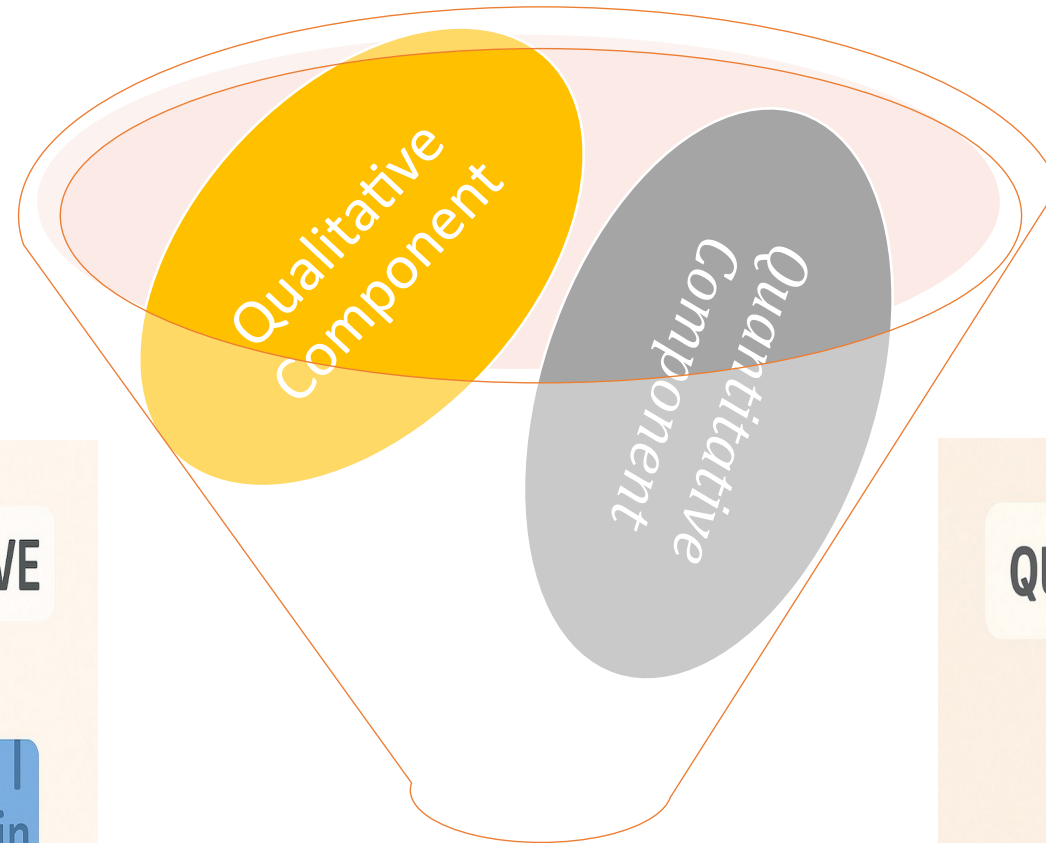
Any Other Suggestion: The food quality of food was not upto the mark. The food was not properly cooked. The food was not served clean. The food was not served in a timely manner. Also the food was not served in a timely manner. Signature: [Signature] Date: 01/04/2020
Mobile No. 9422510360

Manual Feedback

Dear Passenger Check the menu being served for your journey <https://menurates.irctc.co.in/PDFFiles/VandeBharat/22448.pdf> Please provide your feedback on catering services <https://www.catering.irctc.co.in/feedbackform/2318881831> IR-CRIS

Feedback through SMS

Qualitative Vs Quantitative

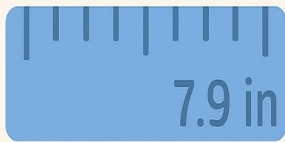


QUALITATIVE



It is tall.

QUANTITATIVE



7,9 in

QUALITATIVE



It is small

QUANTITATIVE



155.5 lb

Measurement used at AAM-SC

Measure
temperature
(°C/°F)



THERMOMETER

Measure Blood
Pressure (mm
of Hg)



BP APPARATUS

Measure Blood
Sugar Level
(mg/dl)



GLUCOMETER

Measure
Performance



**Performance Based
Incentives**

Quantitative components

Measurement used at AAM-SC

Cleanliness
स्वच्छता



Staff Behaviour
अस्पताल कर्मचारी का व्यवहार



Qualitative
components

Likert Scale



“NQAS is a way to check if our healthcare facilities are giving high-quality care to our patients — safely, respectfully, and on time.”

Anatomy of Checklist for NQAS

Area of Concern

*Broad area/
themes
Eg: Infection
Control*



**Area of
Concern**

Standard

*Statement of
requirement
Eg: Ensuring
Hand Hygiene
practices*



**Hand
Hygiene**

Measurable Element

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



**Measurable
Element**

Checkpoint

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



Checkpoints

NQAS Checklist

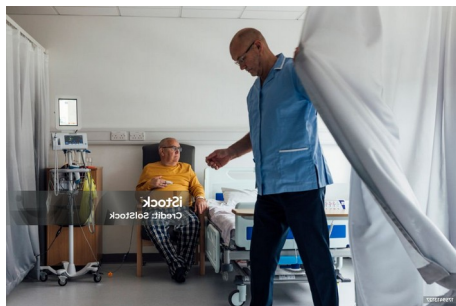


Area of concern



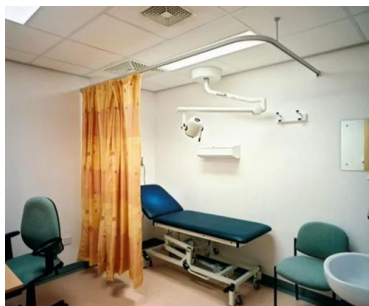
Standards

Standards



Measurable Element

Measurable Element



Checkpoints

Checkpoints



Anatomy of NQAS Checklist

Checklist for Ayushman Arogya Mandir (Sub Centre)						
Reference No.	Measurable Elements	Checkpoints	Means of Verification	Assessment Method	Compliance	
AREA OF CONCERN A: SERVICE PROVISION						
Standard A1	The facility provides Comprehensive Primary Healthcare Services					
ME A1.1	The facility provides care in Pregnancy & child birth services	Availability of functional ANC services with minimum 4 ANC checkups	Services for early registration, screening including lab investigation, counselling & identification of high risk and danger signs	SI/RR		
		First aid, referral & follow up services for High Risk pregnancies are provided	APH, PIH, Pre-eclampsia, Severe Anaemia, IUGR, Multiple pregnancies, Gestational Diabetes, Hypothyroidism, Syphilis and bad obstetric history	SI/RR		

Measurable Element

Checkpoint

Means of Verification

Area of Concern

Standard of statement

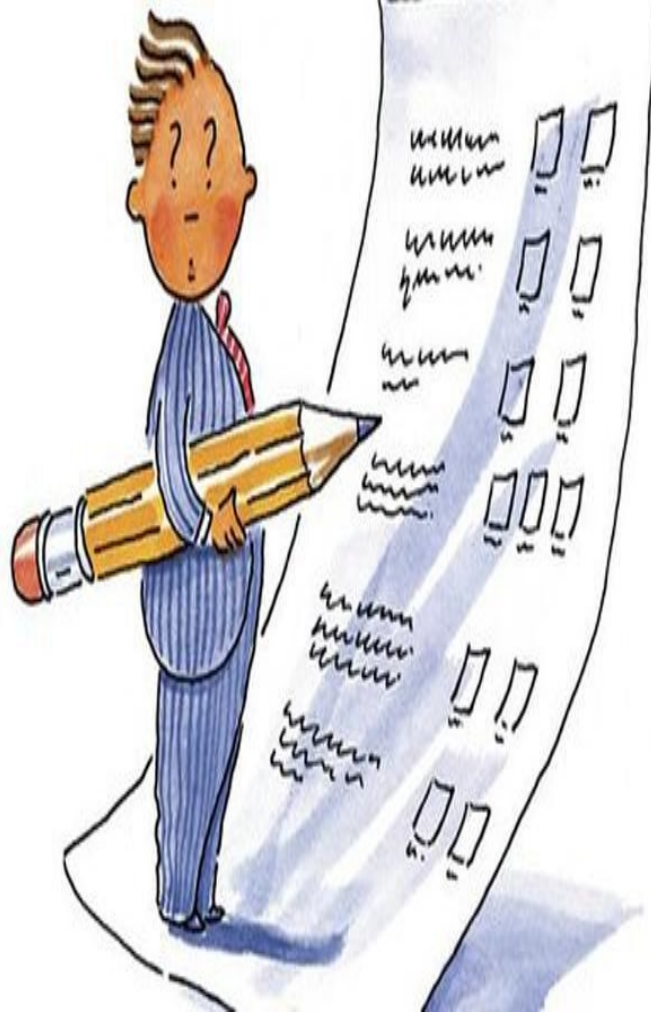
Assessment Method

Reference No.

Score 0/1/2

Assessment is being conducted using the NQAS Checklist

मूल्यांकन पद्धति



Methods of Evaluation

Examination methods at school



Practical Examination



Oral Viva Examination



Written Examination

NQAS Assessment methods



*Observation
(OB)*



*Staff Interview
(SI)*



*Record Review
(RR)*



*Client Interview (CI) /
Patient Interview (PI)*



Observation (OB) देख पड़ताल

Many of the measurable elements can be assessed by directly observing the articles, processes and surrounding environment.





Staff Interview (SI) कर्मचारी से पूछताझ

Interaction with the staff helps in assessing the knowledge and skill level, required for performing job functions.



Record Review (RR) रिकॉर्ड समीक्षा



It may not be possible to observe all clinical procedures. Records also generate objective evidence, which needs to have similar findings to the observation.



Patient Interview (PI)/Client Interview (CI)

मरीज़ से पूछताइ



*Interaction with beneficiaries, community, patients etc to get useful information about the quality of services and their experience in the AAM_SC. It gives us the **users' perspective**.*

It should include –

- a. **Feedback on the quality of services**, staff behavior, services of AAM –SC, drugs and diagnostics availability.*
- b. The effective **communication**, such as counseling services and self-drug administration.*



Scoring in NQAS

माप प्रणाली



Scoring in NQAS

Rule to Remember :

100%

*When **all** the
points/requirements
are available and met*

*Full
Compliance*

2 marks

50% TO 99%

*When more than half
but not all of the
points/requirements
are available and met*

*Partial
Compliance*

1 mark

LESS THAN 50%

*When less than half of
the
points/requirements
are available and met*

*Non-
Compliance*

0 marks

Scoring Rule No. 1

*(Checkpoints with **multiple** points/requirements under Means of Verification)*

100%

*When **all** the
points/requirements
are available and met*

*Full
Compliance*

2 marks

50% TO 99%

*When more than half
but not all of the
points/requirements
are available and met*

*Partial
Compliance*

1 mark

LESS THAN 50%

*When less than half of
the
points/requirements
are available and met*

*Non-
Compliance*

0 marks

How will you assess?

कैसे मूल्यांकन करेंगे?

Checkpoint

Branding of AAM-SC is done as per the guideline



MOV:

- (1) Outer surface of the building is metallic yellow. ✓
- (2) Windows and their frame in brown with specified shade. ✓
- (3) Six illustrations are drawn on the façade and are prominently displayed. ✓
- (4) HWC is renamed as Ayushman Arogya Mandir with its tag line "Arogyam Paramam Dhanam". ✓
- (5) Logo of NHM and Ayushman Bharat. ✗

How will you check?

Observation

What score will you assign?

Rule No. 1

Calculation:
less than 100% points are met
Final Score: 1

Scoring Rule No. 2

(checkpoints without MOV or MOV are explanatory)

100%

50% TO 99%

LESS THAN 50%

*When **all** the
points/requirements
are available and met*

*When **half** of the
points/requirements
are available and met*

*When **none** of the
points/requirements
are available and met*

*Full
Compliance*

*Partial
Compliance*

*Non-
Compliance*

2 marks

1 mark

0 marks

How will you assess?

कैसे मूल्यांकन करेंगे?

Checkpoint

Check there is no mixing of the Biomedical & general waste

MOV:

No Means of verification



How will you check?

Observation & Staff Interview

On Interviewing , staff told the right segregation

What score will you assign?

Rule No. 2

Calculation:
less than 99% points are met

Final Score: 0

Scoring Rule No. 3

*Only when you are unable to score using Rule 1 and Rule 2. **OR** It seems the checkpoint is not applicable.*

Always look for INTENT in relation to the ME and Standard

100%

50% TO 99%

LESS THAN 50%

*When the INTENT is
fully met*

*Full
Compliance*

2 marks

*When the INTENT is
partially met*

*Partial
Compliance*

1 mark

*When the INTENT is
fully met*

*Non-
Compliance*

0 marks

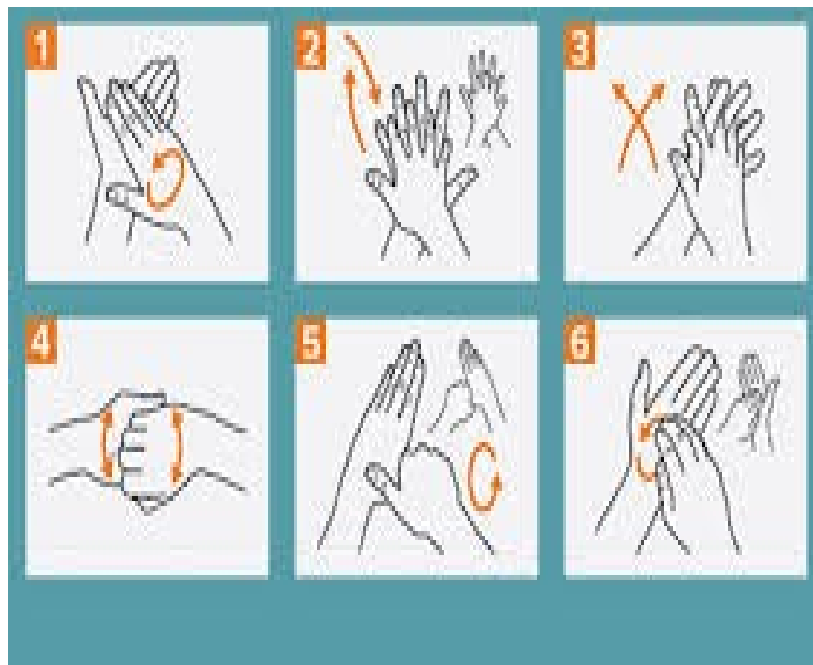
How will you assess? कैसे मूल्यांकन करेंगे?

Checkpoint

*Adherence to
the six steps of
Hand washing*

MOV:

*No Means of
verification*



*How will you
check?*

**Staff
Interview**

*On the
Interview, staff
was able to
demonstrate
only 4 steps
correct only*

*What score
will you
assign?*

Rule No. 3

Final Score: 0

Summary of Scoring System

*Full
Compliance*

2 marks

- *All Requirements in Checkpoint are met*
- *All Tracers given in Means of Verification are available*
- *Intent of Measurable Element is met*

*Partial
Compliance*

1 mark

- *Some of the requirements in check point are met*
- *At least 50% of tracers in Means of Verification are available*
- *Intent of Measurable Element is partially met*

*Non-
Compliance*

0 marks

- *Most of the requirements in check point are not met*
- *Less than 50% of tracers in Means of Verification are available*
- *Intent of Measurable Element is not met*

Assessment Methods under NQAS



*Observation
(OB)*



*Staff Interview
(SI)*



Record Review (RR)



*Client Interview/
(CI)*



*Patient Interview
(PI)*

**“Your daily work already
includes quality — NQAS
helps us organize and
standardize it.”**



THANK YOU

**Quality & Patient Safety Team
National Health Systems Resource Centre,
New Delhi**