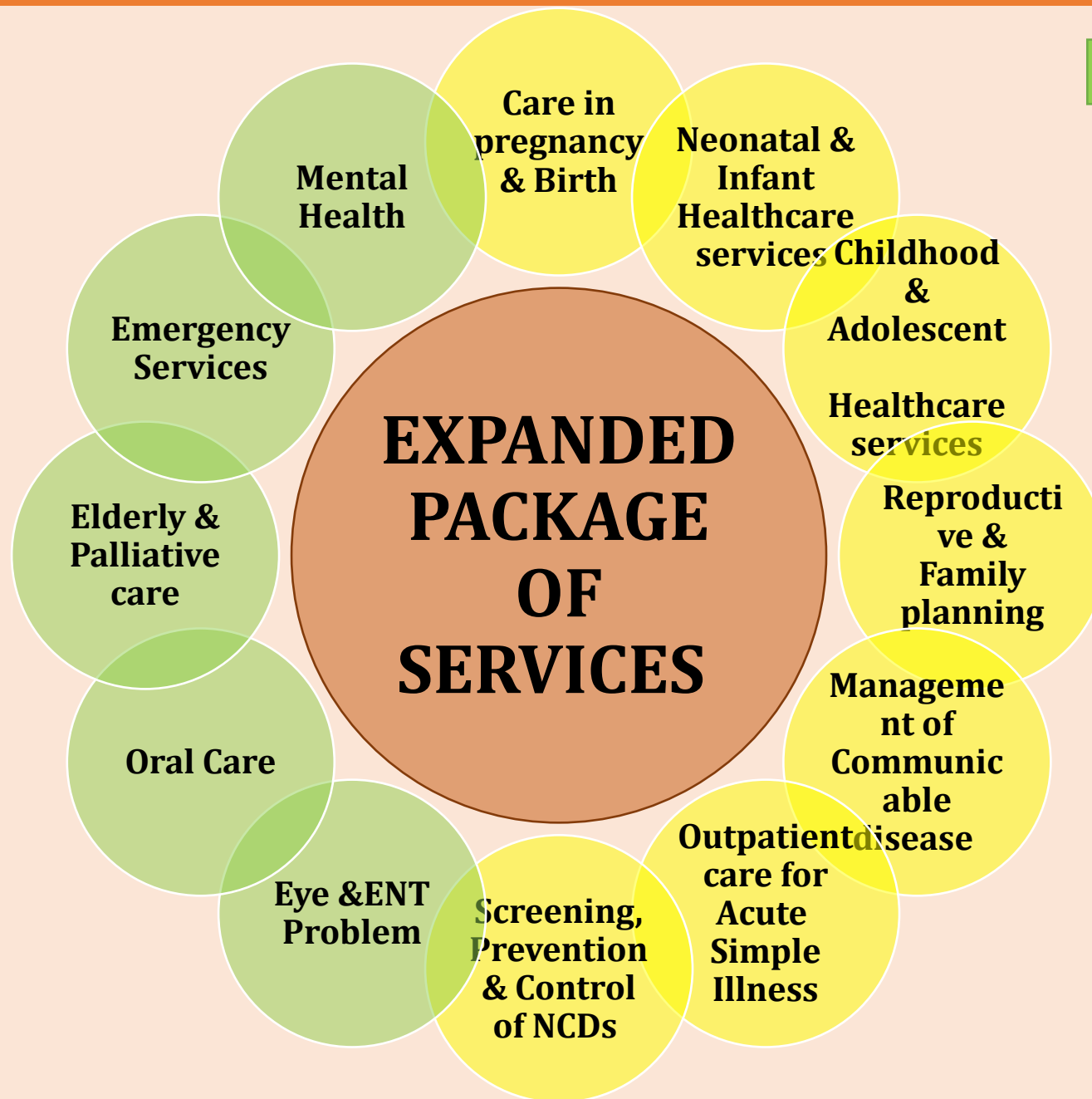


## AREA OF CONCERN- A

*NHSRC*





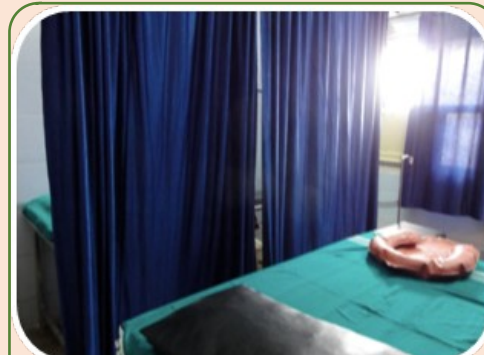
**\*\*Newly Added**



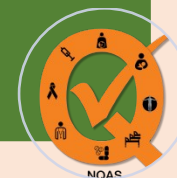
*Service  
Provision*



*Patient Right*



*Input*



*Support  
Services*



*Clinical  
Services*



*Infection  
Control*



*Quality  
Management*



*Outcome*





# *AoC 'A'-SERVICE PROVISION*

*This area of concern measures availability of services, which implies that the services are functional and available to end-users.*



## 2 STANDARDS & 16 MEASURABLE ELEMENTS

*A1*

- *The facility provides Comprehensive Primary HealthCare Services*

*A2*

- *The facility provides drugs & diagnostic services as mandated*



**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.1 :-The facility provides care in Pregnancy & childbirth*



- Availability of functional ANC services with minimum 4 ANC checkups (Registration, Screening, Lab tests)
- First aid, referral & follow up services for High- Risk pregnancies (APH, PIH, Pre-eclampsia, Severe anaemia)
- Availability of Normal Vaginal delivery services
- Availability of prompt referral services for Obstetrics emergencies (PPH, Eclampsia, Sepsis)

*Type-B*

**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.2 :-The facility provide Neonatal & Infant health services*



- *Identification, primary management & prompt referral of sick new born & infant*
- *Availability of Immunization Services (Imm. Schedule & reporting of AEFI)*
- *Availability of post-natal new born care services { Type-B }*

**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.3 :-The facility provides Childhood & Adolescent health services*



- *Identification, primary management, referral & follow up services for Childhood ailments (Malnutrition , ARI, 4Ds).*
- *Education, Counselling and referral services for Adolescent health (Anaemia, Menstrual hygiene, Tobacco/substance abuse)*



**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.4 :The facility provides Family Planning services*



- Availability of family planning services (ECP, OCP ,IUCD, Condom)
- Education, Counselling and referral services for family planning services (spacing b/w 2 children, FP methods)
- Identification and referral for Obstetric and Gynaecological Conditions(Vaginal discharge, Pelvic Pain , RTI, STI)

**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.5 :The facility provides services for promotion, prevention and treatment of communicable diseases as mandated under NHP*



- Preventive & promotive services under NVBDCP,NTEP,NLEP,NACP,NVHCP
- Case detection, treatment, referral & follow up of cases NVBDCP,NTEP,NLEP,NACP,NVHCP,
- Availability of functional services under IDSP/IHIP
- Provision for the screening for HIV { Type-B }

**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.6 : The facility provide services for acute Simple illness & minor ailments*



- *Identification, management and referral of acute illness & minor ailments (Fever ,URI , Diarrhoea, Scabies, Abscess, Cholera etc.)*
- *Preventive & promotive measures for acute illness (Water borne disease, rabies, musculoskeletal disorders)*

**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.7 :The facility provides services for promotion, prevention and treatment of Non communicable diseases as mandated under NHP*



- *Availability of services for Hypertension, Diabetes, NAFLD, Cancers ,Respiratory diseases ,Epilepsy & locally prevalent health diseases*
- *Preventive & promotive services under NCD*

**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.8 : The facility provides services for common eye ailments*



- *Availability of Ophthalmic Services (Blindness , Refractive errors, Cataract , Conjunctivitis, Dry Eye)*
- *Preventive & promotive services under for Ophthalmic (Vit. A prophylaxis for eye (6 month-5 yr), Eye examination for pre-term)*

**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.9 : The facility provides services for common ENT ailments*



- *Availability of ENT Services (Common Cold, URI, Tonsillitis, Pharyngitis, Laryngitis, Removal of foreign body)*
- *Preventive & promotive services under for ENT(Protection from excessive noise, Safe listening (< 85 db), avoid self medication, self removal of foreign body)*



**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.10 : The facility provides services for oral health ailments*



- *Availability of early identification (Malocclusion , Dental fluorosis, Ulcers, Symptomatic management (Gum diseases, Periodontitis, Dental caries) & referral services for oral Health conditions*
- *Preventive & promotive services under oral health.*

**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.11 : The facility provide Elderly & Palliative care services*



- *Availability of services for elderly care (Mapping of elderly population, Comprehensive Geriatric assessment, domiciliary visits to bed-ridden patients)*
- *Availability of services for palliative care (Home visits for psychosocial support, basic nursing care)*

**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.12 : The facility provides emergency medical care, including for trauma and burn*



- *Availability of services for Medical Emergencies including trauma & burns (Stabilization and referral services for minor injuries, animal bites, poisoning, burn, cardiac arrest, fractures, Shock)*
- *Identification & referral for Cysts, Lipoma, Hernia, Hydrocele etc.*

**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.13 The facility provides services for Screening & Management of Mental Health illness*



- *Availability of services for mental health (Identification, counselling & referral for Anxiety, Depression, Neurosis)*
- *Preventive & promotive services under mental health (Awareness generation, stigma & discrimination reduction, Community engagement, Patient support)*

**STANDARD  
A1**

**The facility provides Comprehensive Primary HealthCare Services**

*ME A1.14 The facility provides services for health promotion activities & wellness*



- *Health promotion and disease prevention activities through Community level Resources (VHSNCs, SHG, PSG, Health promotion campaign and MSC)*
- *Provision of wellness services through Yoga and other Activities*
- *Provision of AYUSH services (as per the state policy)*
- *Provision of counselling services for Eat Right(Eat healthy , Balance diet & Eat Safe)*

**STANDARD  
A2**

**The facility provides drugs and diagnostic services as mandated**

*ME A2.1 The facility provides laboratory services as mandated*



- *Availability of basic diagnostic services including NHP(Hb, UPT, Urine dip stick, Blood sugar, Malaria-RCT)*
- *Linkages with the Central diagnostic units (Hub & spoke)*



**STANDARD  
A2**

**The facility provides drugs and diagnostic services as mandated**

*ME A2.2 The facility provides services for drug dispensing including medicine refills*



- *Availability of drugs as per EML*
- *Availability of drugs for refill for chronic cases*

Access Link for the video resource for the session:  
[https://youtu.be/IBs\\_tQJyCcQ?si=PQkcKuAz7CikVhAp](https://youtu.be/IBs_tQJyCcQ?si=PQkcKuAz7CikVhAp)

**THANK YOU**

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