



Area of Concern: E

WELLNESS And CLINICAL CARE(Part-1)

**Quality and Patient Safety Division
NHSRC**



Area of Concern- E

वैलनेस और क्लिनिकल सेवाएँ

About

Wellness and Clinical services
वैलनेस और क्लिनिकल सेवाएँ

Rationale

It focuses on quality of wellness and clinical services provided by the health facility as clinical services are the main purpose of existence of a health facility.

यह AoC स्वास्थ्य सुविधा द्वारा प्रदान की गई सेवाओं की गुणवत्ता पर केंद्रित है क्योंकि चिकित्सीय सेवाएं एक स्वास्थ्य सुविधा के अस्तित्व का मुख्य उद्देश्य हैं।

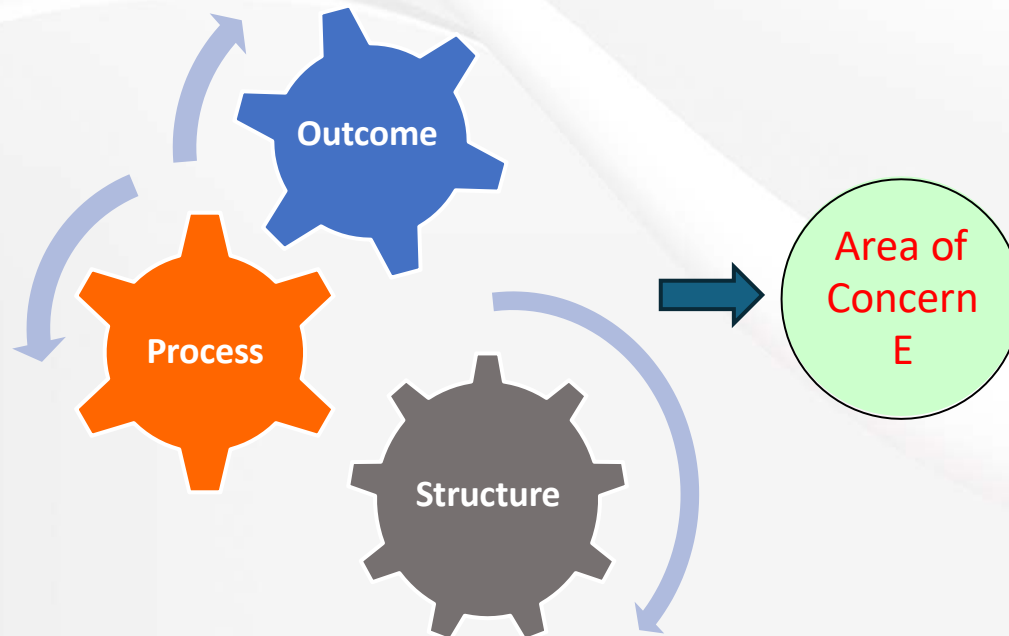


Area of Concern E

WELLNESS & CLINICAL CARE

वैलनेस और क्लिनिकल सेवाएँ

Donabedian's
Model of
Quality of
Care



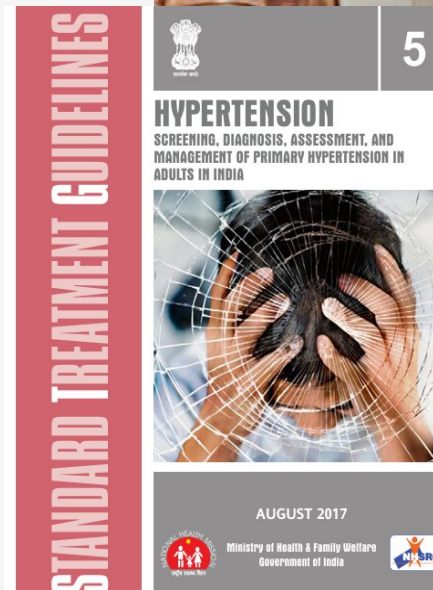
WELLNESS & CLINICAL SERVICES STANDARDS(E1-E7)

वैलनेस और क्लिनिकल सेवाएँ के मानक

Standard E1- E7

General Clinical Processes

सामान्य क्लिनिकल प्रक्रियाएँ



GENERAL CLINICAL PROCESSES

सामान्य क्लिनिकल प्रक्रियाएँ

E1

**Registration,
Consultation, Clinical assessment
& Reassessment**

पंजीकरण, परामर्श, क्लिनिकल मूल्यांकन और
पुनर्मूल्यांकन

E2

**Continuity Of Care
through two-way Referral**

देखभाल की निरंतरता
रेफरल

E3

Diagnostic services

नैदानिक सेवा

E4

Medication safety

सुरक्षित दवा प्रशासन

E5

**Use of Standard
Treatment Guidelines
& Rational use of
Drugs**

एसटीजी दवाओं का तर्कसंगत
उपयोग

E6

Nursing Care

नर्सिंग देखभाल

E7

Emergency Care

आपातकालीन देखभाल



Standard E1

The health facility has defined procedures for registration, consultation, clinical assessment and reassessment of the patients

पंजीकरण, परामर्श, क्लिनिकल मूल्यांकन और पुनर्मूल्यांकन



Implementation Points

- ✓ Empanelment, established procedure for registration of

patients

Demographic information

Unique identification number/id

Number of Pregnant women

Live births, sick new born

Eligible couples

AYUSHMAN BHARAT HEALTH							AND WELLNESS CENTER						
OPD Register													
Daily Reg. No.	Old Reg. No.	Date	Patient Name	Mobile No.	Address	Age Sex	Sign & Symptoms	Treatment	NCD Negative/Positive	Diagnosed To use Test	Diagnosed by NPH	Diagnosed by NPH	Referral to Higher Facility (Name of PHC)
872		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
873		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
874		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
875		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
876		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
877		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
878		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
879		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
880		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
881		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
882		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
883		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
884		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
885		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
886		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-
887		15/02/20	Small Arun		Jambhiron	10 Y M	Cough	Amoxicillin 1000 mg	-	-	Yes	Yes	-

- ✓ Record of chief complaints, patient history, provisional diagnosis, management and referral



Implementation Points

- ✓ Teleconsultation facility
- ✓ NCD beneficiaries(maintain and update family folders) and CD beneficiaries

and

Community based assessment checklist (CBAC)

Date: DD/MM/YYYY

General Information

Name of ASHA:

Village/Ward:

Name of MPW/ANM:

Sub Centre:
PHC/U/PHC:

Personal Details

Name:

Any Identifier (Aadhar Card/ any other UID - Voter ID etc.):

Age:

State Health Insurance Schemes: Yes/No

Sex:

If yes, specify:

Address:

Telephone No. (self/family member/other - specify details):

Does this person have any of the following:
visible defect/known
disability/Bed ridden/require
support for Activities of Daily
Living

If yes, Please specify

Part A: Risk Assessment

Question

Range

1. What is your age? (in complete years)

0 - 29 years
30 - 39 years
40 - 49 years
50 - 59 years
> 60 years

Circle Any

Write Score

2. Do you smoke or consume smokeless products such as gutka or khaini?

Never
Used to consume in the past/
Sometimes now
Daily
No

3. Do you consume alcohol daily

Yes
Female 80 cm or less
Male 90 cm or less
81-90 cm 91-100 cm
More than 90 cm More than 100 cm

4. Measurement of waist (in cm)

At least 150 minutes in a week

5. Do you undertake any physical activities for

eSanjeevani
National Telemedicine Service

Ministry of Health and Family Welfare
Government of India

75
Azadi Ka Amrit Mahotsav

A+ English ▼

Patient

CHO/Doctor

Home About Us OPD Timings FAQs

National Telemedicine Service

CHO/Doctor

OTP Password

Login By
Username

Please Enter *

Password *

[Forgot Password](#)

Login

[Download mobile app](#)

[illegible]

Implementation Points

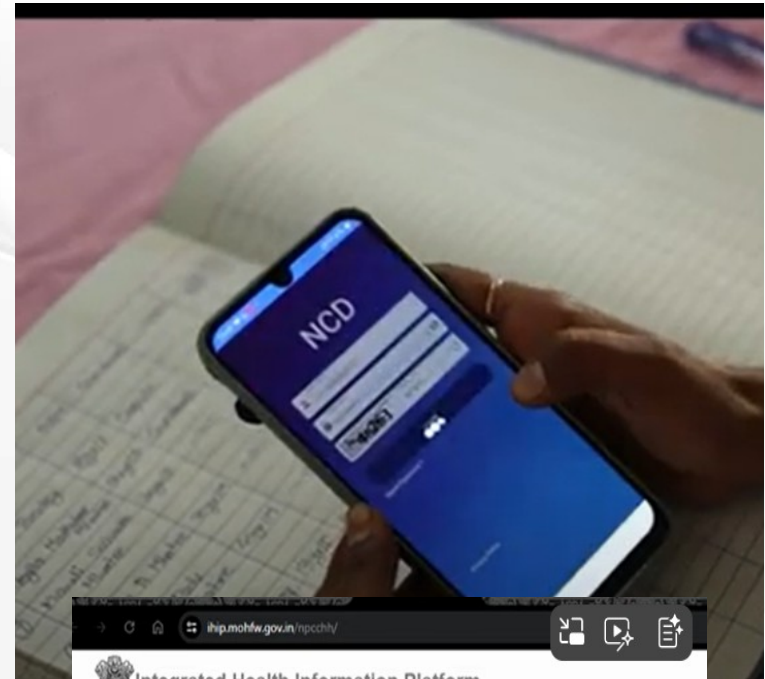
Follow-up/reassessment patients :

- ✓ RMNCHA
- ✓ Communicable Diseases
- ✓ Non-Communicable Diseases

treatment compliance

monitoring of side effects

detect complications



ihip.mohfw.gov.in/npcchh/

Integrated Health Information Platform
National Programme on Climate Change and Human Health
Ministry of Health and Family Welfare, Government of India

Home Air Pollution Related Illnesses Heat Related Illnesses Downloads

Sign In

Username
Username cannot be longer than 255 characters Username

Password
Password cannot be longer than 255 characters Password

GNALNK Refresh



Standard E2

The facility has defined and established procedures for continuity of care through two-way referral

स्वास्थ्य सुविधा ने दो-तरफ़ा रेफरल के माध्यम से देखभाल की

लिए प्रक्रिया को प



Referral out



Referral in



Implementation Points

✓ Community & household level-

home visits

counselling activities

follow up reminder

✓ Health facility-

maintenance of records

organizing tele

consultations

facilitating referrals

repeat diagnostics

✓ Referrals-

treatment plan modification



HWC Consultations >

Draft In Process

Search Patient ID, Name

Patient	Provider	Created Date	
Rani 10/Female	RUPALI THAKUR	16 Jul 2023, 03:58 PM	
Rani 10/Female	RUPALI THAKUR	16 Jul 2023, 03:34 PM	
Archna 26/Female	RUPALI THAKUR	15 Jul 2023, 12:52 PM	
Dadu 69/Male	RUPALI THAKUR	15 Jul 2023, 12:48 PM	
Noni 6/Female	RUPALI THAKUR	13 Jul 2023, 04:09 PM	
Sanjay 5/Male	RUPALI THAKUR	13 Jul 2023, 04:07 PM	



Implementation Points

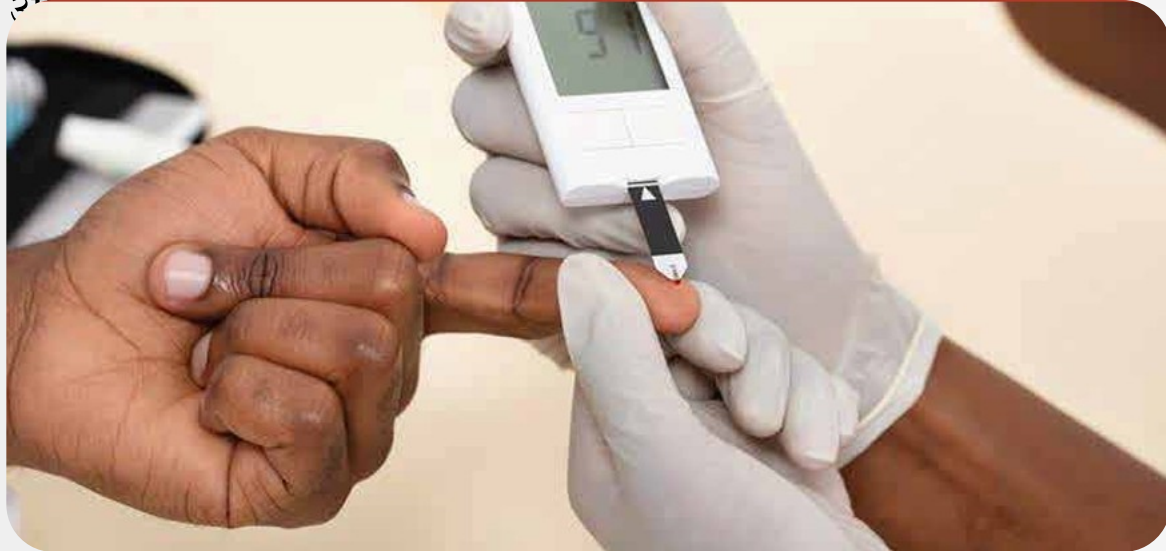
- Protocols for referral out- primary management stabilization, provide complete details in referral slip
- Referral in or out record
- Advance communication to referral center
- Follow up/tracking through IT system



Standard E3

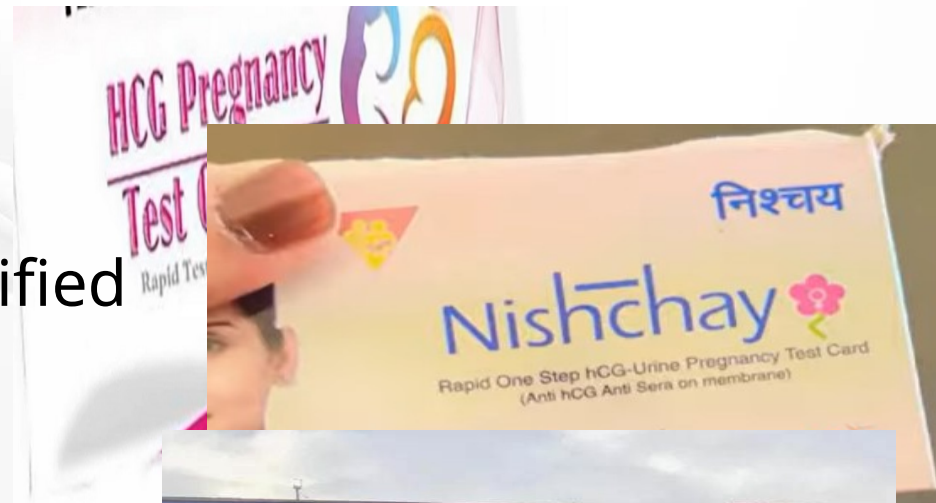
The facility has defined and established procedures of diagnostic services

स्वास्थ्य सुविधा ने नैदानिक सेवाओं की प्रक्रियाओं को परिभाषित
रहै - प्रक्रिया है



Implementation Points

- ✓ Point of care diagnostics
- ✓ Diagnostic hubs identified and linkages established
- ✓ Timely reporting, retaining and retrieval of diagnostic results
- ✓ Biological reference intervals



Test name	Results	Units	Biological reference interval
Hemogram (electrical impedance and VCS, capillary photometry, photometry)			
Hemoglobin	15.40	g/dL	13.00-17.00
Packed cell volume	47.70	%	40.00-50.00
RBC count	5.26	mill/mm ³	4.50-5.50
MCV	90.70	fL	80.00-100.00
MCH	29.30	Pg	27.00-32.00
MCHC	32.30	g/dL	32.00-35.00
RDW	13.80	%	11.50-14.50
TLC	17.45	thou/mm ³	4.00-10.00
DLC			
Segmented neutrophils	87.10	%	40.00-80.00
Lymphocytes	6.70	%	20.00-40.00
Monocytes	6.00	%	20.00-40.00
Eosinophils	0.10	%	1.00-6.00
Basophils	0.10	%	<2.00
Absolute leukocyte count			
Neutrophils	15.20	thou/mm ³	2.00-7.00
Lymphocytes	1.17	thou/mm ³	1.00-3.00
Monocytes	1.05	thou/mm ³	0.20-1.00
Eosinophils	0.02	thou/mm ³	0.02-0.50
Basophils	0.02	thou/mm ³	0.01-0.10
Platelet count	378.0	thou/mm ³	150.00-450.00
ESR	20	mm/h	0.00-30.00
AEC, whole blood (electrical impedance, VCS)	0.02	thou/mm ³	0.02-0.50
IgE, serum, serum FEIA	18,832.00	kU/L	<64.00



Standard E4

The facility has defined procedures for safe drug administration

स्वास्थ्य सुविधा ने सुरक्षित दवा प्रशासन के लिए प्रक्रियाएं निर्धारित की हैं



Implementation Points

- ✓ Legible medication orders
- ✓ Check drugs before dispensing



- ✓ Counselling of patient for self drug administration

विजितियन एवं डी० बी० रोग विशेषज्ञ
चिकित्सा पदाधिकाारी, सीतानगरी
मोब.8603283060

Name
Address

Date
B.P. Age
Wt.

महिला चिकित्सक
चिकित्सा पदाधिकाारी, सीतानगरी
डिप्लोमा - हॉस्पिटल मेड., सीतानगरी

27/3/2019

Purine only 17d
Smaller

P

2

milk by

Liver area
both sides

① Dolominate L to
② Mass. ple.

CO

In 26/1
- 28

(Hem) 2nd row
Cord 15
lower -

wkly Polunova - ③ 100
10h APD

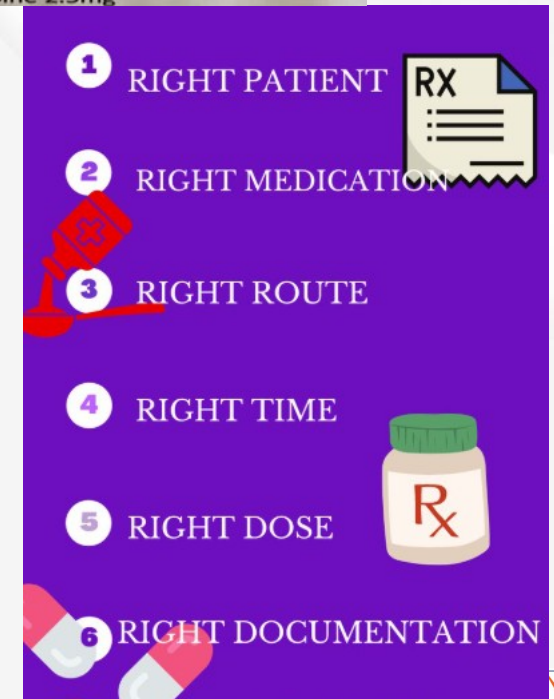
7-14



Implementation Points

- ✓ Identification of and knowledge high alert drugs
- ✓ 6 rules of safe drug administration
- ✓ System to verify verbal orders by MO/Specialist
- ✓ MIMPS is used for reporting

Sl No	Name of Drugs/Articles
EMERGENCY DRUGS	
1	INJ Atropine 0.6mg/ml
2	INJ Dexamethasone
3	INJ Adrenaline
4	INJ Hydrocortisone
5	INJ Avil
6	Tab Avil
7	INJ Frusemide
8	INJ Magnesium Sulphate
9	INJ Tranexamic Acid
10	Sulbutamol Respule for Nebulization
11	Budesonide Respule For Nebulization
12	Tab Isosorbide dinitrate 5 mg
VITAL CUM HIGH ALERT DRUGS	
13	Tab Labetalol 100mg
14	Tab Vetformin 500mg
15	Tab Losartan 50mg
16	Tab Glimepride 1mg
17	Tab Glimepride 2mg
18	Tab Amlodipine 5mg
19	Tab Amlodipine 2.5mg



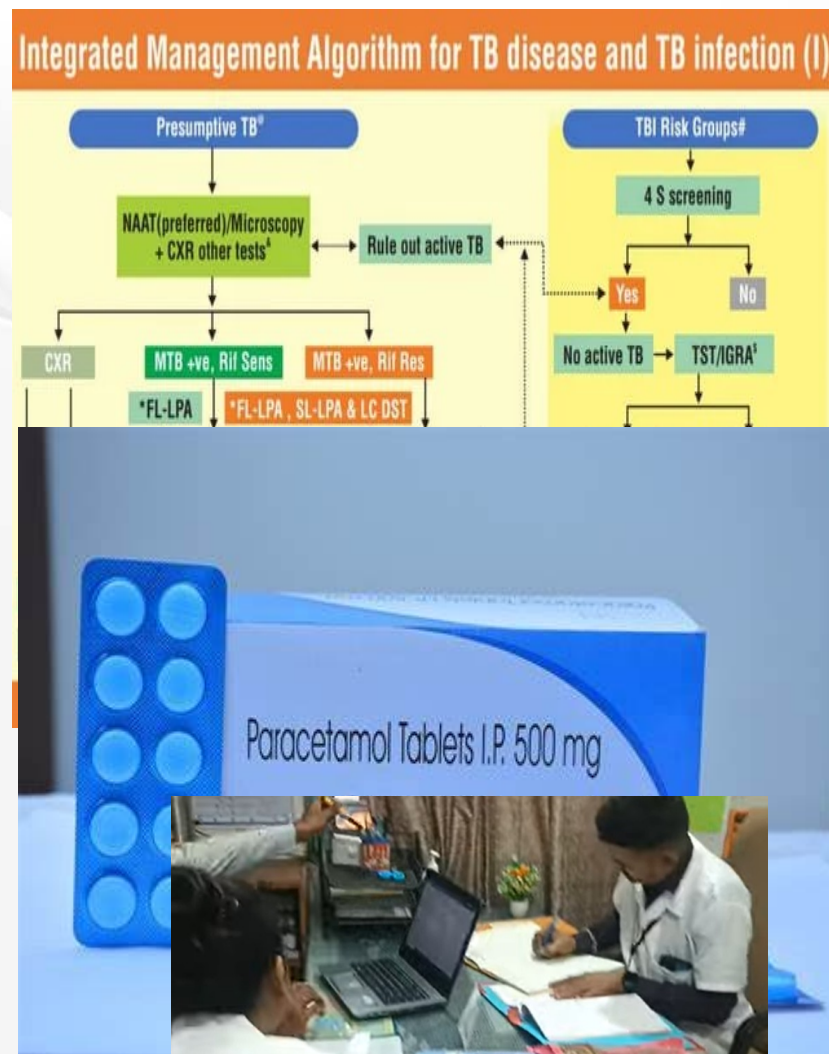
Standard E5

The facility follows Standard Treatment Guidelines(STG) and ensures rational use of drugs
स्वास्थ्य सुविधा मानक उपचार दिशानिर्देशों (एसटीजी)
का पालन करती है और दवाओं का तर्कसंगत उपयोग
सुनिश्चित करती है

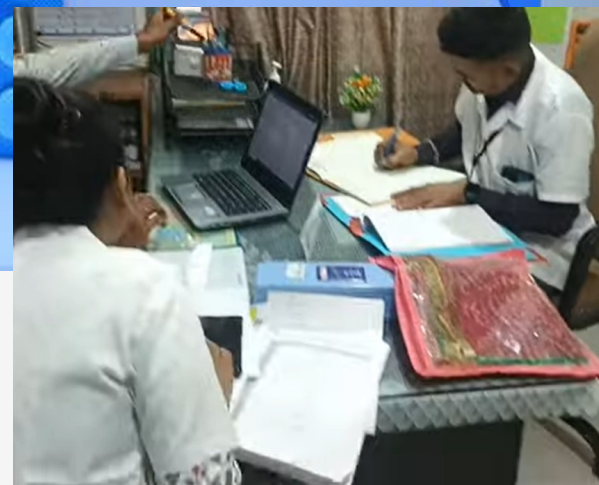


Implementation Points

- ✓ STG/Clinical Algorithm
- ✓ Prescription in generic names
- ✓ For chronic cases-yearly medication review
- ✓ Antibiotic policy awareness
- ✓ Monitoring treatment provided by CHO



Paracetamol Tablets I.P. 500 mg



Standard E6

The facility has defined and established procedures for nursing care

स्वास्थ्य सुविधा ने नर्सिंग देखभाल के लिए प्रक्रियाएं परिभाषित और स्थापित की हैं



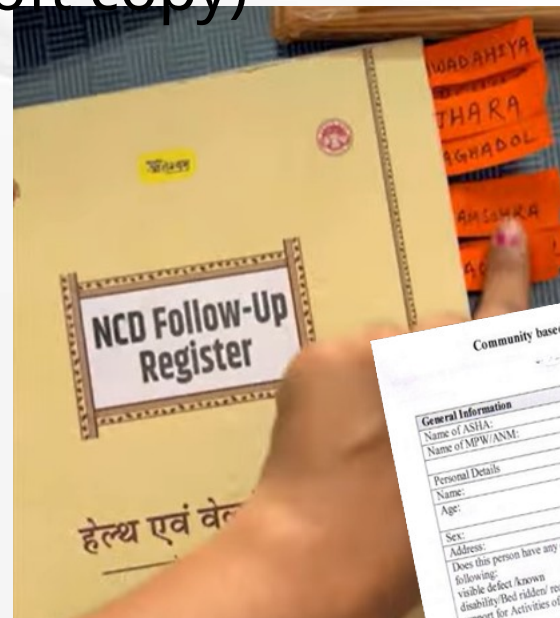
Implementation Points

- ✓ Identification of patient before any procedure at health facility and home-based care
- ✓ Identify non compliant patient
- ✓ Patient's vital monitored recorded
- ✓ Treatment plan and procedure performed written in case sheet/OPD ticket/Portal



Implementation Points

- ✓ OPD slip, family folders, referral slips, disease specific forms & formats (any hard/ soft copy)
- ✓ Updated Registers & records
- ✓ All records register/ records are identified and numbered



Community based assessment checklist (CBAC)

Date: DD/MM/YYYY

General Information		Village/Ward:
Name of ASHA:		Sub Centre:
Name of MPW/ANM:		PHC/UPHC:
Personal Details		Any Identifier (Aadhar Card/ any other UID - Voter ID etc.):
Name:		State Health Insurance Schemes: Yes/No
Age:		If yes, specify:
Sex:		Telephone No. (self/family member/other - specify details):
Address:		If yes, Please specify
Does this person have any of the following: visible defect / known disability / bed ridden / require support for Activities of Daily Living		

Part A: Risk Assessment	Range	Circle Any	Write Score
Question 1. What is your age? (in complete years)	0 - 29 years 30 - 39 years 40 - 49 years 50 - 59 years ≥ 60 years	0 1 2 3 4 0	
2. Do you smoke or consume smokeless products such as gutka or khaini?	Never Used to consume in the past / Sometimes now Daily	1 2 0 1	
3. Do you consume alcohol daily?	Yes Female 80 cm or less 81-90 cm More than 90 cm	0 1 1 2 0	
4. Measurement of waist (in cm)	At least 150 minutes in a week	0	
5. Do you undertake any physical activities for			



Implementation Points

Emergency protocols

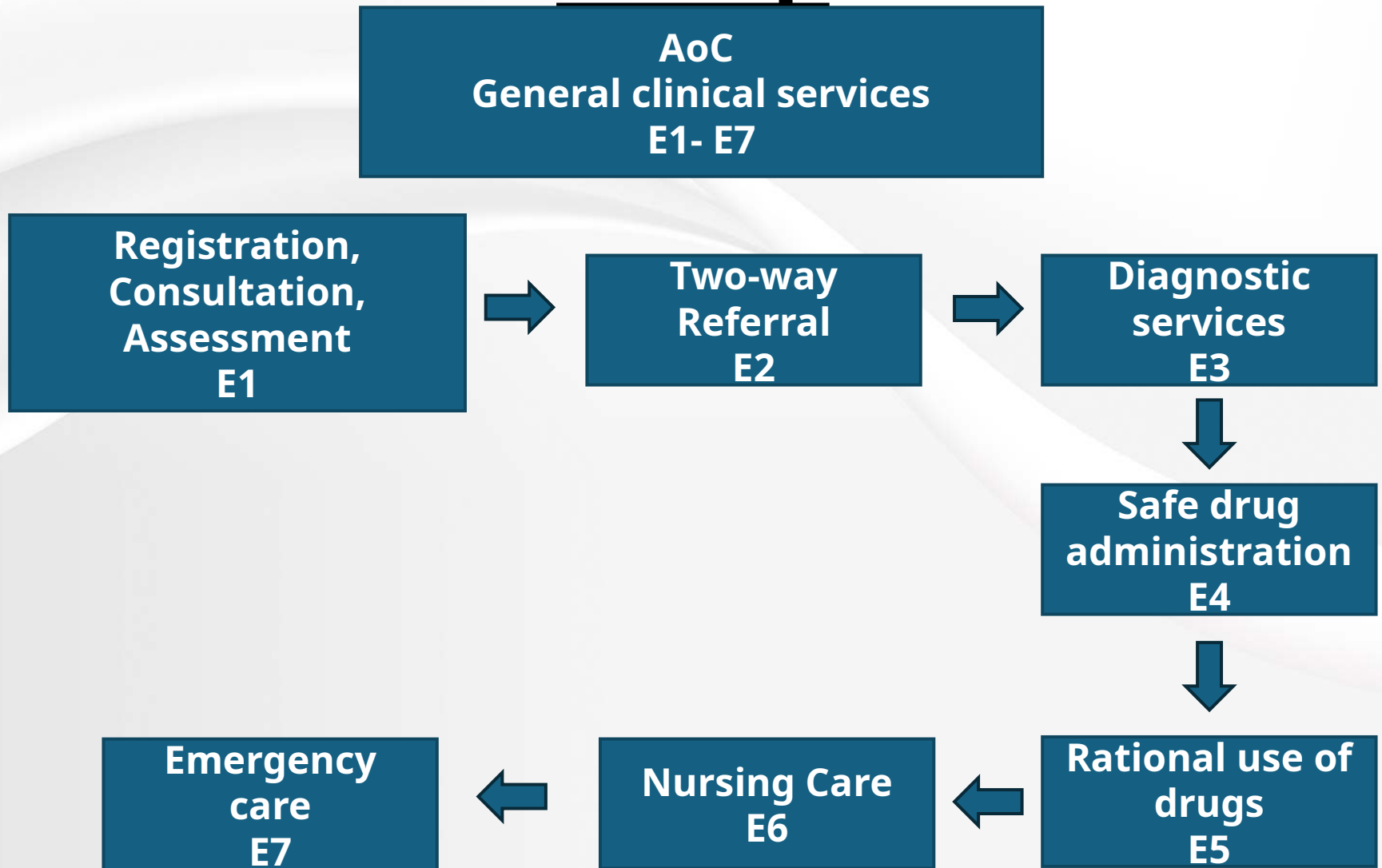
- ✓ CPR
- ✓ Suspected medico legal cases
- ✓ Ambulances services

Emergency care in case of disaster

- ✓ District disaster management team
- ✓ Basic emergency management kit and Triage protocol



Recap



THANK YOU

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