

# Documentation for NQAS implementation at AAM-SHC

AAM-SHC में NQAS लागू करने के लिए ज़रूरी दस्तावेज़



# Learning Objectives सीखने के उद्देश्य



Importance of Documents.

दस्तावेज़ीकरण का महत्व



Level of Documentation

दस्तावेज़ीकरण के स्तर



Documentation for NQAS Certification

एनक्यूएस प्रमाणन के लिए दस्तावेज़ीकरण

# Importance of Documentation at AAM-SHC

## AAM-SHC में दस्तावेज़ीकरण का महत्व

Continuity of care/  
देखभाल की निरंतरता

Improved Patient  
safety and Quality/  
रोगी सुरक्षा और गुणवत्ता  
सुधार

Legal Protection/  
कानूनी सुरक्षा

Regulatory  
Compliance/ नियामक  
अनुपालन

Consistency Across  
states & Facilities

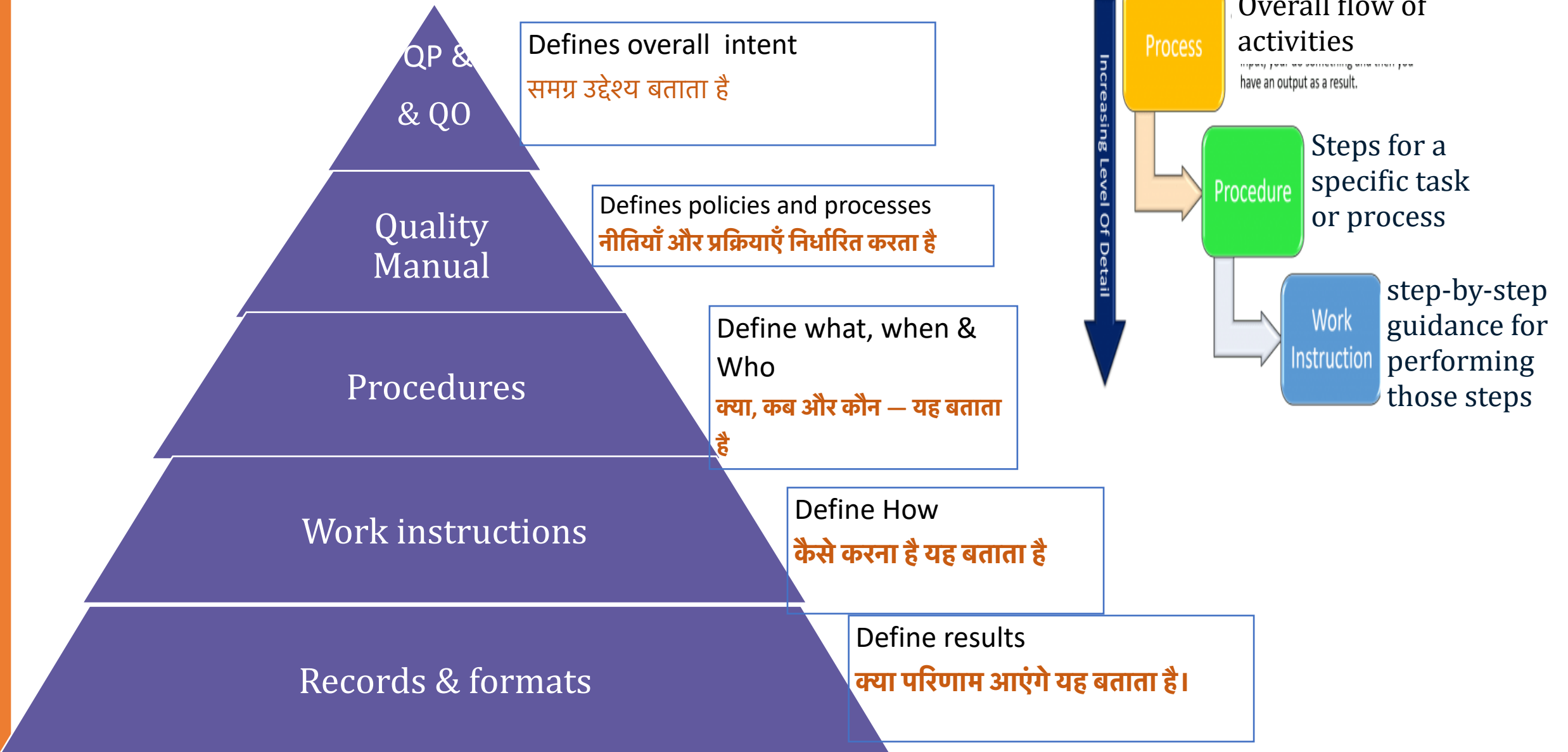
Financial  
Reimbursement/  
वित्तीय वापसी

Performance Evaluation  
and Training/ प्रदर्शन  
मूल्यांकन और प्रशिक्षण

Preservation and  
Accessibility/ सुरक्षा  
और संभाव्य पहुँच

# Hierarchy of Documents

## दस्तावेजों का क्रम



# General Consideration for documentation

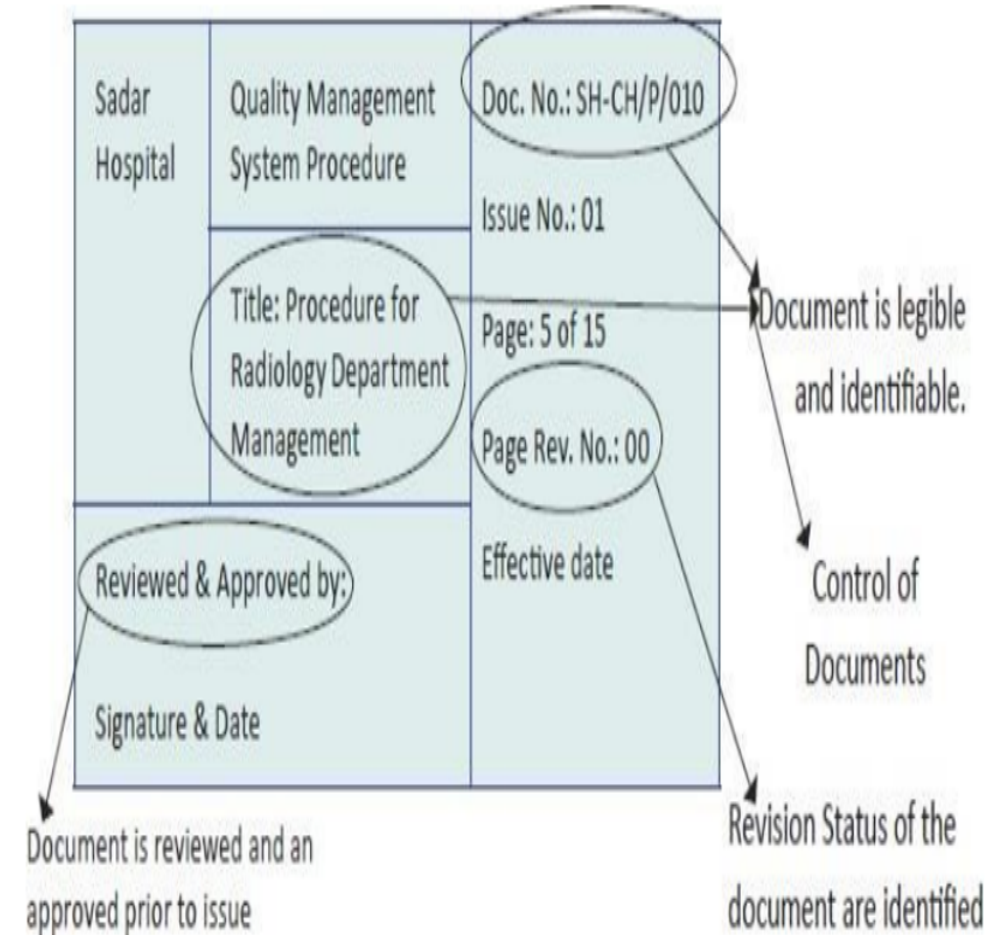
## दस्तावेज़ और रिकॉर्ड प्रबंधन

All the QMS Document should have:

1. Doc title/ दस्तावेज़ का शीर्षक
2. Doc ID no./ दस्तावेज़ पहचान संख्या
3. Revision/ Version No./ संशोधन/संस्करण संख्या
4. Effective date/ प्रभावी तिथि
5. Next review date/ अगली समीक्षा तिथि
6. Name of the reviewer/ समीक्षक का नाम
7. Name of the approver/ अनुमोदक का नाम
8. Copy No./ प्रति संख्या
9. Date of issue/ जारी करने की तिथि
10. Control/ Uncontrolled status/ नियंत्रित / अनियंत्रित स्थिति
11. Amendment sheet/ Revision status/संशोधन पत्रक / संशोधन स्थिति

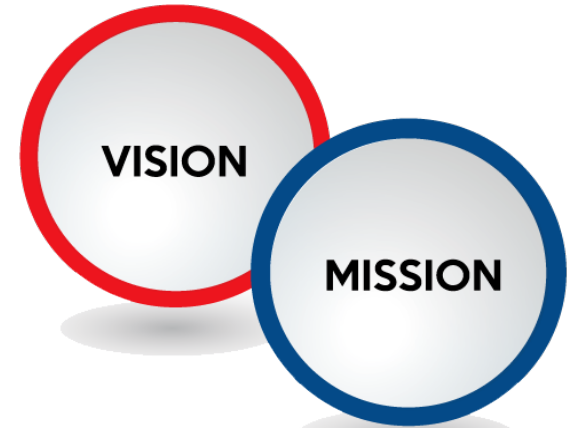
Record Control form number :

Unique form no./facility/ Area of Concern / form number/  
00



# Mission and Vision

## मिशन और विजन



Aspect स्वरूप	Mission	Vision
Definition परिभाषा	Describes the purpose of the organization → Why we exist?	Describes the future goal/ aspiration → Where we want to go?
Focus केंद्र	Present → what the organization does today.	Future → what the organization hopes to achieve.
Nature स्वभाव	Action-oriented, practical, measurable.	Inspirational, long-term, motivating.
Timeframe निर्धारित समय - सीमा	Short to medium term.	Long-term (5–20 years).
Example उदाहरण	“To provide accessible, affordable, and quality primary healthcare to all people in our community.”	“To build a healthier society where every individual enjoys the highest standard of health and well-being.”

# Quality Policy

## गुणवत्ता नीति

---

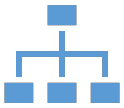
- Quality Policy should be the goal of Facility
- गुणवत्ता नीति सुविधा का लक्ष्य होना चाहिए।
- It should include mission , vision of the facility.
- इसमें सुविधा का मिशन और विज़न शामिल होना चाहिए।
- Policy is a reflection of the goals of the organization it can be used as a filter for decisions
- नीति संगठन के उद्देश्यों को दर्शाती है और इसे निर्णय लेने में मदद करने वाले नियम या गाइड की तरह इस्तेमाल किया जा सकता है।.

# Quality Policy



# Quality Policy

## गुणवत्ता नीति



A brief description about your Facility

आपकी सुविधा के बारे में संक्षिप्त विवरण



A quality statement relevant to facility

सुविधा से संबंधित गुणवत्ता विवरण



A commitment to continuous quality improvement

निरंतर गुणवत्ता सुधार के प्रति प्रतिबद्धता



A reference to the processes and systems in your organization

आपके संगठन की प्रक्रियाओं और प्रणालियों का संदर्भ



What systems you use to monitor the effectiveness of your QMS

आप अपने QMS की प्रभावशीलता की निगरानी के लिए कौन सी प्रणालियों का उपयोग करते हैं?



Reference to your objectives and how they are reviewed

आपके उद्देश्यों का संदर्भ और उनकी समीक्षा कैसे की जाती है



Signed and dated

हस्ताक्षरित और दिनांकित



# Quality Policy/ गुणवत्ता नीति

A policy is a formal guideline or principle set by an organisation, government, or institution to direct decisions, actions, and behaviour.

It defines what is allowed, what is expected, and how things should be done to achieve specific objectives.

A Quality Policy is a formal statement from an organization's management that expresses its commitment to quality and continuous improvement. It provides a framework for setting quality objectives and guides employees in maintaining consistent standards in services, or processes.

"We shall strive to provide preventive, promotive and secondary level of curative healthcare services to the people in the state with sustained efforts to ensure that it is equitable, affordable, accountable and responsive to the people needs, within the limit of its resources."

# Referral Policy

## रेफरल नीति

### Process Detail

- All patient transfers must be well coordinated with the receiving facility.
- The CHO/ANM will decide and inform the patient/relatives about the need and reason for transfer.
- Emergency patients should receive first aid and be stabilized before transfer.
- All transferred patients must receive a case summary with patient status, key findings, and treatment given.

### Activity and Responsibility

S. NO.	ACTIVITY	RESPONSIBILITY
1.	Patient will be referred, if the concerned equipment or services are not available in the HWC.	CHO/ANM
2.	If the patient comes in emergency situation, basic treatment will be provided and if required refer the patient to nearest referral center for better treatment and follow up.	CHO/ANM
3.	Enter patient case records in the referral slip format /CPHC IT application and provide information on the closest and most appropriate health facility for seeking care.	CHO/ANM
4.	Provide information to the service providers at referral centers for the patients and enter the details in Referral slip and Referral out register.	CHO/ANM
5.	The patient shall be transported by the support of 108 ambulance, and if not possible then patient can go on their own vehicle	CHO/ANM

# Policy for Maintaining Patients' Records

## मरीजों के रिकॉर्ड बनाए रखने की नीति

Safeguarding the data and records  
डेटा और रिकॉर्ड की सुरक्षा:

### Physical

No files will be taken out of the AAM-SHC without the permission of MO in charge of the CHC/PHC.

Fire extinguishers shall be placed in AAM-SHC. The staff are trained in handling all types of fire extinguishers.

No patient information shall be shared with anyone without the written or verbal order of the Medical Officer in charge, and it must not be disclosed to any unauthorized person.

### Digital

- The AAM-SHC must give each user a unique name/number and ensure that only authorized users can access electronic health information.
- Only the CHO or ANM can access clinical records, using their own ID and password.
- Keep the application updated.
- Install antivirus on the tablet/phone/computer.
- Regularly scan the system for threats.

# Quality Objectives

## गुणवत्ता उद्देश्य

---

Quality objectives are quality-oriented goal

गुणवत्ता उद्देश्य गुणवत्ता-उन्मुख लक्ष्य हैं।

---

A quality objective is something facility aim for or try to achieve

गुणवत्ता उद्देश्य वह चीज है जिसका लक्ष्य या प्राप्ति का प्रयास किया जाता है।

---

Quality objectives are the main method used to focus the goal(s) from the Quality Policy into plans for improvement

गुणवत्ता उद्देश्य, गुणवत्ता नीति के लक्ष्य (लक्ष्यों) को सुधार की योजनाओं में केन्द्रित करने के लिए प्रयुक्त मुख्य विधि है।

---

Quality objectives shall be measurable and consistent with the quality policy & quality problems

गुणवत्ता उद्देश्य मापनीय होंगे और गुणवत्ता नीति एवं गुणवत्ता समस्याओं के अनुरूप होंगे

# S.M.A.R.T Quality Objectives

1. Specific विशिष्ट

2. Measurable औसती

3. Achievable प्राप्त

4. Realistic वास्तववादी

5. Time-based समय आधारित

# Some SMART Objectives

To decrease the time taken during the registration to 15 minutes by 1<sup>st</sup> December 2025

To ensure 100% closure of patient grievances within 72 hours by December 2026.

To increase the PSS from 3.0 on Likert scale to 4.0 by 15<sup>th</sup> December 2025.

To ensure 0% stock out of essential drug in OPD by February 2025



# Standard Operating Procedures

## मानक संचालन प्रक्रियाएँ

### •Check for-

1. All required SOPs are submitted.
2. All SOPs should be drafted and approved by competent Authority.
3. All SOPs adequately describes the process and have details as per NQAS.

### Check format for SOP-

1. Title/ **SOP का नाम**
2. Purpose/**SOP बनाने का कारण या उद्देश्य**
3. Scope/**SOP किन कार्यों/क्षेत्रों पर लागू होंगी**
4. Responsibility/**किसे क्या जिम्मेदारी दी गई है**
5. Definition/Procedure/**शब्दों की व्याख्या और काम करने की प्रक्रिया**
6. Forms/Format/Records/**इस्तेमाल होने वाले फॉर्म, फॉर्मेट या रिकॉर्ड्स**
7. Work Instructions/**काम करने के स्पष्ट निर्देश**
8. Revision History/ **SOP में किए गए बदलावों का विवरण**
9. Reference Documents/**SOP बनाने में जिन दस्तावेज़ों का उपयोग हुआ**



# Transition from 7 Packages to 12 Packages

## 7वें पैकेज से 12वें पैकेज में परिवर्तन



### Transition time for the state from 7 packages to 12 packages for NQAS certification of AAM-SHC


In reference to letter D.O. No. Z-18015/27/2022-NHM-II dated April 21, 2025, it has been decided that applications for NQAS certifications of Ayushman Arogya Mandir - Sub Health Centres (AAM-SHCs) **will be accepted only for those providing all 12 service packages.**

Subsequently, many states and UTs have requested for providing clarification regarding status & follow-up actions in respect of those AAM-SHCs which are providing seven (07) service packages and are state certified. After considerations of all the facts, following clarifications are being provided:

1. All AAM-SHCs which are state NQAS certified till 31st March 2025 need to be marked as state certified on SaQsham Portal by 15th May 2025.
2. All state certified AAM-SHCs providing seven (07) service packages may apply for the national NQAS certifications by 30th June 2025.
3. Only those AAM-SHCs will be considered for National Certification if the state-level NQAS certification was completed before 31st March 2025 and their names were included in the original online spreadsheet.

For any further queries, the Quality & Patient Safety Division at the National Health Systems Resource Centre may be contacted.

07.05.25

  
C J N Srivastava  
ADV- QPS



# Assessment report required for NQAS Certification

- ❑ AAM-SHC needs to share 3 Mandatory reports for undergoing National Assessment:
- ❖ Internal Assessment Report – At Facility Level
- ❖ आंतरिक मूल्यांकन रिपोर्ट -सुविधा स्तर पर
- ❖ District Quality Assurance Unit(DQAU) Assessment Report – At District Level जिला गुणवत्ता आश्वासन
- ❖ इकाई (DQAU) मूल्यांकन रिपोर्ट -जिला स्तर पर
- ❖ State Quality Assurance Unit (SQAU) Assessment Report – At State level. राज्य गुणवत्ता आश्वासन इकाई (एसक्यूएयू) मूल्यांकन रिपोर्ट - राज्य स्तर पर।

## Upload SQAU & DQAU Assessment Details/Report

S.No.	Report Type	Report Date	Report From Date	Report To Date	Score (%)	File
1	DQAU Assessment Report	18-Nov-2025	19-Mar-2025	18-Mar-2026	85.0	<a href="#">file_DQAU-Chhirk HWC SC NQAS Checklist 7 packages Chhirk 1751111745...</a>
2	Internal Assessment Report	18-Nov-2025	NA	NA	86.0	<a href="#">file_Internal-Chhirk HWC SC NQAS Checklist 7 packages Chhirk 175111176...</a>
3	SQAU Assessment Report	18-Nov-2025	21-Mar-2025	20-Mar-2026	81.0	<a href="#">file_State Chhirk 1751811270701.xlsx</a>

# Documents for Physical NQAS Certification at AAM-SHC

## प्रमाणन के लिए दस्तावेज



QUALITY POLICY  
AND QUALITY  
OBJECTIVE

गुणवत्ता नीति और  
गुणवत्ता उद्देश्य



QUALITY TEAM  
MEETING

गुणवत्ता टीम की बैठक



POLICY FOR  
MAINTAINING  
RECORD

रिकॉर्ड बनाए रखने की  
नीति



REFERRAL  
POLICY

रेफरल नीति



BMW  
AUTHORIZATION  
CERTIFICATE

बीएमडब्ल्यू प्राधिकरण  
प्रमाणपत्र



LAST 3 MONTHS  
OUTCOME  
INDICATORS

पिछले 3 महीनों के  
परिणाम संकेतक



FIRE COMPLIANCE

अग्नि अनुपालन

Letter for Fire Compliance from the  
appropriate authority.

# Documents for Virtual NQAS Certification at AAM-SHC

## AAM-SHC में वर्चुअल NQAS प्रमाणन के लिए दस्तावेज़

Quality Policy/ गुणवत्ता नीति

Last 3 Months Patient Satisfaction Score with CAPA  
CAPA के साथ पिछले 3 महीनों का रोगी संतुष्टि स्कोर

Last 3 months data of Outcome Indicator परिणाम  
सूचक का पिछले 3 महीनों का डेटा

Biomedical Waste Management Authorization as per  
2016 rule 2016 नियम के अनुसार जैव चिकित्सा अपशिष्ट  
प्रबंधन प्राधिकरण

### Document Verification Checklist

Final Remarks: OK ✓

S.No.	Name of Document	Document Parameters	Version	Remarks	Approved
1	*Quality Policy	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">Quality policy kalapur...</a>		<input type="checkbox"/>
2	*last 3 months Patient Satisfaction Survey Report (Analysis) with subsequent Corrective and Preventive actions undertaken ⓘ	80.67	<a href="#">PSS kalapur Kalapur...</a>		<input type="checkbox"/>
3	*Last 3 months data of Outcome Indicators.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">Kpi kalapur Kalapur...</a>		<input type="checkbox"/>
4	*Availability of a system of BioMedical Waste Management	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">BMW kalapur Kalapur...</a>		<input type="checkbox"/>

# Documents for Virtual NQAS Certification at AAM-SHC

State Essential Medicine List(EML)

राज्य

आवश्यक दवा सूची (ईएमएल)

Name and No of service packages to be assessed

मूल्यांकन किए जाने वाले सेवा पैकेजों का नाम और संख्या

Last month Quality Team Minutes of Meeting

पिछले महीने की गुणवत्ता टीम की बैठक का विवरण

Work Instructions ( As per service Packages)

कार्य निर्देश (सेवा पैकेज के अनुसार)

4	*Availability of a system of BioMedical Waste Management	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">BMW kalapur_Kalapur...</a>		<input type="text"/>	<input type="checkbox"/>
5	*State notified Essential Medicine List (EML)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">EDL Letter -30 Octobe...</a>		<input type="text"/>	<input type="checkbox"/>
6	*Last 3 months data from the drug stock register for drug availability as per the states notified Essential Medicine List, signed by CHO or equivalent*	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">EDL kalapur_Kalapur...</a>		<input type="text"/>	<input type="checkbox"/>
7	*Filled Application Form	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">Document verificatio...</a>		<input type="text"/>	<input type="checkbox"/>
8	No. and Names of service packages to be assessed	<input type="text" value="80.0"/>	<a href="#">file_AAM SC Kalapur...</a>		<input type="text"/>	<input type="checkbox"/>
9	*Latest District level assessment report verified by state	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">AAM SC Kalapur NOA...</a>		<input type="text"/>	<input type="checkbox"/>
10	*Last month Quality Teams Minutes of meeting	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">Quality meeting regis...</a>		<input type="text"/>	<input type="checkbox"/>
11	Work Instructions ( As per Service Packages)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">SOP kalapur_Kalapur...</a>		<input type="text"/>	<input type="checkbox"/>

<https://qps.nhsrcindia.org/training-and-capacity-building/training-material>

THANKYOU

Quality & Patient Safety Team

National Health Systems Resource Centre