



Work Instruction for AAM-SHC

कार्य निर्देश

**Quality and Patient Safety Division
NHSRC**



Learning Objectives / "सीखने के उद्देश्य"



Understanding Work Instructions

कार्य निर्देशों को समझना

Learn what Work Instructions are, their structure, and their critical role in service quality standards.

कार्य निर्देश क्या हैं, उनकी संरचना क्या है



Document Hierarchy **दस्तावेज़ पदानुक्रम**

Comprehend how WI fit within the broader broader documentation hierarchy at AAM-SHC AAM-SHC facilities.

दस्तावेज़ीकरण पदानुक्रम



NQAS Compliance **अनुपालन**

Understand why Work Instructions are mandatory requirements under National Quality Assurance Standards.

अनिवार्य आवश्यकताएं

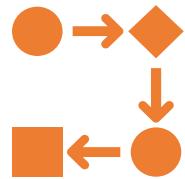


Practical Application **अनुप्रयोग**

Use WI to perform routine clinical and administrative tasks with consistency, reducing errors and improving patient satisfaction

WI का उपयोग करें

What are work instructions? कार्य निर्देश क्या हैं?



Work Instructions are detailed, step-by-step written guidelines that provide directions for performing specific tasks at the AAM-SC level.

कार्य निर्देश विस्तृत चरण-दर-चरण दिशानिर्देश होते हैं जो स्पष्ट रूप से और सटीक रूप से बताते हैं कि किसी विशिष्ट कार्य को कैसे किया जाए।

Key Characteristics

- Explain exactly how each activity must be performed
- Ensure standardization across all staff members
- Provide clarity on techniques, sequence, and quality checks

मुख्य विशेषताएँ

- प्रत्येक गतिविधि को ठीक से कैसे किया जाना चाहिए, इसकी व्याख्या करें
- सभी स्टाफ सदस्यों की गतिविधियों में मानकीकरण सुनिश्चित करें
- तकनीकों, क्रम और गुणवत्ता जाँच पर स्पष्टता प्रदान करें

Need of work instructions कार्य निर्देश की आवश्यकता

Work Instructions serve as your roadmap to excellence in healthcare delivery. They transform complex procedures into manageable, repeatable actions that benefit both staff and patients.

Standardization

Perform tasks **correctly every time**, eliminating variations that could compromise patient safety or care outcomes.

भिन्नताओं को दूर करें

Improve efficiency and Outcomes

Improves daily work efficiency and directly improves patient health outcomes through standardised, evidence-based care delivery protocols.

रोगी के स्वास्थ्य परिणामों में प्रत्यक्ष सुधार

Error Reduction त्रुटि में कमी

Minimize mistakes, delays, and rework by following proven procedures that have been tested and refined.

गलतियों, देरी और पुनर्कार्य को न्यूनतम करें

N QAS Compliance अनुपालन

Meet mandatory National Quality Assurance Standards requirements.

अनिवार्य राष्ट्रीय गुणवत्ता आश्वासन मानकों की आवश्यकताओं को पूरा करें.

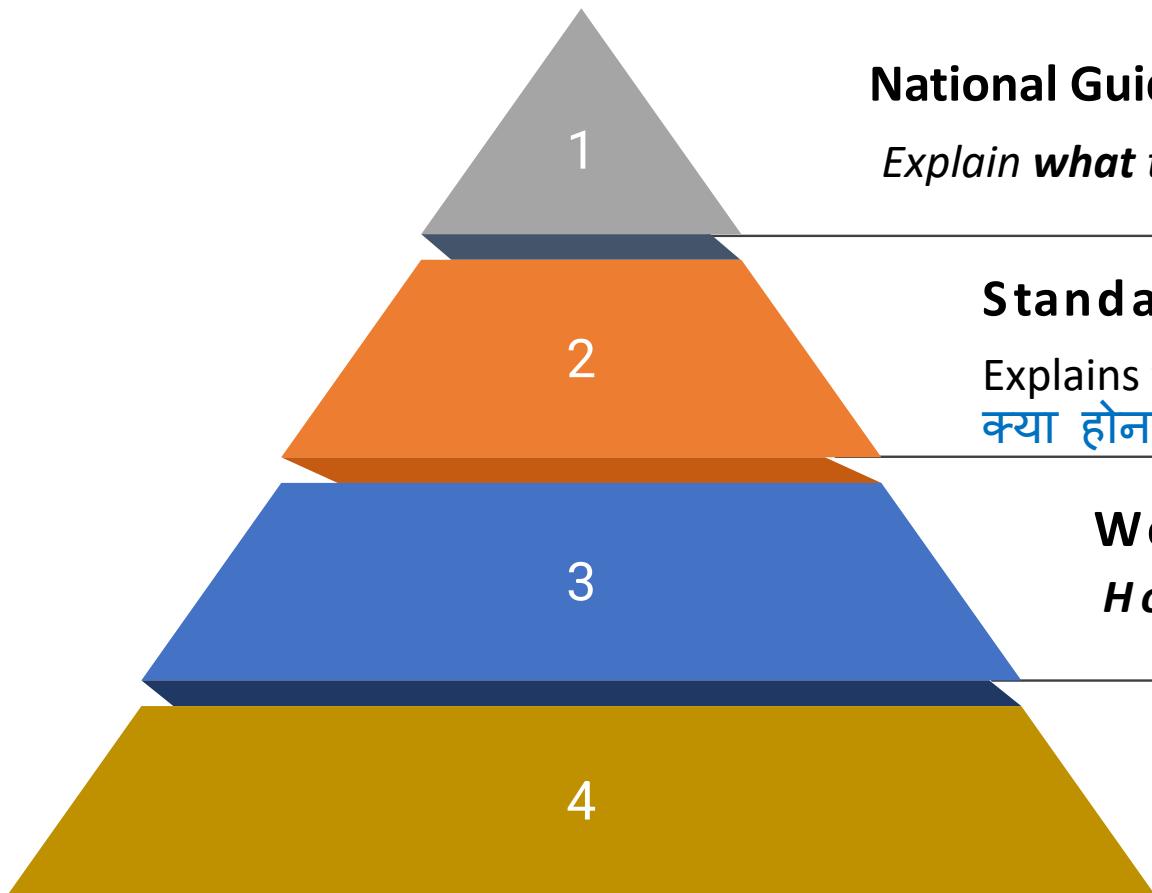
Support training समर्थन प्रशिक्षण

Support the training and service delivery by staff when staff members change, or are newly inducted into the team.

स्टाफ सदस्यों के बदलने या टीम में नए शामिल होने पर भी निर्बाध सेवा वितरण सुनिश्चित करें

Document Hierarchy at AAM-SC

AAM-SHC में दस्तावेज़ पदानुक्रम



National Guidelines & Policies राष्ट्रीय दिशानिर्देश और नीतियां
Explain what to do and why क्या करें

Standard Operating Procedures मानक संचालन प्रक्रियाएँ
Explains **what** processes must be followed, **when and by whom**
क्या होना चाहिए

Work Instructions कार्य निर्देश
How to do each step प्रत्येक चरण कैसे करें

Records & Formats अभिलेख एवं प्रारूप
Proof of completion पूरा होने का प्रमाण

Top-Down Guidance

Each level provides increasing detail and specificity. National guidelines set broad direction, which SOPs operationalize into facility-level processes.

Bottom-Up Evidence

Records and documentation provide proof that Work Instructions were followed, creating an audit trail that demonstrates compliance and quality.

Essentials of good work instructions. अच्छे कार्य के निर्देशों की अनिवार्यताएँ



To be drafted by facility itself. सुविधा द्वारा ही तैयार किया जाना है।



Simple, logical, clear, concise, and easy to follow. सरल, तार्किक, स्पष्ट, संक्षिप्त और अनुसरण में आसान।



Appropriate and upto date and available at point of use. उपयुक्त और अद्यतन तथा उपयोग के स्थान पर उपलब्ध



Displayed at the eye level of the performing staff. प्रदर्शन करने वाले कर्मचारियों की आंखों के स्तर पर प्रदर्शित

Essentials of good work instructions. अच्छे कार्य के निर्देशों की अनिवार्यताएँ



Visual cues, diagrams and pictures. दृश्य संकेत, आरेख और चित्र



Clear instructions for each level staff. संबंधित कर्मचारियों को प्रशिक्षित किया जाता है



Instructions followed by everyone, everytime. हर समय सभी द्वारा निर्देशों का पालन किया जाना चाहिए।



Work instructions are controlled with title, Unique identifying no., Date of approval, details of author, reviewer and approver, revision history etc. कार्य निर्देश शीर्षक, विशिष्ट पहचान संख्या वगैरह के साथ नियंत्रित होते हैं।

How to write work instructions



Write down the title of work instructions **कार्य निर्देशों का शीर्षक लिखें**

Define scope, roles, and responsibilities. **कार्यक्षेत्र, भूमिकाएं और जिम्मेदारियां परिभाषित करें**

Write down the step by step activities to be undertaken in chronological order. **चरणबद्ध तरीके से की जाने वाली गतिविधियों को कालानुक्रमिक क्रम में लिखें।**

Each step should describe 'who does what' along with the details of equipment to be used and records to be kept. **प्रत्येक बिंदु में यह बताया जाना चाहिए कि 'कौन क्या करता है'**

Number each step and use consistent formatting.

प्रत्येक बिंदु को क्रमांकित करें और सुसंगत स्वरूपण का उपयोग करें।

Don't combine two roles in the same step

एक ही बिंदु पर दो भूमिकाओं को संयोजित न करें

Document WI with name and date, review the changes and update according to standard guidelines
कार्य निर्देशों को नाम और दिनांक के साथ दस्तावेज़ित करें

Suggested format for Work Instructions.

कार्य निर्देशों के लिए सुझाया गया प्रारूप



Title of Work Instructions कार्य निर्देशों का शीर्षक

Purpose of WI कार्य निर्देशों का उद्देश्य

Scope of document दस्तावेज़ का दायरा

Responsibilities/ process owners जिम्मेदारियाँ/ प्रक्रिया स्वामी

Definitions परिभाषाएं

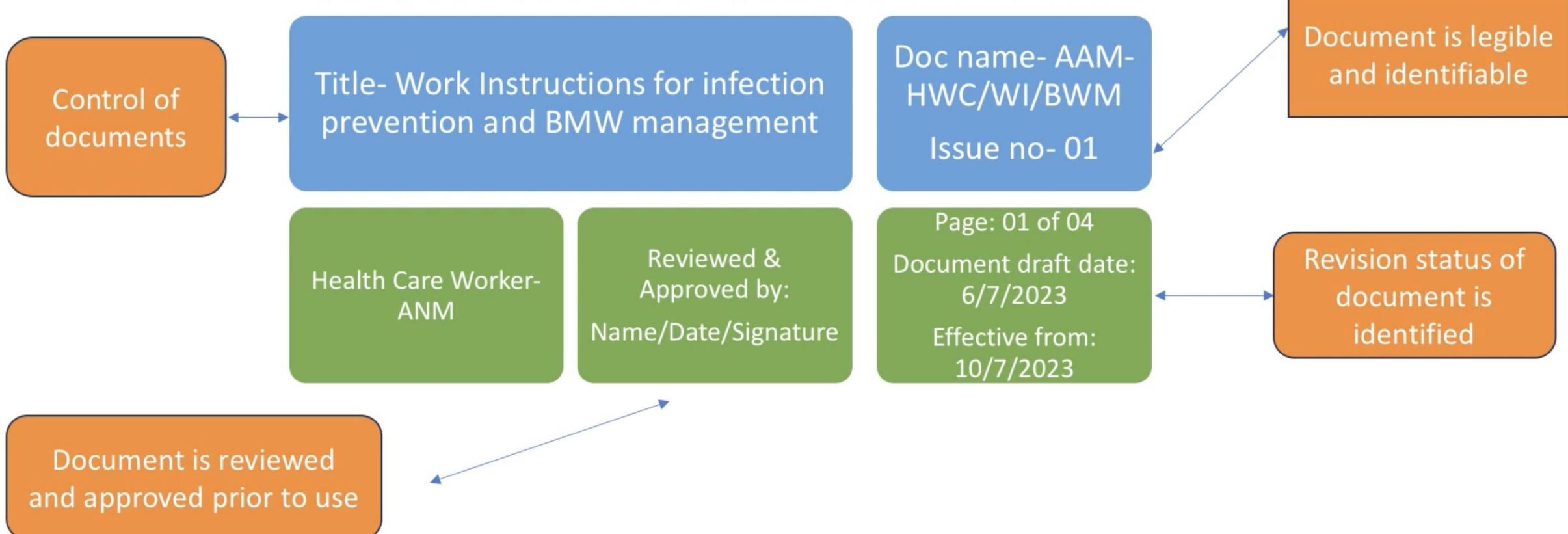
Equipment needed आवश्यक उपकरण

Stepwise instructions बिंदुवार निर्देश

Supporting documents (if any), eg policies, QMS manual etc. सहकारी दस्तावेज़

Work Instructions - Checking points

Ayushman Arogya Mandir-SC Quality Management System



Work Instructions under AAM-SHC NQAS checklist

- **Standard G3: ME G3.1:** Updated work instructions for all key clinical processes are available
- **Standard F5, ME F5.1:** Display of work instructions for segregation of BMW: Pictoral and in local language

Enlisted work instructions in AAM-SHC

Instructions for using RDK	RMNCHA services	Preventing identifying and managing AEFI	Screening, management & adequate referral of NCDs	Screening and referral of patients with mental disorders
Screening of common ophthalmic problems	Screening of ENT problems	Screening of common oral problems	Screening of common elderly and palliative care	Management of medical emergency services
Infection prevention and BMW management	Conducting normal Vaginal delivery	Management of newborn	Screening, management and adequate referral of CDs	

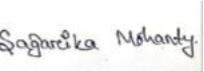
Example: WI for NCD

Work Instruction for Management of Common NCDs	
Document No :CNCD/AAM SHC DERASINGH	Date of Issue :31.03.2025
Version/Issue No: 01	Effective Date: 31.03.2025

**Work Instruction For
Management of Common NCDs
AAM SHC DERASINGH**



The signatures below certify that this procedure has been reviewed and approved, and demonstrate that the Signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Position	Signature
Prepared By	Mrs. SAGARIKA MOHANTY	CHO	
Approved By	Dr SUVECHHA MOHANTY	MO-PHC	

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Work Instructions for Non-Communicable Diseases (NCDs)

Purpose: The overall purpose of this work instruction document is to support the primary care team of CHO, ANM and ASHAs to ensure delivery of services for Non-Communicable Diseases including screening, management and appropriate referral for all individuals who are 30 years or above in the catchment area of a Health and Wellness Centre.

Scope: This document has been prepared for the Primary Care Team comprising of ASHAs, MPW/ANM and CHO at the SHC-HWC. The document includes role of ASHAs, ANMs and CHOs to follow standard processes for population enumeration, filling up of CBAC forms including risk assessment, screening of individuals and referral of patients who are suspected to have NCDs.

Service Delivery Framework

Community Level:

- Building awareness and health care seeking practices through IEC and planned interactive sessions during home visits, community meetings and VHSCs etc.
- Health promotion activities – to promote healthy lifestyle and address risk factors
- Population empanelment, Risk assessment for screening for common NCDs for population age 30 years and above
- Early detection and referral for - Respiratory disorders – COPD, Epilepsy, Cancer, Diabetes, Hypertension and other occupational diseases
- Mobilization activities at village level and schools for primary and secondary prevention
- Treatment compliance and follow up for positive cases

Sub Health Centre - Health and Wellness Centre Level:

- Screening of patients referred to SHC-HWCs by ASHAs/ ANMs for Hypertension and Diabetes
- Appropriate and timely referral of patients with suspected diagnosis for NCDs
- Screening and follow up care for occupational diseases, respiratory disorders and epilepsy
- Screening for common cancers and referral for suspected cases
- Confirmation and referral for deaddiction – tobacco/alcohol/ substance abuse
- Dispensation of medicines for NCDs based on the prescription of MO-PHC or specialist
- Treatment compliance and follow up for all diagnosed cases
- Linking with specialists and undertaking two- way referral for complication
- Undertake teleconsultation for patients under treatment

WI for NCD

ASHAs

1. Population Enumeration:

- Estimating Population to be screened
- Enumerating adults 30 years and above in routine household visits
- Filling up family\household folder

2. CBAC Assessment:

- CBAC completion of all 30 years and above
- Creation of individual health cards
- Maintenance of Village register/ Family folder
- Assessing risk and mobilization on priority for screening
- Identification of population - Individuals with any risk factor, Individuals with no risk factors, Known cases of NCDs

3. CommunityMobilization:

- Raising awareness about NCDs and their risk factors, healthy lifestyle, treatment compliance in regular home visits
- Distribution of health promotion material

MPW/ANM

Population Enumeration:

- Supervision of population enumeration;
- Cross verification of 10% of population

CBAC Assessment:

- Training of ASHA in CBAC from filling
- Support ASHAs in CBAC completion of all 30 years and above
- Ensure supply of CBAC forms, WC measuring tape, family card, registers etc.
- Supportive supervision – joint visit with ASHA in the community

CommunityMobilization:

- Identify volunteer in the village/slums/ or members from VHSNC
- Ensure supply of health promotion material
- Liaise with other partners – school teachers, AWW, PRI/ RWA/ULBs members
- Supportive supervision - joint visit with ASHA in the community

Community Health Officers (CHOs)

- Screening for five common NCDs and referral of individuals with suspected NCD;
- Follow up of individuals diagnosed with NCDs and dispensing of medicines as prescribed by MO;
- Counselling patients and high-risk individuals to adopt healthy life styles;
- Referral of sick patients to higher facilities and follow up of discharged patients to provide continuum of care;
- Documentation and reporting to higher levels;
- Conduct annual community based NCD survey of all eligible individuals in HWC catchment area;
- Create awareness among general population in your HWC area regarding

Screen all adults 30 years of age and above and all individuals with history of tobacco/areca nuts / alcohol habits irrespective of age

Any Abnormality on Oral Visual
nation/Suspicious Lesion

Evaluated by the Dentist/surgeon/ENT specialist
/MO at PHC /CHC/DH/GH Sensitization and
education of private dentists

Malignant lesions

Refer for appropriate medical management to
tertiary cancer care centers/Medical Colleges

Normal Findings on Oral
Visual Examination

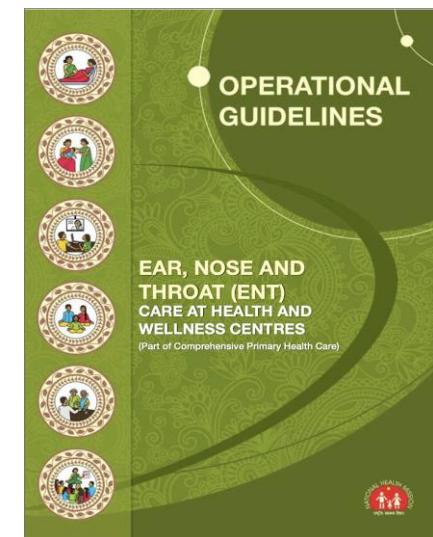
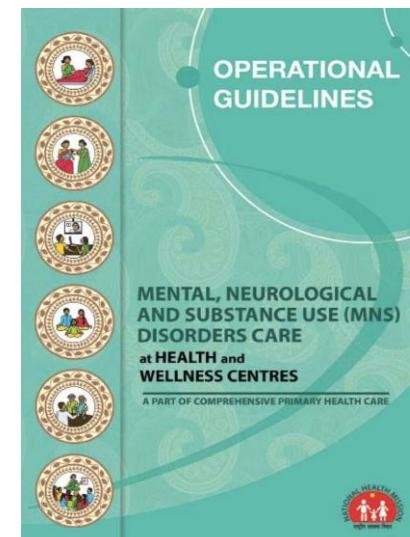
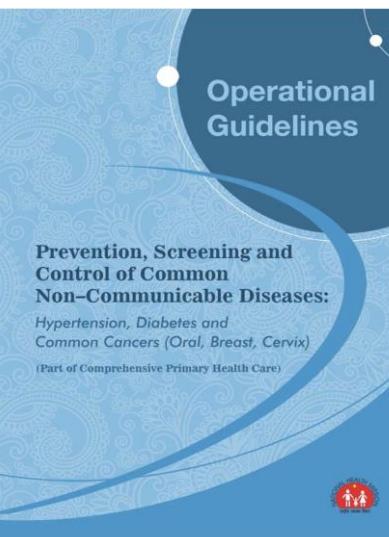
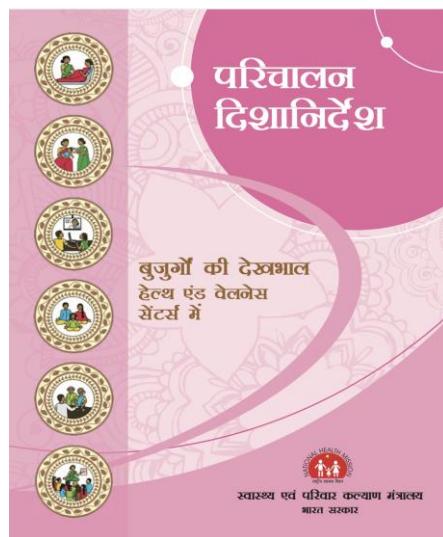
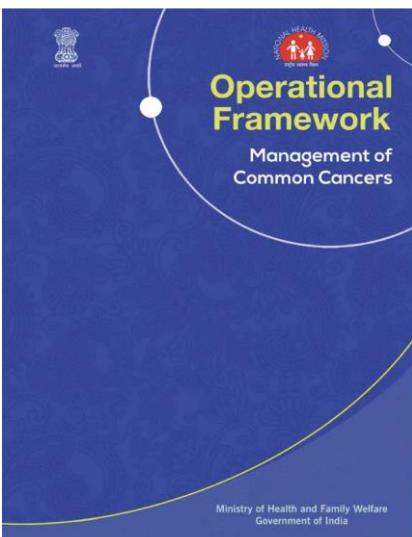
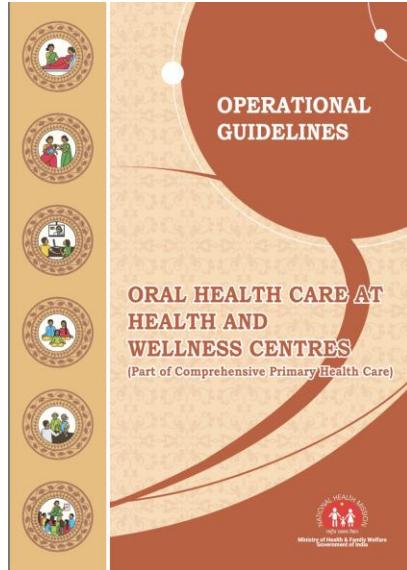
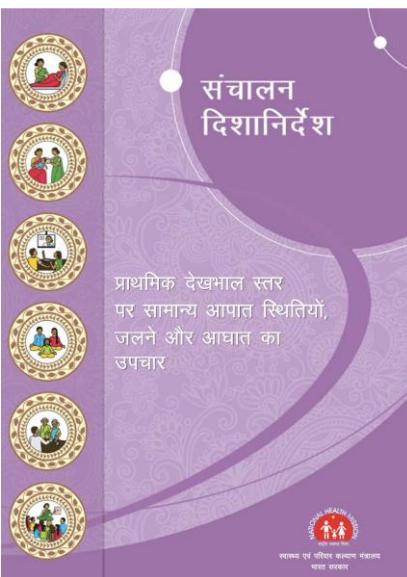
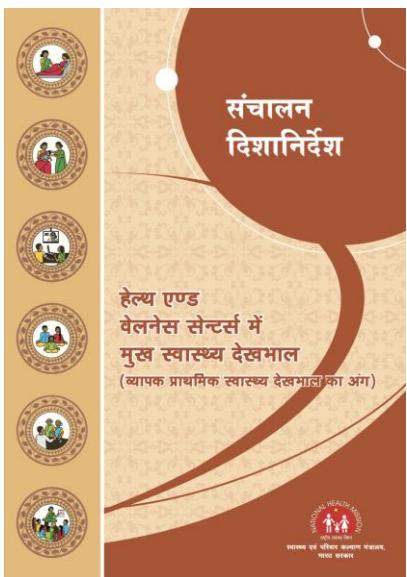
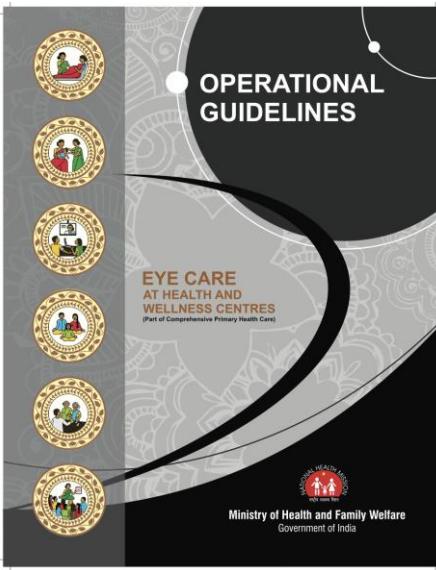
Individual history of
tobacco/areca nuts /alcohol
habits irrespective of age -
counseling required

Non-Malignant lesions

Treat lesions

Follow-Up

Reference Guidelines for creating Work instructions



Take Home Messages

- Work instructions must be available for all 12 health packages at AAM-SHC
सभी 12 स्वास्थ्य पैकेजों के लिए कार्य निर्देश उपलब्ध होने चाहिए
- WI should be completed for all the steps, and respective staff should be aware of the steps of the process mentioned
सभी चरणों के लिए WI पूरा होना चाहिए, और कर्मचारियों को उल्लिखित सभी चरणों के बारे में पता होना चाहिए
completed for all the steps, and respective staff should be aware of the steps of the process mentioned
- Staff should adhere to the Work instructions.
कर्मचारियों को कार्य निर्देशों का पालन करना चाहिए



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

THANK YOU

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