



Strengthening Patient Safety through NQAS

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Why Safe Care for NCDs Matters



Globally, 1 in 10 patients is harmed during health care, and around half of this harm is preventable



43M+

people die from NCDs every year globally

WHO

~75%

of all deaths worldwide are linked to NCDs

WHO

~63%

of deaths in India are attributed to NCDs

India

India: changing NCD burden

30.5%
1990



55.4%
2016

NCD share of illness

Safe, integrated and people-centred care across prevention • early detection • treatment • rehabilitation • palliative care

Non-communicable disease insights: India

INDIAN HEALTH PROFILE: NON-COMMUNICABLE DISEASE (NCD) INSIGHTS

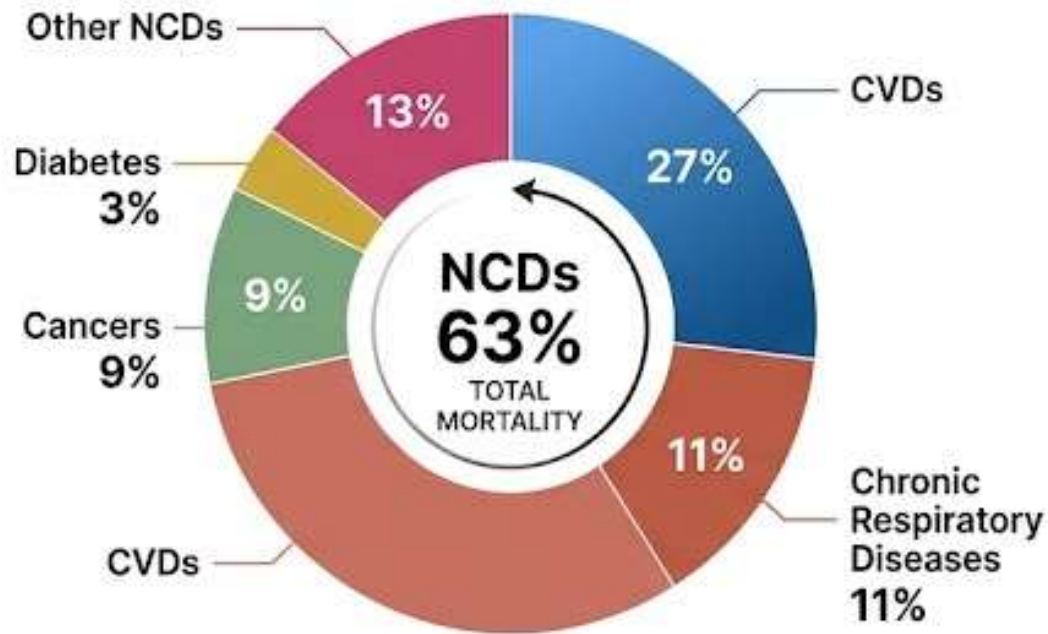


Figure 1: Mortality due to Non Communicable Diseases in India

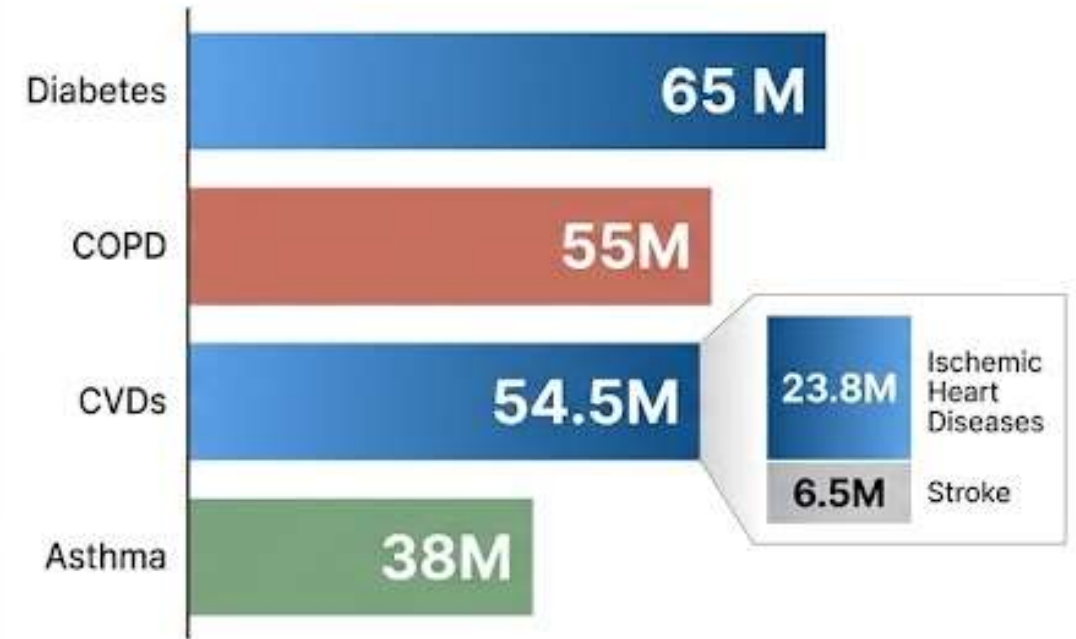


Figure 2: Burden of Non Communicable Diseases in India

Challenges in Managing Noncommunicable Diseases

Qualitative Study • 17 Family Physicians
Urban FP Program, Mazandaran Province, Iran

Perspectives of private-sector family physicians practicing in public–private partnerships

01



Financing

Poor financial management; no defined NCD budget; prevention underfunded vs. specialized care

02



Equipment & Infrastructure

Shortage of cancer/HbA1c screening tests; low-quality lab equipment; lack of physical space

03



Human Resources

Understaffing, high workload, weak training, low motivation and burnout among staff

04



Payment Mechanism

Per-capita pay lags inflation; delayed payments; low salaries; no incentives for NCD care

05



Health Information System

Multiple disconnected databases/panels; poor data sharing; low data quality

06



Referral System

Weak coordination between levels; poor e-referral coverage; limited specialist capacity

07



Health Insurance Organizations

Coverage not updated with new guidelines; weak screening coverage; low attention to quality

08



Community Engagement

Inadequate education/outreach; weak self-care empowerment; poor patient follow-up

Quality Initiatives for Non-Communicable Disease



National Quality Assurance Standards

2013 and rev. 2024



SaQushal

2022



Integrated Public Health Laboratory

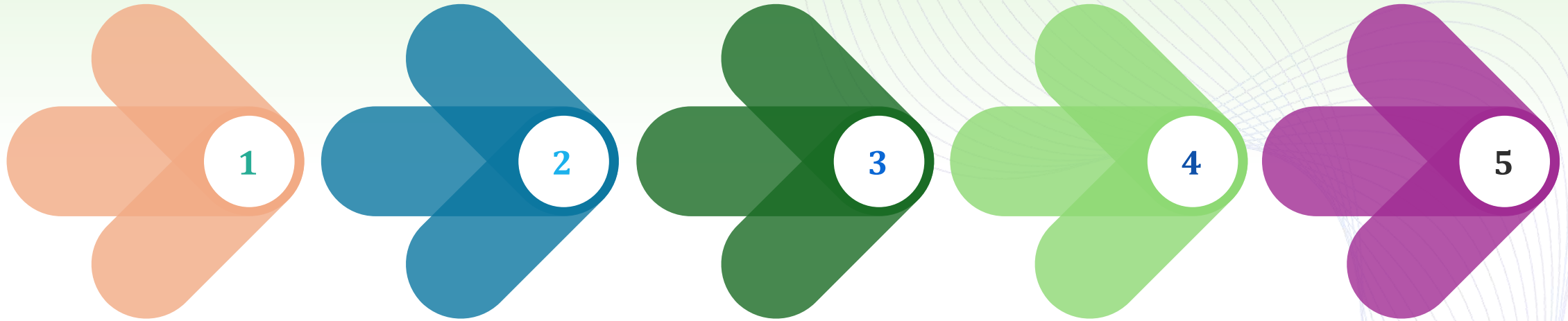
2024

Surveillance and Reporting of HAI in District level Health Facilities

2025



Conduct of Assessment at the Facility



**Assessment
Plan &
Schedule**



**Constitution of
the assessment
Team**



**Conducting
the
Assessment**



**Conclusion
and Scoring**

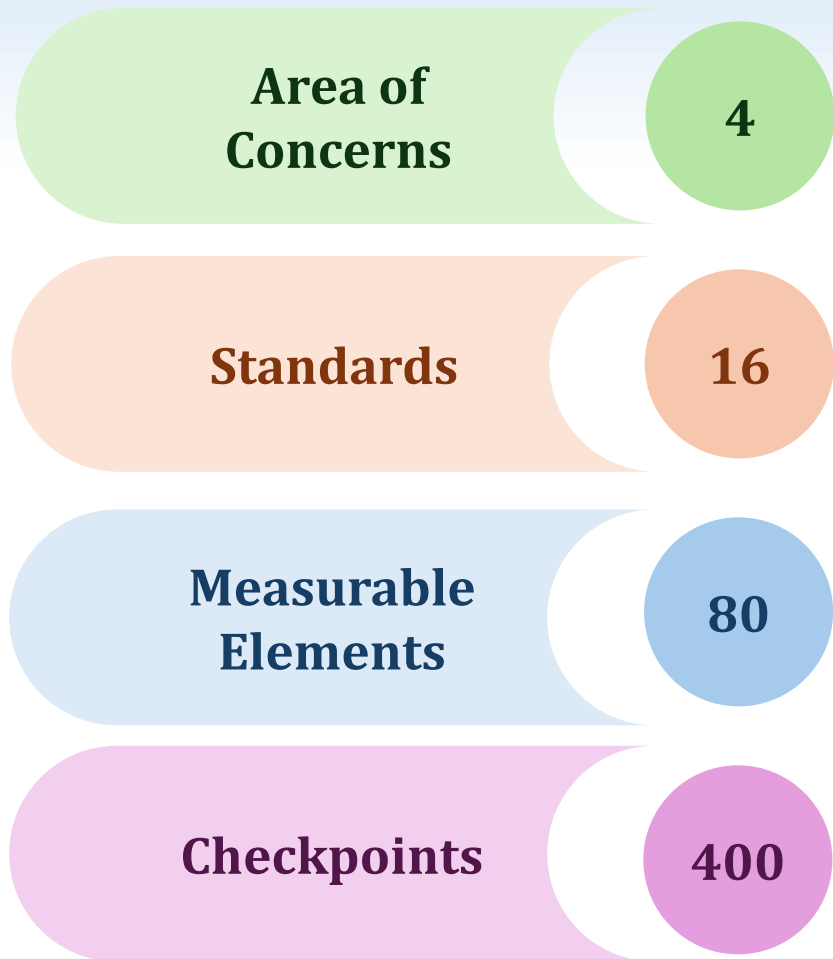


**Review and
Action
Planning**



SaQushal: Self-assessment Tool For Health Facilities

(Measurement System)

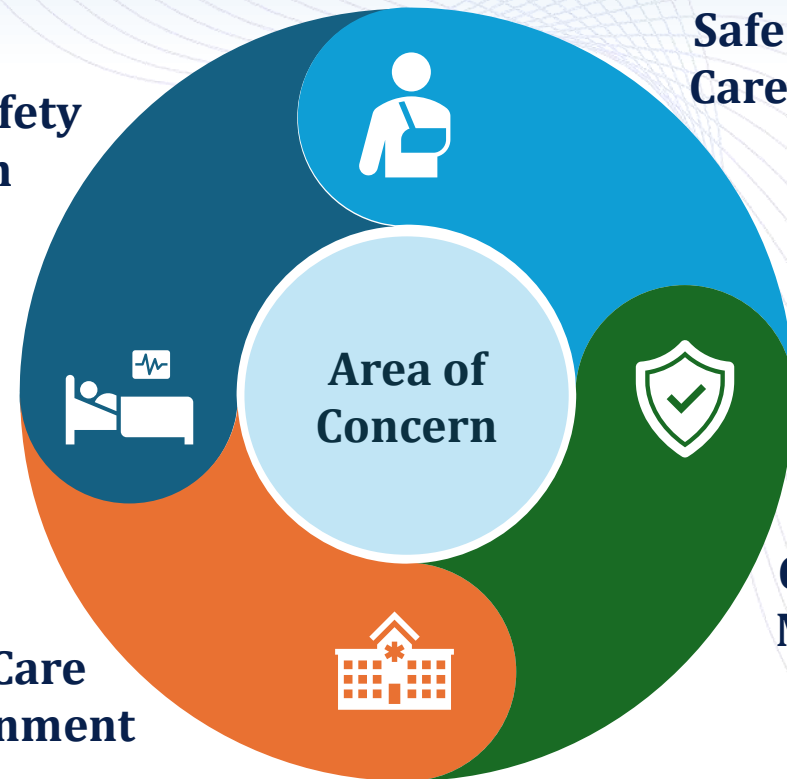


Patient Safety
System

Safe Patient
Care Process

Safe Care
Environment

Clinical Risk
Management



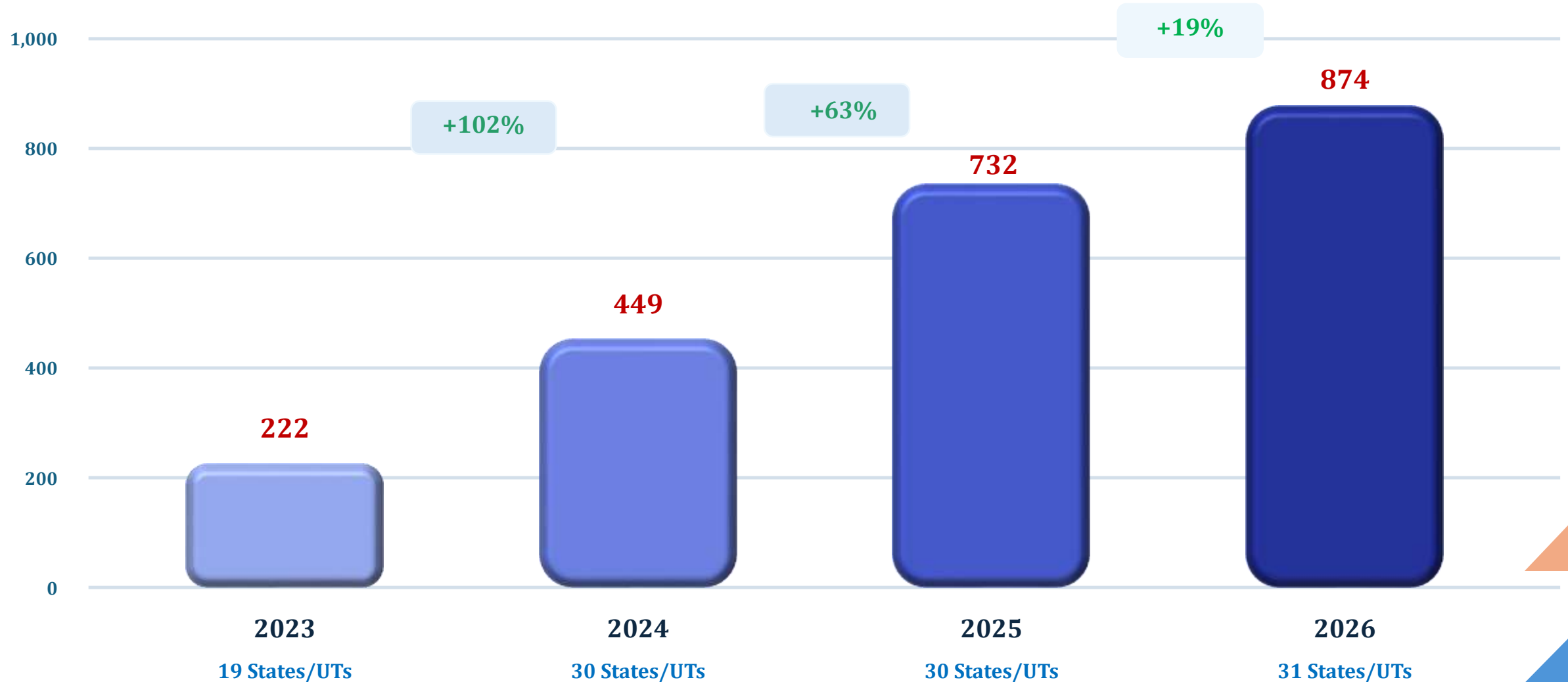
Area of Concern: SaQushal

A. Safe Patient Care Processes	B. Clinical Risk Management
Standardised Clinical Protocols	Incident Reporting
Medication Safety	RCA
Safe Surgical & Procedure Care	Clinical Audits
IPC	Morbidity and Mortality reviews
Monitoring and escalation	Risk Assessments
Documentation & communication	Safe Culture and training

Area of Concern: SaQushal

C. Safe Care Environment	D. Patient Safety Systems
Infrastructural Safety	Governance and Leadership
Emergency Preparedness	Policy and protocols
Cleanliness and Hygiene	Incident Reporting & learning
Bio medical Waste Management	Staff training and sensitisation
Safety Signages and zoning	Monitoring and evaluation
Security and Patient dignity	Patient and family engagement

Assessment Coverage – SaQushal 2023–2026

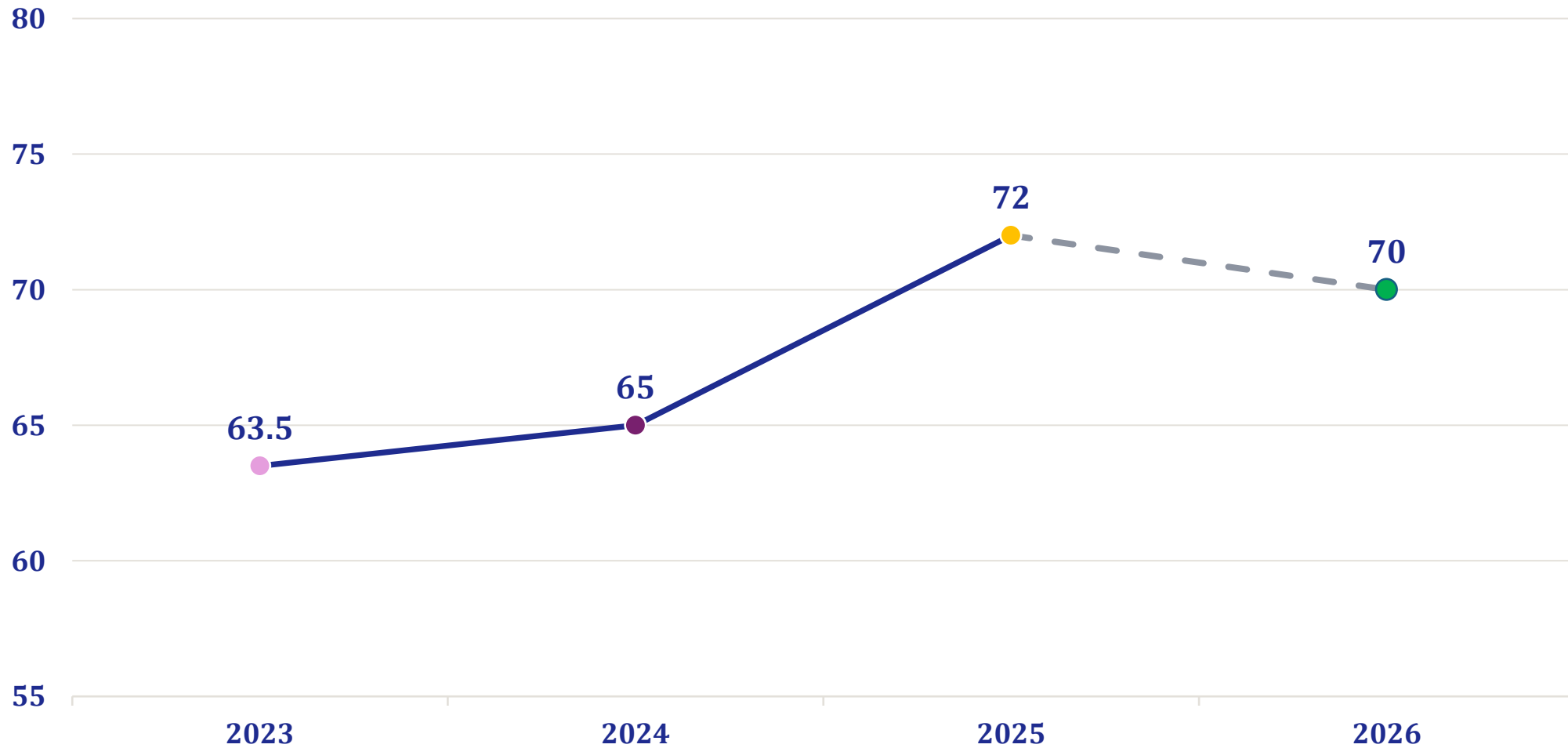


222 assessments in 2023 → 874 assessments in 2026

Assessment Numbers can only be doubled in 4 years for many

Median overall score, All Facilities

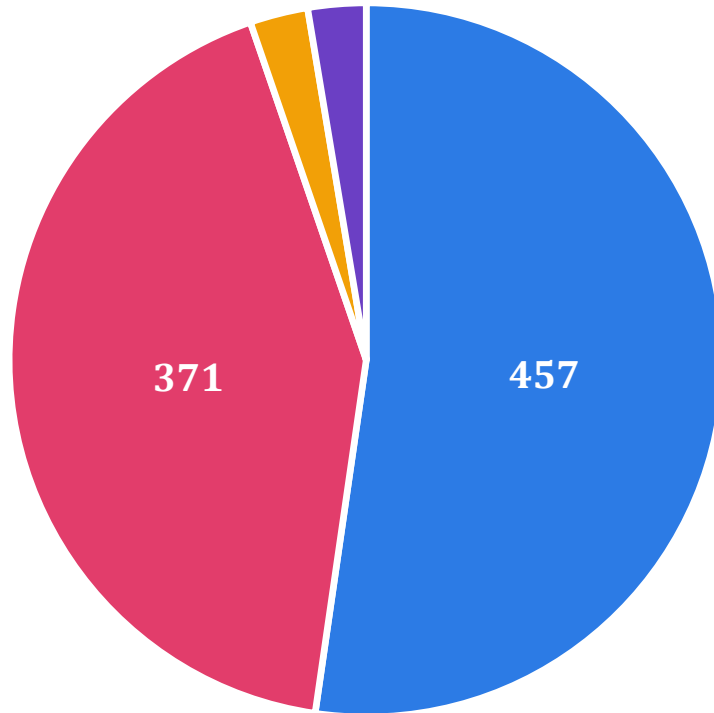
The median overall score improved from 63.5 to 72 between 2023 and 2025



Distribution of Facilities in 2026

District and Sub District Hospitals make up 95% of facilities.

● MCH 23 (3%) ● CHC 23 (3%)



District Hospital

457

facilities · 52%

75

median score

AoC A

78

AoC B

78

AoC C

77

AoC D

70

Sub District Hospital

371

facilities · 42%

60

median score

AoC A

62

AoC B

60

AoC C

61

AoC D

56

Medical College Hospital

23

facilities · 3%

81

median score

AoC A

83

AoC B

85

AoC C

82

AoC D

78

Community Health Centre

23

facilities · 3%

65

median score

AoC A

68

AoC B

65

AoC C

67

AoC D

63

District Hospitals: Median Scores 2023-2026

2023

66

median · n=169

2024

65

median · n=433

2025

73

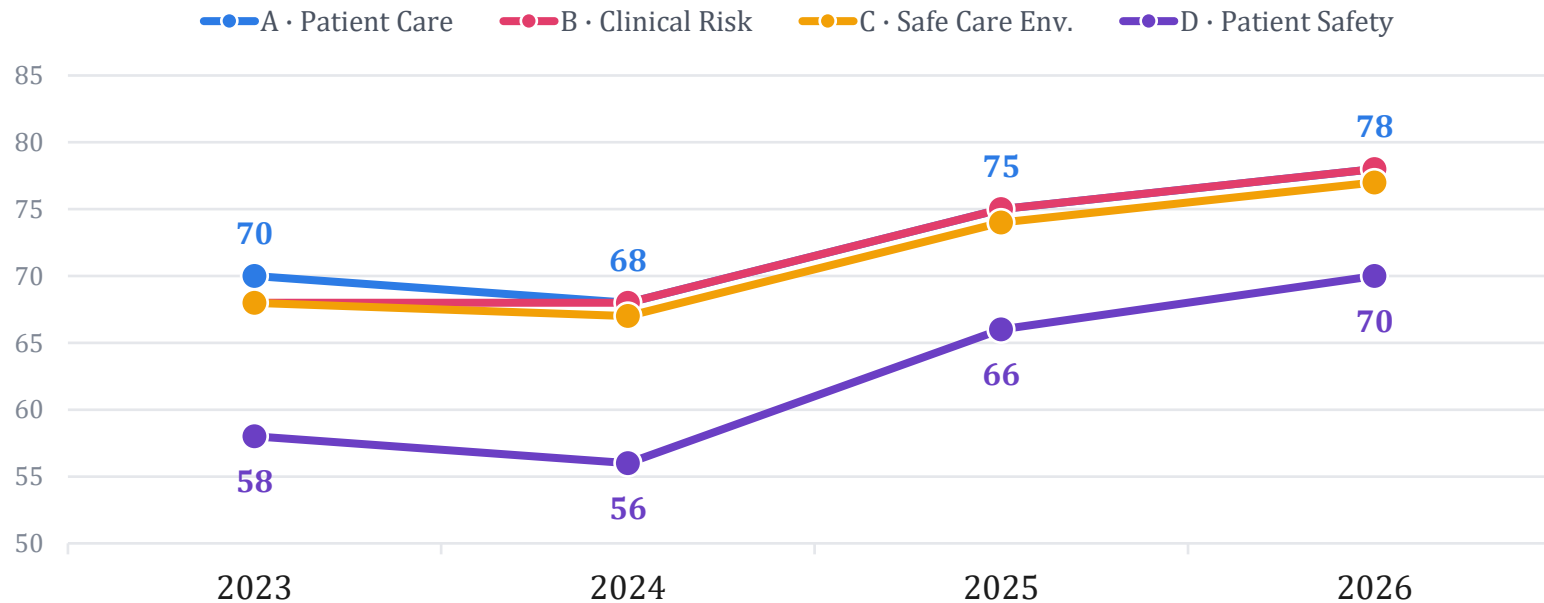
median · n=503

2026

75

median · n=457

Median score by Area of Concern



Median overall score

66 → 75

+9 pts

District Hospitals assessed

169 → 457

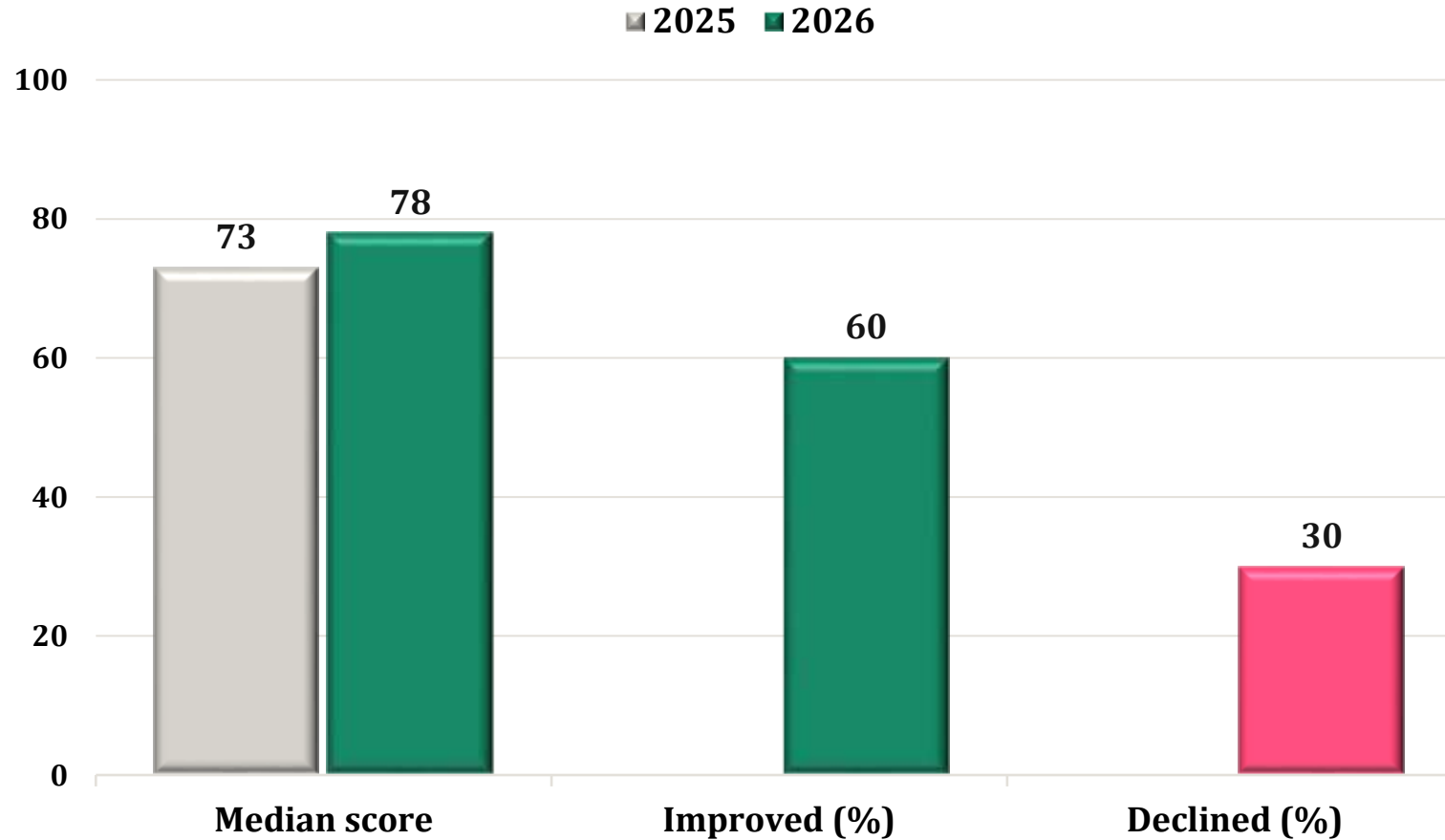
States / UTs covered

19 → 31

Share of District Hospitals scoring 80 or above: 21% in 2023 → 37% in 2026

The same 124 District Hospitals, 2025 vs 2026

Among hospitals assessed in both years, the median rose from 73 to 78.

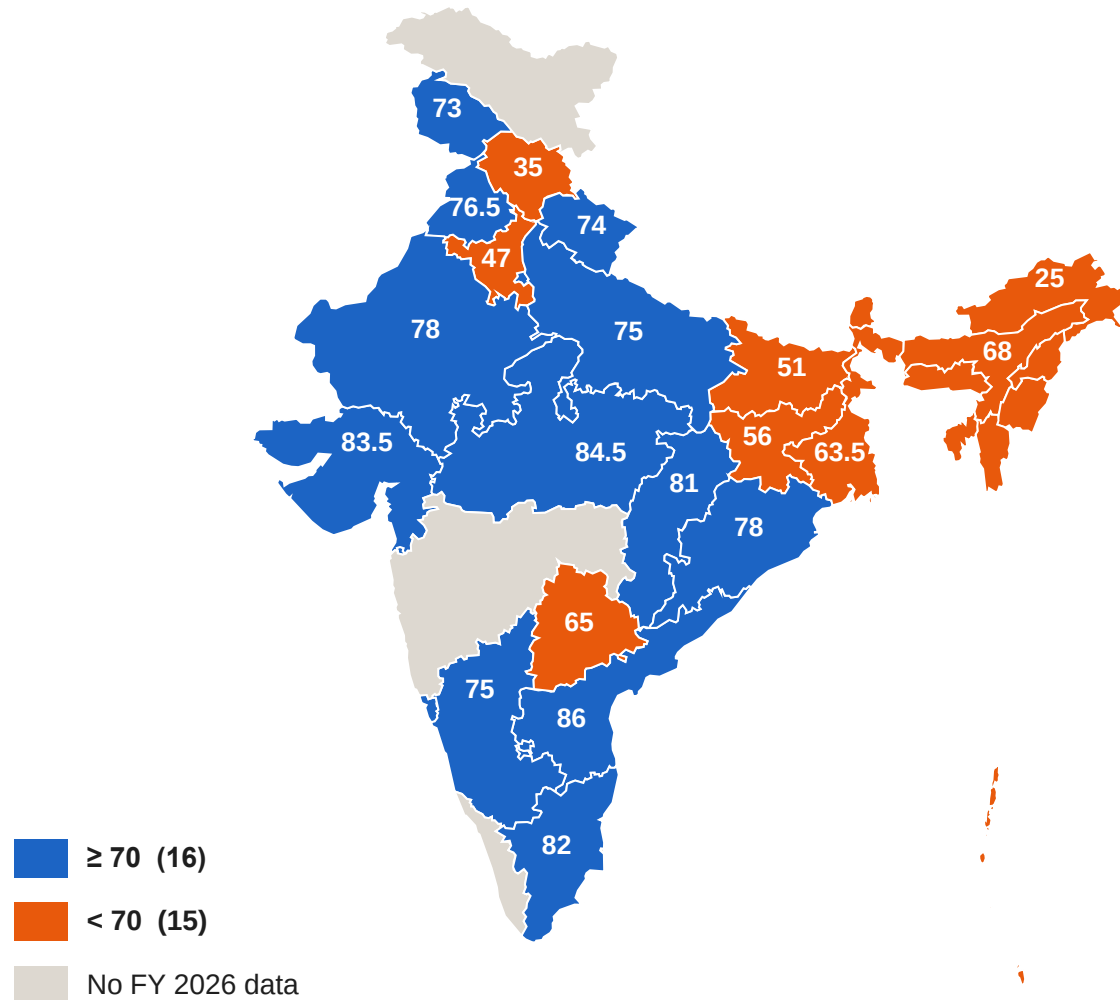


- ❖ 60% of these hospitals improved their score; 30% declined.
- ❖ Median change: +3.5 points.
- ❖ Because the same hospitals are compared, this is the cleanest evidence of genuine improvement.

Decline in scores of
???

State/UT Median Overall Score — FY 2026

National median 70 across 874 facilities in 31 States/UTs. 16 States/UTs score 70 or above; 15 score below 70.



70 and above · 16 States/UTs

State/UT	Median	n
Andhra Pradesh	86	9
Madhya Pradesh	84.5	60
Gujarat	83.5	36
DNH & Daman and Diu *	83	3
Tamil Nadu	82	36
Chhattisgarh	81	20
Odisha	78	23
Rajasthan	78	11
Chandigarh *	78	1
Delhi	77.5	24
Punjab	76.5	14
Karnataka	75	141
Uttar Pradesh	75	95
Uttarakhand	74	28
Jammu & Kashmir	73	13
Goa *	73	3

Below 70 · 15 States/UTs

State/UT	Median	n
Tripura	69	11
Assam	68	23
Telangana	65	25
West Bengal	63.5	78
Sikkim *	62.5	4
Meghalaya	62	12
Jharkhand	56	8
Manipur	55.5	6
Mizoram	52	14
Nagaland	52	11
Bihar	51	43
Andaman & Nicobar Is. *	49.5	2
Haryana	47	11
Himachal Pradesh	35	94
Arunachal Pradesh	25	15

Median of facility Overall Scores per State/UT, FY 2026, all facility levels (n = 874). n = facilities assessed; * fewer than 5 facilities — indicative only. No FY 2026 data: Kerala, Ladakh, Lakshadweep, Maharashtra, Puducherry. Map boundaries are indicative.

Region-wise AoC Performance Across India

Mean Area-of-Concern (AoC) Scores by Region
(darker red = weaker performance, darker green = stronger)



Patient Safety System (PSS) is the weakest AoC in every region; North-East scores lowest overall, Central scores highest overall.

Region-wise Performance Across India

Composite median score by zone — scale 0–100 (PCP, CRM, SCE, PSS medians)



North
Weakest: PSS • Strongest: PCP **68.3**

South
Weakest: PSS • Strongest: PCP **72.5**

East
Weakest: PSS • Strongest: CRM **64.6**

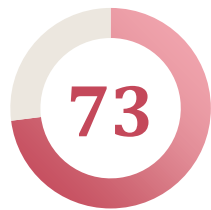
West
Weakest: PSS • Strongest: CRM **75.8**

Central
Weakest: PSS • Strongest: CRM **79.5**

North-East
Weakest: PSS • Strongest: PCP **57.3**

Area of Concern Median Scores — FY 2026

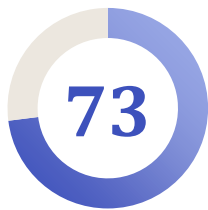
Median For Overall facilities



AoC A

Patient Care
Processes

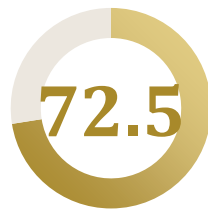
30% below 60



AoC B

Clinical Risk
Management

32% below 60



AoC C

Safe Care
Environment

31% below 60



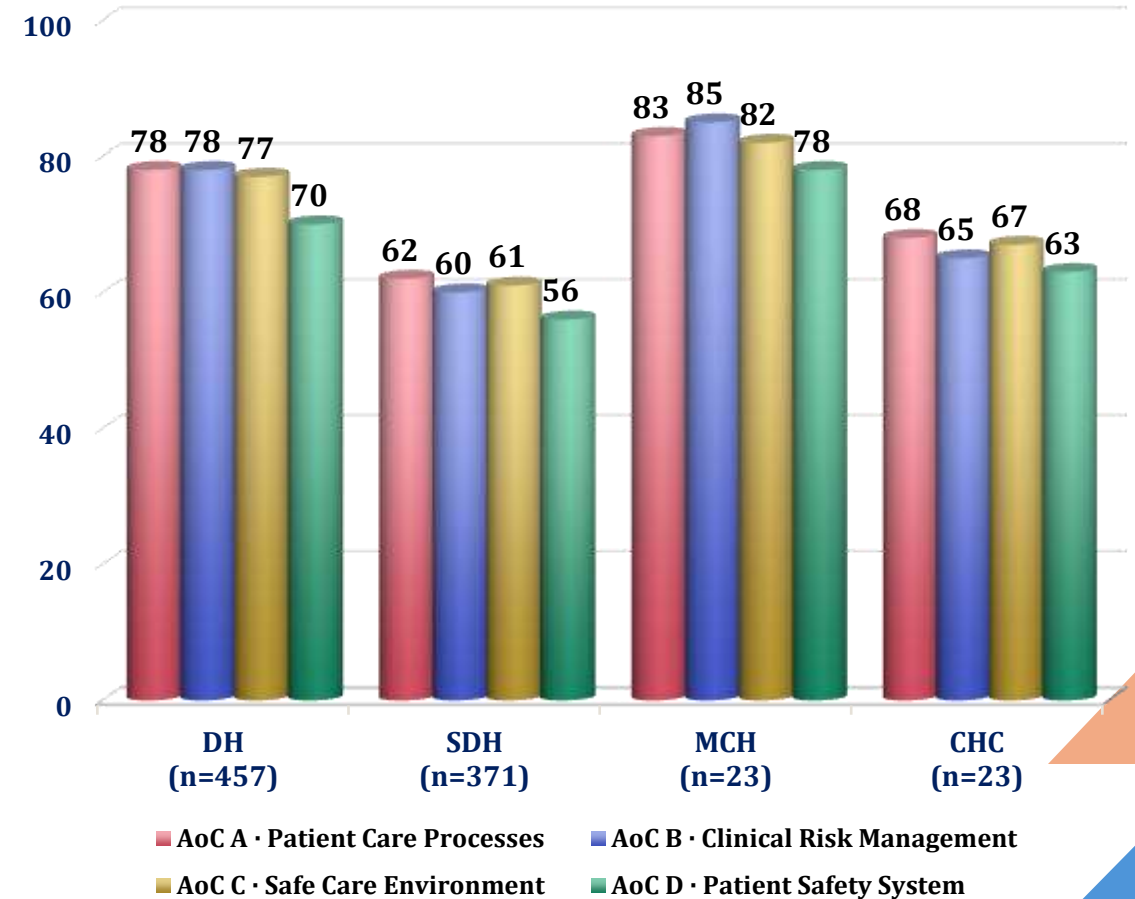
AoC D

Patient Safety
System

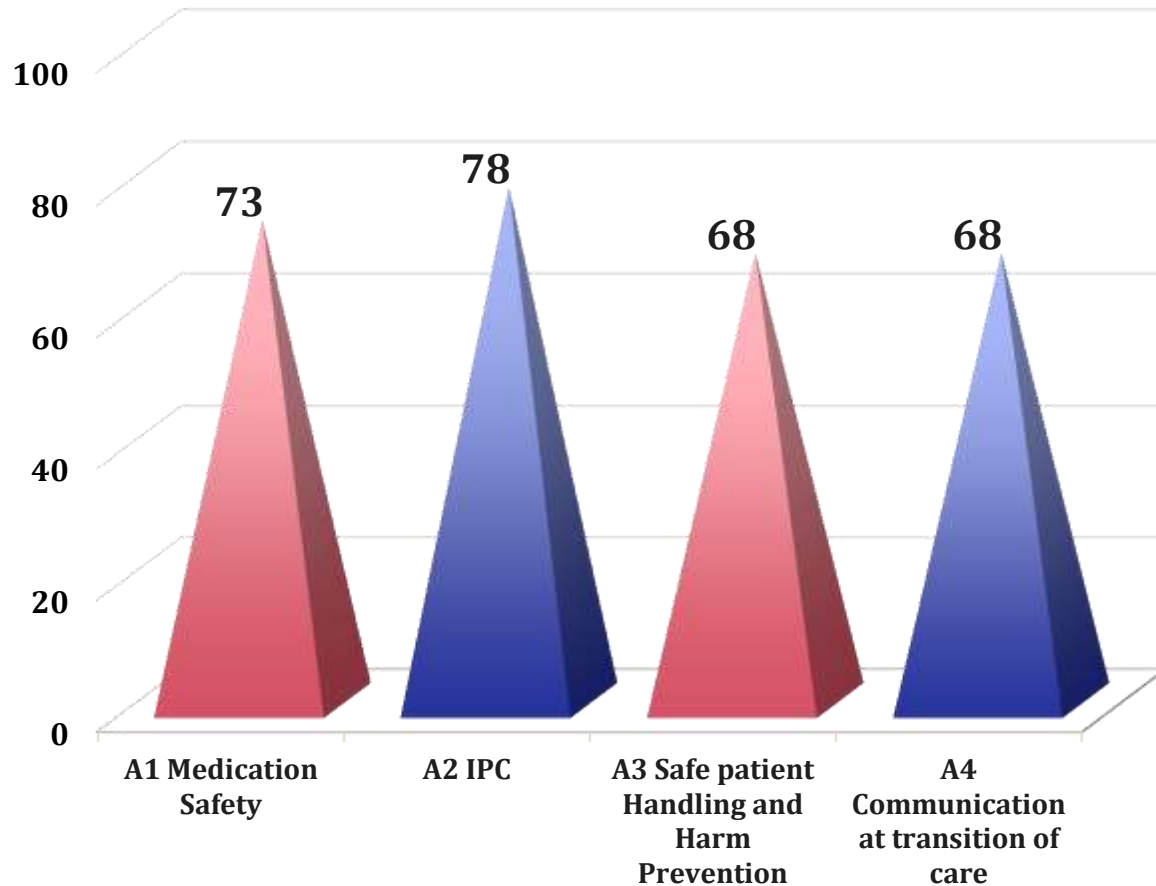
43% below 60

43% of facilities score below 60 in Patient Safety System

Median by facility level



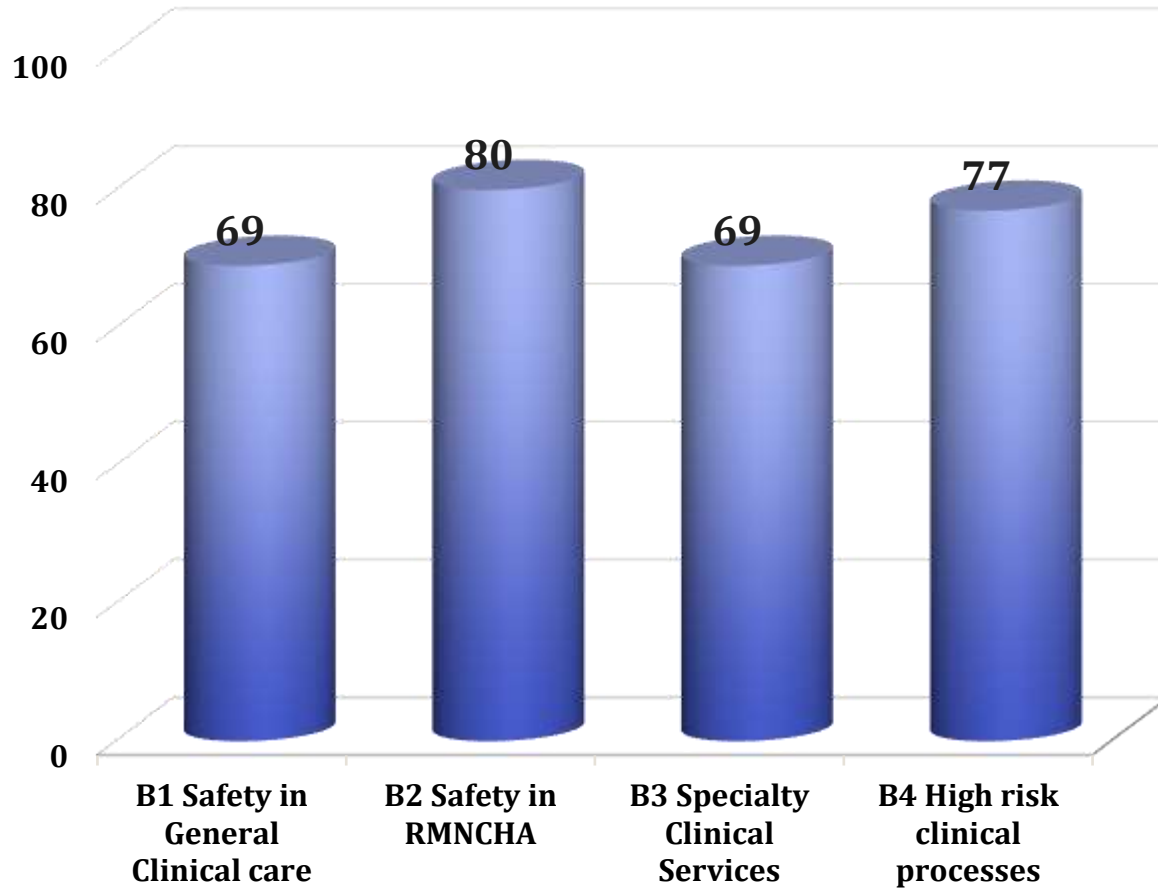
AoC A Standards — Patient Care Processes



Priority: A3 & A4 — 37% of facilities below 60 on each

- SDHs are the weakest facility level in this area.
- Medical College Hospitals score 80+ on all four Standards.

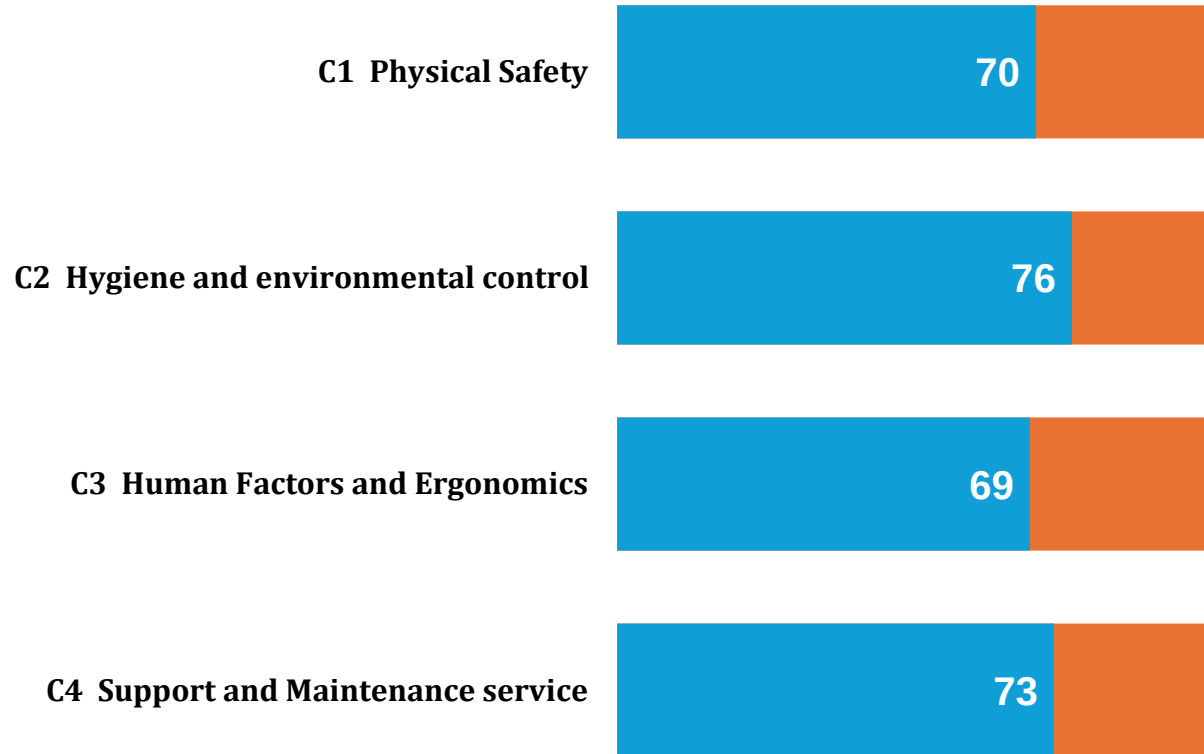
AoC B Standards — Clinical Risk Management



Priority: B3 Specialty Clinical Services — 37% below 60

- SDHs are the weakest facility level in this area.
- B2 Safety in RMNCHA is the strongest Standard in the whole tool.

AoC C Standards — Safe Care Environment



Priority: C3 Human Factors & Ergonomics — 36% below 60

- SDHs are the weakest facility level in this area.
- All four Standards are within 7 points of each other.

AoC D Standards — Patient Safety System

D1

Leadership and Governance

64

41% <60



D2

Reporting and Learning System

58

51% <60



D3

Patient Engagement

70.5

35% <60



D4

Ability at Point of Care

65

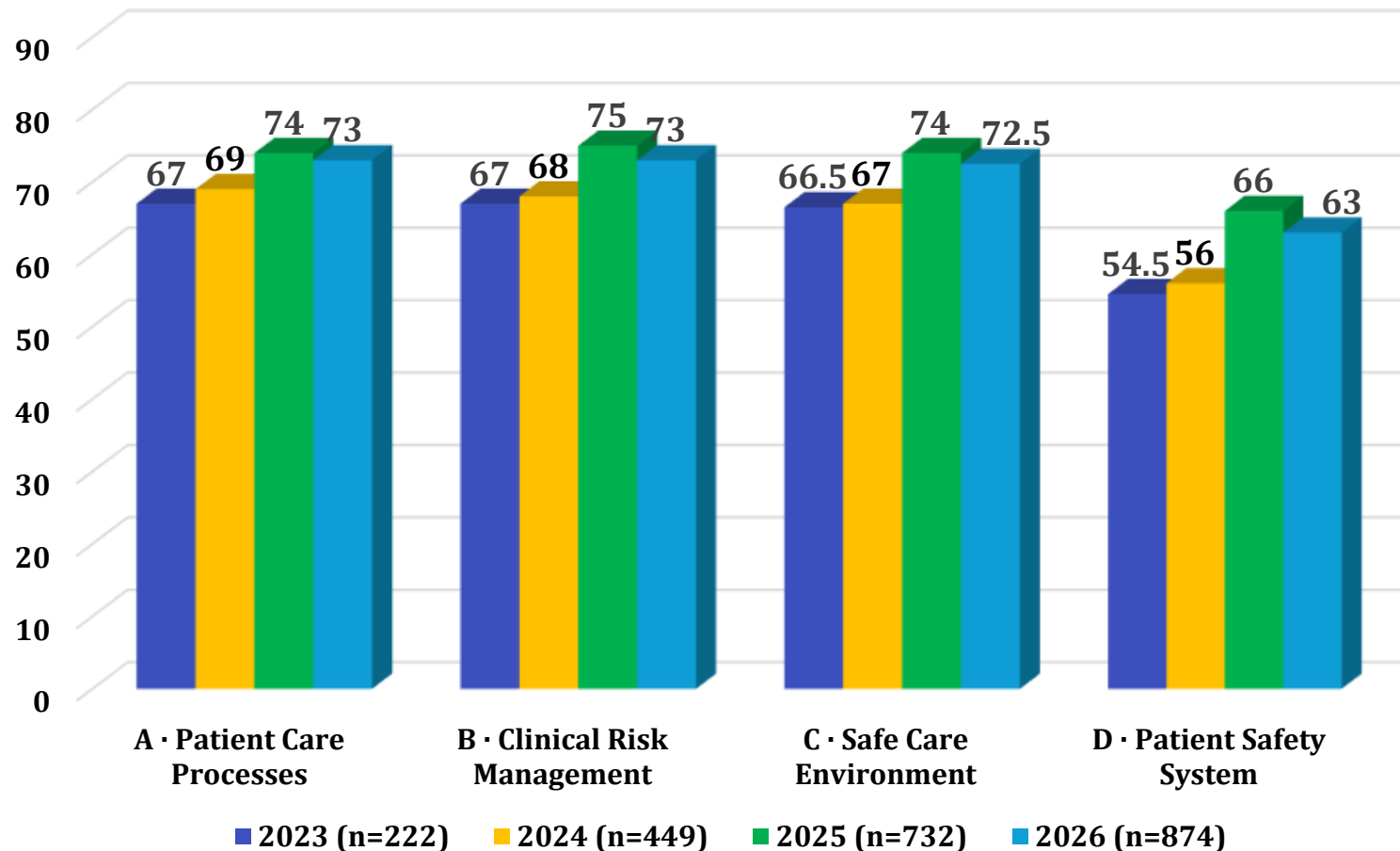
41% <60



Priority: D2 Reporting & Learning System — 51% below 60

- Weakest Area of Concern overall — 43% of facilities below 60.
- SDHs fall to 50 on D2 Reporting & Learning.

Comparative Analysis of AoC Medians, 2023–2026



Change, 2023 → 2026

A - Patient Care Processes

67 → 69 → 74 → 73

+6

B - Clinical Risk Management

67 → 68 → 75 → 73

+6

C - Safe Care Environment

66.5 → 67 → 74 → 72.5

+6

D - Patient Safety System

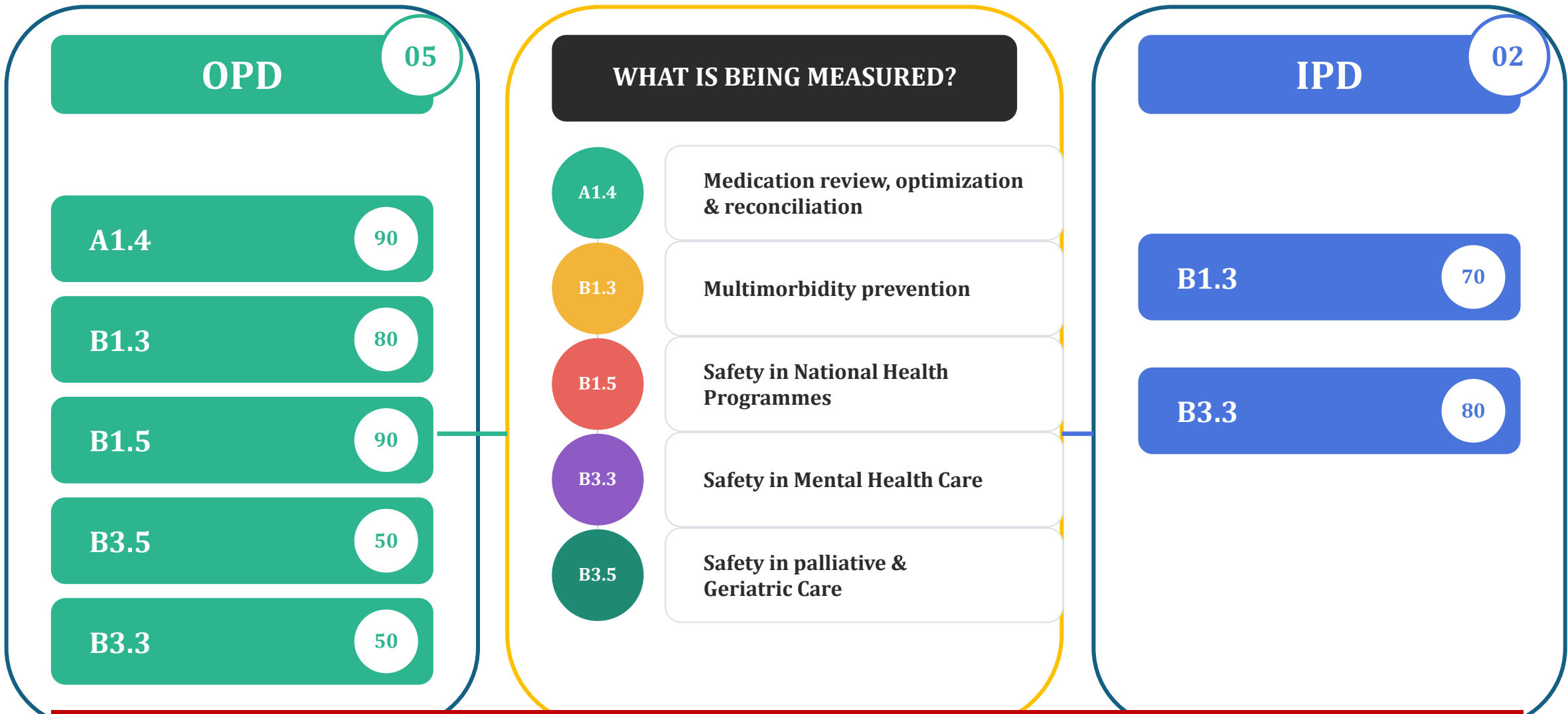
54.5 → 56 → 66 → 63

+8.5

Median AoC score by assessment year, all facility levels. Each year assesses a partly different set of facilities (15% overlap between 2025 and 2026), so changes are not strictly like-for-like.

Scores of Components in SaQushal for NCDs

NCD-related measurable elements identified across OPD and IPD care pathways



KEY INSIGHT • OPD: 5 components | IPD: 2 components | Scores highlight priority areas for NCD patient-safety review

Way forward

01

Prioritise quality and safe care:
Strengthen the critical care units
Promote the quality and safety principles in preventive & promotive care

02

Scale SaQushal implementation:
Expend the SaQushal to all SDHs & high case load CHCs
Institutionalize the mechanism of peer review

03

Targeted Capacity building:
Focused training on Clinical risk management and Patient safety.
Address the gaps through Simulation drills

04

Data driven monitoring:
Analysis the SaQushal scores during NQAS assessments, identify trends.
Develop mechanism for digital reporting of safety indicators



Safe care is not optional, it's **foundational**.

People living with NCDs deserve
safe, quality care.

Prevent harm across prevention,
diagnosis, treatment and long-term care.



Cardiovascular
Health



Diabetes
Care



Safe
Medicines



Better
Lung Health

Thank You