

## Quality Assurance

Quality Assurance Program was launched in November 2014 under National Health Mission. The program was started in the state of Mizoram since December 2015.

### Objectives:

- Facilitate establishment of an inbuilt and sustainable Quality Assurance Mechanism in the Public Health Facility where patients are provided prompt & effective healthcare with privacy and dignity.
- Setting up quality standards, Measurable Elements & Checklists to provide consistently high quality services. The foremost requirement is to set quality standard -National Quality Assurance Standard (**NQAS**) against which the performance can be measured.
- Certification of all Public Health Facilities for **NQAS**
- Provide Quality Health care to all citizens of the country in an equitable manner.

**Vision:** By the year 2030, QA aims in making all health facilities within the state to achieve the National Accreditation (National Quality Assurance Standard Certification).

### Achievements 2017-18

#### 1. QA Training

| State Level                 |        |             |
|-----------------------------|--------|-------------|
| Name of Training            | Target | Achievement |
| Internal Assessors Training | 1      | 1           |
| Service Provider Training   | 1      | 1           |

#### 2. Monitoring Visit by SQU

| Facility               | Target | Achievement |
|------------------------|--------|-------------|
| District Hospitals     | 9      | 9           |
| Primary Health Centres | 9      | 7           |

#### 3. Review Meeting by SQAC

| Name of Meetings | Target | Achievement |
|------------------|--------|-------------|
| SQAC meeting     | 2      | 1           |

#### 4. NQAS internal assessment scoring of 13 focused Facilities

| District    | Focused Facilities | Internal Assessment Score (%) |
|-------------|--------------------|-------------------------------|
| Aizawl East | Khawruhlian PHC    | 78.74                         |
| Aizawl West | Aibawk PHC         | 82.98                         |
|             | Reiek PHC          | 80.42                         |
| Champhai    | Kawlkuh PHC        | 79.00                         |
| Kolasib     | Bilkhawthlir PHC   | 74.44                         |
| Lunglei     | Tawipui PHC        | 84.55                         |
| Lawngtlai   | Haulawng PHC       | 79.67                         |
|             | Bungtlang S PHC    | <b>39.97</b>                  |
| Mamit       | Kawrtethawveng PHC | <b>66.44</b>                  |
| Serchhip    | Chhingchhip PHC    | <b>50.00</b>                  |
| Siaha       | Tipa/Tuipang PHC   | <b>NA</b>                     |
| Champhai    | Champhai DH        | 68.00                         |
| Lunglei     | Lunglei DH         | 87.00                         |

#### 5. National Quality Assurance Standard Certification:

National Quality Assurance Standard Certification is awarded to **ITI Urban Primary Health Centre** is certified (with conditionality)

## Kayakalp

Award to public health facilities was launched in October 2015 by the Health & Family Welfare Dept, Government of India. It is a National Initiative to give awards to those public health facilities that demonstrate high levels of cleanliness, hygiene and infection control. There are categories – District Hospital (DH), Sub-District Hospital/Community Health Centre (SDH/CHC), Primary Health Centre (PHC) and Urban Primary Health Centre (UPHC).

### Objectives:

- To promote cleanliness, hygiene and infection control practices in public health care facilities.
- To incentivize and recognize such public healthcare facilities that show exemplary performance in adhering to standard protocols of cleanliness and infection control.
- To inculcate a culture of ongoing assessment and peer review of performance related to hygiene, cleanliness and sanitation.
- To create and share sustainable practices related to improved cleanliness in public health facilities linked to positive health outcomes.

### Achievements 2017-18

#### 1. Training

| State Level                                       |        |             |
|---|--------|-------------|
| Name of Training                                  | Target | Achievement |
| Awareness Training                                | 1      | 1           |
| Master Training on Swachh Bharat Abhiyaan         | 1      | 1           |
| External Assessors Training                       | 1      | 1           |
| District Level                                    |        |             |
| Awareness cum Internal Assessors Training         | 9      | 9           |
| District Hospitals                                |        |             |
| Facility Level Training on Swachh Bharat Abhiyaan | 9      | 9           |
| CHC & SDH   |        |             |
| Facility Level Training on Swachh Bharat Abhiyaan | 11     | 11          |
| PHC   |        |             |
| Facility Level Training on Swachh Bharat Abhiyaan | 56     | 56          |

## 2. Kayakalp Assessments

| <b>District Hospitals</b> |                           |                |
|---------------------------|---------------------------|----------------|
| Name of Assessments       | Target (No of Facilities) | Achievement    |
| Internal Assessment       | 9                         | 8              |
| Peer Assessment           | 8                         | 8              |
| External Assessment       | 8                         | In the process |
| <b>CHC/SDH</b>            |                           |                |
| Name of Assessments       | Target (No of Facilities) | Achievement    |
| Internal Assessment       | 11                        | 11             |
| Peer Assessment           | 9                         | 9              |
| External Assessment       | 9                         | In the process |
| <b>PHC</b>                |                           |                |
| Internal Assessment       | 57                        | 55             |
| Peer Assessment           | 50                        | 50             |
| External Assessment       | 50                        | In the process |
| <b>URBAN PHC</b>          |                           |                |
| Internal Assessment       | 8                         | 8              |
| Peer Assessment           | 5                         | 5              |
| External Assessment       | 5                         | In the process |

This financial year 2017-18, 84% of the total facility qualified for kayakalp external assessment, there is 10% increase from last year

### 3. Swachhata Fortnight

| <b>State Level</b>   |        |             |
|--|--------|-------------|
| Name of Activity   | Target | Achievement |
| 1.Launching of Swachhata Fortnight   | 1      | 1           |
| 2.Swachhata Fortnight Activities at Facility   | 77     | 77          |
| a)Shramdhan at State NHM office,Dinthar  | 1      | 1           |
| b)Observation of World Health Day  | 1      | 1           |
| 3.Submission of Swachhata Fortnight Weekly Report of activities conducted within the state during 2 <sup>nd</sup> - 7 <sup>th</sup> April 2018 in the form of pictures and videos. | 3      | 3           |
| <b>District Level</b>  |        |             |
| Name of Activity   | Target | Achievement |
| Launching of Swachhata Fortnight at CMO level.   | 9      | 9           |
| Shramdhan at CMO level   | 9      | 9           |
| Observation of World Health Day on 7 <sup>th</sup> April 2018  | 9      | 9           |
| Campaign focusing on school and anganwadisanitation,personal and home hygiene and vector control.  | 9      | 9           |
| <b>Facility Level (District Hospital/CHC/SDH/PHC)</b>  |        |             |
| Name of Activity   | Target | Achievement |
| Launching of Swachhata Fortnight at District Hospital  | 9      | 9           |
| Swachhata Fortnight Activities   | 9      | 9           |
| Launching of Swachhata Fortnight at CHC  | 9      | 9           |
| Launching of Swachhata Fortnight at SDH  | 2      | 2           |
| Launching of Swachhata Fortnight at PHC  | 57     | 57          |
| Shramdhan at District Hospital   | 18     | 18          |
| Shramdan at CHC  | 18     | 18          |
| Shramdhan at SDH   | 4      | 4           |
| Shramdhan at PHC   | 114    | 114         |
| Spreading cleanliness awareness to patients and attendants at DH,SDH,CHC and PHC   | 77     | 77          |
| Observation of World Health day on 7 <sup>th</sup> April 2018 at DH,SDH, CHC and PHC   | 77     | 77          |
| Training of staffs on cleaning,housekeeping,biomedical waste management and infection control at DH,SDH,CHC and PHC  | 77     | 77          |