

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 Standards Certification).

Achievements 2020-21

- Three (3) District Hospitals namely
 1. Civil Hospital Aizawl (Aizawl East District)
 2. Civil Hospital Lunglei (Lunglei District) and
 3. District Hospital Champhai (Champhai District) had scored 70% or more in State Level External Assessment. The Facilities will be awarded State Certification and National level external assessment is in the process.
- Two (2) Primary Health Centres namely
 1. Aibawk PHC
 2. Kawrtethawveng PHC had scored 70% or more in the State Level Assessment. The Facilities will be awarded State Certification and National level external assessment is in the process.
- **LaQshya**, Labour room and Maternity OT improvement initiative, checklist for assessment is formulated by GoI, where Labour room and Maternity OT should score 70% or more. Under this new initiative, Labour rooms of all District Hospitals except Aizawl West DH, State Referral Hospital, Falkawn had qualified for State Level External Assessment and scored 70% or more.

Mamit DH Labour room was awarded National Certification earlier. Then National Level External Assessment will be applied for the rest of DHs.

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 2020-21

Cleanliness activities where Public Health Facilities are having cleanliness competition. Under these activities during 2020-21 financial years - 8 DH out of 9 DH, 9 SDH/CHC out of 11 SDH/CHC, 44 PHC out of 57 PHC and 5 UPHC out of 8 UPHC qualified for Kayakalp Award. Out of 85 facilities, 69 facilities scored more than 70 %.

Training

The following online trainings already conducted

1. Online Master Training on Kayakalp cum External Assessors Training.
2. Virtual Assessment of Civil Hospital Aizawl, Civil Hospital Lunglei and District Hospital Champhai.
3. Online NQAS sensitization workshop.
4. Online Training on Kayakalp for all Health & Wellness Officers.
5. Online Training on Kayakalp for all Health Workers at SC-HWC.

Kayakalp Score 2020-21

| PHC | | | | | |
|---------------------------------------|-------------|-------------------|----------------|-----------------|-------------------|
| | PHC | | Internal | Peer | External |
| | Aizawl East | 1 | Thingsulthliah | 90 | 89.2 |
| 2 | | Darlawn | 89.4 | 93.9 | 89.4 |
| 3 | | Khawruhlian | 95.6 | 92.8 | 85 |
| 4 | | Suangpuilawn | 97.5 | 88.9 | 79.2 |
| 5 | | Phullen | 81.9 | 75 | 73.6 |
| 6 | | Phuaibuang | 73.3 | 71.1 | 76.7 |
| Aizawl West : | 1 | Aibawk | 93.1 | 87.2 | 85.6 |
| | 2 | Lengpui | 75.8 | 90.6 | 86.4 |
| | 3 | Sialsuk | 74.2 | 68.9 | not qualified |
| | 4 | Sairang | 76.7 | 76.4 | 73.3 |
| Champhai | 1 | Khawbung | 89.4 | 80.8 | 91.9 |
| | 2 | Hnahlan | 92.8 | 88.1 | 94.7 |
| | 3 | Khawzawl | 88.6 | 62.2 | not qualified |
| | 4 | Khawhai | 90 | 92.2 | 95.8 |
| | 5 | Sialhawk | 90.6 | 94.7 | 93.3 |
| | 6 | Kawlkulh | 91.9 | 81.7 | 90.8 |
| | 7 | NE Khawdungsei | 80.3 | 76.1 | 75.5 |
| | 8 | Bungzung | 85.6 | 62.2 | not qualified |
| | 9 | Farkawn | 62.2 | not qualified | not qualified |
| | 10 | Mimbung | 62 | not qualified | not qualified |
| | 11 | Rabung | 90.3 | 77.5 | 92.7 |
| Kolasib | 1 | Bukpui | 84.7 | 71.7 | 79.2 |
| | 2 | Bilkhawthlir | 91.9 | 93.1 | Hospital renovate |
| | 3 | Bairabi | 78.6 | 75.6 | 70.8 |
| | 4 | Kawnpui | 71.1 | 70.6 | 81.1 |
| | 5 | Lungdai | 76.7 | 76.7 | 73.9 |
| Kayakalp Assessment Score 2020 | | | | | |
| PHC | | | | | |
| | PHC | | Internal | Peer | External |
| | 1 | Pangzawl | 67.5 | not qualified | not qualified |
| Lunglei | 2 | Chhipphir | 87.5 | 87.5 | 75.3 |
| | 3 | Buarpui | 85.3 | 80.6 | 82.2 |
| | 4 | Haulawng | 93.9 | 89.2 | 84.7 |
| | 5 | Tawipui | 77.2 | 70.3 | 82.5 |
| | 6 | Lungsen | 70.3 | 85.8 | 85 |
| | 7 | S. Vanlaiphai | 76.9 | 71.7 | 70.3 |
| | 8 | Cherhlun | 88.6 | 70.8 | 70.6 |
| | 9 | Bunghmun | 76.7 | 76.7 | 72.2 |
| | 10 | Thingsai | 28.9 | not qualified | not qualified |
| | Lawngtlai | 1 | Bungtlang 'S' | 80 | 81 |
| 2 | | Bualpui 'NG' | 75.3 | 77.2 | 65.27 |
| 3 | | S Lungpher | 76.7 | 80 | 76 |
| 4 | | Sangau | 77.7 | 77.8 | 60 |
| 5 | | Borapansuri | 35.3 | not qualified | not qualified |
| Mamit | 1 | Phuldungsei | 85.3 | 85.3 | |
| | 2 | Kawrtethawveng | 90.6 | 90.6 | |
| | 3 | Rawpuichhip | 83.1 | 83.1 | |
| | 4 | Marpara | 78.7 | 78.3 | |
| | 5 | Zawnuam | 89.2 | 89.2 | |
| | 6 | West Phaileng | 79.7 | 79.7 | |
| | 7 | Reiek | 41.9 | not qualified | |
| | 8 | Kanghmun | 72.5 | 62.8 | not qualified |
| Serchhip | 1 | Chhingchhip | 88.3 | 80 | 82 |
| | 2 | Khawlailung | 76.1 | 79.2 | 79.2 |
| | 3 | N. Vanlaiphai | 83.6 | 79.4 | 83.3 |
| | 4 | E. Lungdar | 85.6 | 78.6 | 84.2 |
| | 5 | Ngentiang | 79.4 | 78.1 | 79.4 |
| Siaha | 1 | Chhaolo/Chhualung | 83.9 | 85.8 | 90.3 |
| | 2 | Tipa/Tuipang | 72.2 | 87.5 | 82.8 |
| | 3 | Phurazawl | 90.8 | 80.8 | 80.3 |
| | 4 | Chakhang | | not participate | |

| CHC/SDH | | | |
|----------------------|-----------------|---------------|-----------------|
| CHC/SDH | Internal | Peer | External |
| Biate (Champhai) | 98.8 | 97.6 | 89.16 |
| Chawngte (Lawngtlai) | 83.3 | 75.5 | 73.3 |
| Hnahthial (Lunglei) | 71.3 | 79 | 88.5 |
| Kawrthah (Mamit) | 84.2 | 88.7 | 84.5 |
| Ngopa (Champhai) | 72 | 83.2 | 79.5 |
| Saitual (A'E) | 83 | 93.7 | 90.66 |
| Sakawrdai (A'E) | 94.2 | 92.2 | 93.33 |
| Thenzawl (Serchhip) | 80.7 | 84 | 94.16 |
| Vairengte (Kolasib) | 70.7 | 59.3 | not qualified |
| Kulikawn SDH | 83.5 | 74.7 | 87.3 |
| Tlabung SDH | 54.2 | not qualified | not qualified |

| DH | | | |
|-------------|-------------------|---------------|-----------------|
| DH | Internal | Peer | External |
| Aizawl East | 73 | 82.2 | 74.8 |
| Aizawl West | Covid Care Centre | | not yet |
| Champhai | 90.6 | 81.2 | 82.5 |
| Kolasib | 76 | 82.2 | 80.5 |
| Lawngtlai | 76.6 | 88.7 | not yet |
| Lunglei | 72.3 | 77.2 | not yet |
| Mamit | 30 | not qualified | not qualified |
| Serchhip | 79.5 | 77.2 | 83 |
| Siaha | 92.8 | 77.2 | not yet |

Kayakap result is not yet declared for the FY 2020-21.