

A Study on Baseline Assessment and Gap Analysis of PHC Chandi, Bihar as per NQAS

Scope of Study

- PHC, Chandi (Bihar) is preparing for national certification of Quality Assurance Programme and the first step is to do baseline assessment which evolves requirement of the organization to know scope of activities required to meet standards to achieve projects goal.
- Baseline assessment will encourage hospitals to identify their strengths and weaknesses and offers the opportunity for improvement.

Objectives

- To assess the existing service delivery system of the PHC as per NQAS.
- To identify the gaps in various departments of the PHC as per NQAS.
- To suggest viable recommendation for bridging the gaps in various departments based on customized requirements for the PHC.

Research Methodology

Study Type

- Descriptive Cross Sectional Study

Methodology of Study

- Available facilities of the PHC were compared against the set of standards and scoring was done on a scale of 0 to 2 to know the noncompliance, partial compliance and full compliance.
- Full Compliance- 2
- Partial Compliance- 1
- Non Compliance- 0



Study Area

- Out Patient Department
- Labour Room
- Laboratory
- NHP
- In Patient Department
- Administration



Data Collection Tools

- NQAS tool kit

Data Collection Technique

- Primary Data: Data was collected through check list, interviews and by directly observing the set of activities performed by doctors, technicians, paramedical staff and clerical staff.
- Secondary Data: Hospital Documents Review, Clinical Record Review

Findings

- Formula:
$$\frac{\text{Score obtained} \times 100}{\text{No of checkpoints in checklist} \times 2}$$
- Overall PHC Scored 42%.
- Performance of the PHC is comparatively better in Clinical 'Areas of concerns' and support services and departments as compared to non-clinical.
- Highest scoring area is 'Service Provision', 'Patient Rights', 'Input' & 'Support Services' with score of 57%, 52 %, 52% & 50% respectively. Lowest scoring areas are Quality Management & outcome with scores of 9% & 7% respectively.

Area of Concern wise score card

Table name: Area of Concern wise Score		
S. No.	Area of Concern	Score
1	Service Provision	56.89
2	Patient Rights	52.21
3	Input	51.82
4	Support Services	50
5	Clinical Services	43.95
6	Infection Control	33.66
7	Quality Management System	8.84
8	Outcome	6.42

Department wise score

PHC SCORE CARD	
OPD	42
LABOUR ROOM	53
IPD	28
LABORATORY	24
NATIONAL HEALTH PROGRAM	46
GENERAL	43
PHC SCORE	42

Department wise gap

- **OPD**

- Privacy of the patients during examination were compromised.
- Unavailability of Basic instruments like stethoscope, sphygmomanometer, Weighing scale, height scale etc.
- Physical examination of the patient not been conducted by physician.
- Unavailability of basic amenities like Cold drinking water, wheel chair/ stretcher.
- No separate Queue for Male and Female at Registration and Drug Dispensing Counter.
- Unavailability of hand washing facilities at the OPD area.

- **Labour Room**

- Nonexistence of dedicated nursing station proximity to labour room.
- Unavailability of facility provides emergency lab test (HIV, Blood sugar).
- Unavailability of essentials drugs such as antipyretics, analgesics, local anaesthetics, antihypertensive, IV fluids in the labour room.
- Assisted vaginal deliveries, stabilization in obstetric emergencies before referral and management of pregnancy induced hypertension facilities are not available.

- **IPD**

- Most of the indoor beds were found empty without any patients, which show poor utilization of services and acceptance from public.
- No defined and established procedure for maintaining, updating of patient's clinical records and storage.
- Patient's initial assessment and reassessment doesn't carried out in Inpatient department.
- Doors don't have curtains and side screen, which leads to compromise patient privacy.

- **Laboratory**

- All the activity like sample collection, patient registration, testing and report preparation done in a single congested room.
- Laboratory services are not available round the clock.
- Department has inadequate/not available consumable like stains, rapid diagnostic kits, consumables for water testing.

- **National Health Programme**

- Out of 14 National Health Programme, PHC has only 5 NHP as functional.
- Staff has not been imparted necessary training and skills for most of programme except Training on RNTCP, Immunization, NACP, Leprosy, School Health Programme.



● General Administration

- Orientation and training not provided to staff regarding Hospital Infection control, Patient Safety, Bio Medical Waste Management, Basic life support, Laboratory safety, Essential Clinical Protocols etc.
- PHC has inadequacy of essential drugs like anti allergic, drugs used in anaphylaxis, antidotes and other substance used in poisoning.
- Directional signage, entitlement under different schemes, important numbers like MO I/C, ANM, Ambulance, nearest FRU, List of sub centres are not displayed.
- Facility has no fire exit signs displayed at critical areas and no tracking system for expiry dates and periodic refilling of the extinguishers.

Suggestion

- It is suggested that the hospital should initiate a Quality Assurance Program within in the Facility. Quality team at facility level should be formed with roles and responsibility and periodic meeting should be conducted for follow up of programme. District Quality Assurance Committee should support and supervise Quality Assurance Program of PHC Chandi, Bihar.
- Medical officers should be consult one patient at a time and clinical examination should be follow.
- It is suggested to make available all necessary equipments and instruments in OPD for clinical examination.
- Separate counter should be made for male and female at registration and drug dispensing room.

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- There should be availability of Rapid HIV kit and blood sugar test in the labour room.
 - There should be nursing station in IPD and proximity to Labour room.
 - There should be availability of essential drugs in labour room.
 - Assisted vaginal deliveries, stabilization in obstetric emergencies before referral and management of pregnancy induced hypertension facilities should be made available.
 - There should be provision of defined and established standard procedure for maintaining updating of patients clinical records and their storage.

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- There should be provision of assessment and reassessment of patient in IPD.
 - All doors and windows should have curtains and side screen for privacy of patient.
 - Proper training and education should be provided to the staff regarding National Health Programme and Hospital based activities. (Infection control, BMW, Fire safety)
 - PHC should have adequate supply of essential first line drugs.
 - Proper directional signage, entitlement under different schemes, important numbers like MO I/C, ANM, Ambulance, nearest FRU, List of sub centres should be displayed at strategic location.



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Thank You