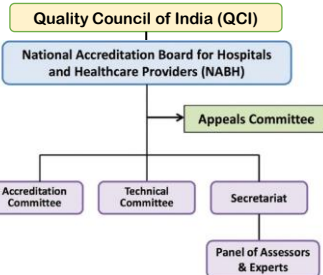


Organization Overview

Established in 1997, the Quality Council of India (QCI) is a non-profit organization dedicated to fostering the quality movement in India. It plays a vital role in developing an accreditation framework for various sectors in the country.

The National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a constituent board of the Quality Council of India (QCI). It is set up to establish and operate accreditation programs for healthcare organizations in India. NABH aims to enhance the quality of healthcare services provided by various healthcare providers, including AHCs.



Vision

To be apex national healthcare accreditation and quality improvement body, functioning at par with global benchmarks.

Mission

To operate accreditation and allied programs in collaboration with stakeholders focusing on patient safety and quality of healthcare based upon national/international standards, through process of self and external evaluation.

AIM OF THE PROJECT

The primary goal of this project is to undertake meticulous assessments of Ayush Health and Wellness Centres (AHCs) throughout India, with the overarching aim of bolstering the quality and standards of AHCs at the grassroots level. The ultimate objective is to enhance the quality and standards of AHCs by conducting comprehensive evaluations under the National Ayush Mission (NAM), following the prescribed checklist by the Ministry of Ayush, and aiming for NABH Entry Level certification.

RESEARCH OBJECTIVES

- To thoroughly assess each center on the NABH standards and checklist provided.
- To prepare a comprehensive evaluation of the strengths and weaknesses of each center.

METHODOLOGY

Research Design:

The project report utilizes a descriptive research design to assess and evaluate the entry-level certification process of AHCs by NABH. The research design includes primary data collection, analysis, and interpretation.

Data Collection:

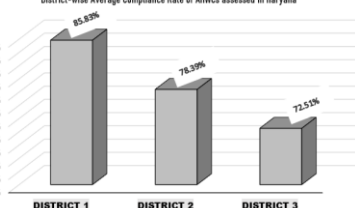
Primary data is collected through field visits to 21 Ayush HWCs in three districts of Haryana i.e., Panchkula, Kaithal and Ambala. A checklist provided by NABH is utilized to assess various parameters, including infrastructure, patient care, clinical practices, documentation, and safety protocols. During the assessments, data is collected using structured observation, interviews, and document review methods.

OBSERVATIONS & FINDINGS

Compliance Rate of assessed AHCs with NABH standards

PARAMETERS	DISTRICT 1	DISTRICT 2	DISTRICT 3
INFORMATION AND SIGNAGE DISPLAY	91.35	68.51	38.88
INFRA AND FACILITY MANAGEMENT	65.81	64.1	55.12
INFECTION CONTROL	51.38	47.91	43.75
QUALITY OF CARE	95.55	100	96.66
OPD AND PATIENT'S RECORDS	84.77	83.95	79.62
MEDICINE STORAGE AND PHARMACY	83.33	73.61	94.44
PATIENT SATISFACTION	100	83.33	100
HR	86.11	62.5	66.66
TRAINING	100	100	50
SUPPORT SERVICES	100	100	100
Average	85.83	78.391	72.513

District-wise Average Compliance Rate of AHCs assessed in Haryana



LIMITATIONS OF THE PROJECT

- Sample Size and Time Constraints
- Subjectivity of Assessments
- Resource Constraints
- Limited Patient Perspectives
- Lack of Longitudinal Data

RECOMMENDATIONS

- Strengthen infrastructure of AHCs, ensuring availability of essential facilities and resources.
- Provide comprehensive capacity building and training programs for healthcare professionals.
- Standardize processes based on NABH guidelines for uniformity and quality assurance.
- Foster collaboration and networking among AHCs and stakeholders for knowledge sharing
- Conduct public awareness campaigns to promote Ayush healthcare and AHC services.

USEFULNESS OF SUMMER TRAINING

- ✓ Practical experience and skill development in assessing healthcare centers.
- ✓ Industry exposure and insights into healthcare management.
- ✓ Professional growth through expanded knowledge and improved critical thinking skills.

On-field Assessment of AHCs



PRACTICAL EXPOSURE

Through on-site assessments at Ayush Health and Wellness Centres, I engaged with healthcare professionals, collected data, and made NABH checklist-based observations. Visual documentation using photography complemented my hands-on experience, fostering a deep understanding of the healthcare environment.

THEORETICAL UNDERSTANDING

Theoretically, I have studied NABH standards, reviewed research papers, explored quality standards' concepts, and gained knowledge about the National Ayush Mission. This knowledge equips me with a comprehensive understanding of healthcare quality standards and frameworks, enabling me to make informed decisions and contribute effectively in the field.

CHALLENGES

- Resource and time constraints
- Subjectivity in assessments
- Coordination and logistics
- Adapting to diverse environments
- Data collection and documentation
- External factors

LEARNINGS

- Practical application of theoretical knowledge in healthcare settings.
- Enhanced assessment skills and understanding of quality standards.
- Improved collaboration, documentation, and problem-solving abilities.