



Dissertation on

“Knowledge and Attitudes of Facility Staff towards NQAS Certification Process”

Mentor

**Prof. S.P. Chattopadhyay
(Professor)**

Submitted By-

**Dr. Digvijay Singh Rathore
MBA-HM (1282)**

INTRODUCTION

The National Quality Assurance Standards (NQAS) certification process plays a crucial role in assessing and improving the quality of healthcare services in Primary Health Centres (PHCs) in Rajasthan, India. The successful implementation of NQAS requires the active participation and positive attitudes of facility staff. Understanding the knowledge and attitudes of facility staff towards the NQAS certification process is essential for identifying potential barriers and developing strategies to enhance its effectiveness.



OBJECTIVE

RESEARCH OBJECTIVES

- To explore the knowledge and attitudes of facility staff towards the National Quality Assurance Standards (NQAS) certification process in PHC settings.
- To Assess the level of awareness and understanding of facility staff regarding the NQAS certification process in PHC.

RESEARCH QUESTION:

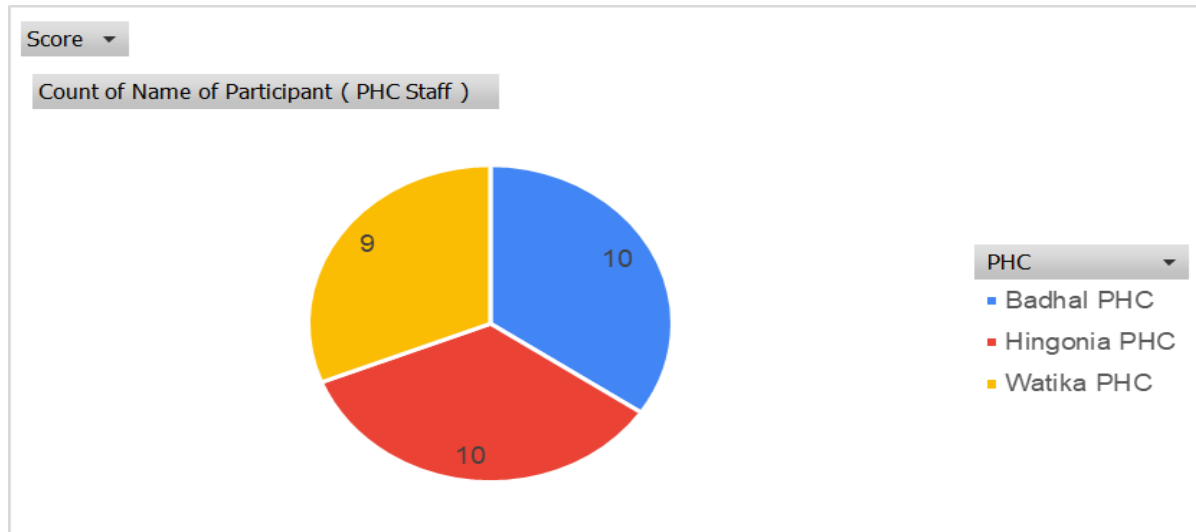
- What is the knowledge and attitude of facility staff towards the NQAS (National Quality Assurance Standards) certification process?



METHODOLOGY

- **Study Design:** Cross-sectional descriptive study
- **Study Location:** This Study was done in PHC Hingonia (NQAS National Certified) , PHC Watika (Non Certified) ,PHC Badhal (NQAS State Certified) and NHM Rajasthan , Jaipur
- **Study population:** A cross-sectional survey was conducted among the 29-facility staff, including doctors, nurses, Pharmacist, and lab technician working in selected PHCs.
- **Study tool-** Data has been collected using a closed-ended questionnaire, in which for some questions Likert scale has been used.
- **Timeline of study:** 3 months (March 2023 to June 2023)
- **Sample size:** 29 facility staff, including doctors, nurses, Pharmacist, and lab technician working in selected PHCs.
- **Sample technique:** Non-probability, Convenient Sampling
- **Data gathering procedure:** All the data were collected by physically during the all three PHC visit and by the Google form circulation.
- **Form creation:** A Google Form was created using a Google account. The form mainly focused on accessing the levels of awareness about the insurance scheme and the factors affecting enrolment.
- **Question selection:** The form's questions were carefully made to gather thoughts and opinions on the knowledge and attitudes of facility staff towards the National Quality Assurance Standards (NQAS) certification process in PHC settings, the questions were made easy, quick, and simple to understand.
- **Data analysis strategy:** Ms excel played a major role in analysing the data .

RESULTS



Total Number of Respondents: 29

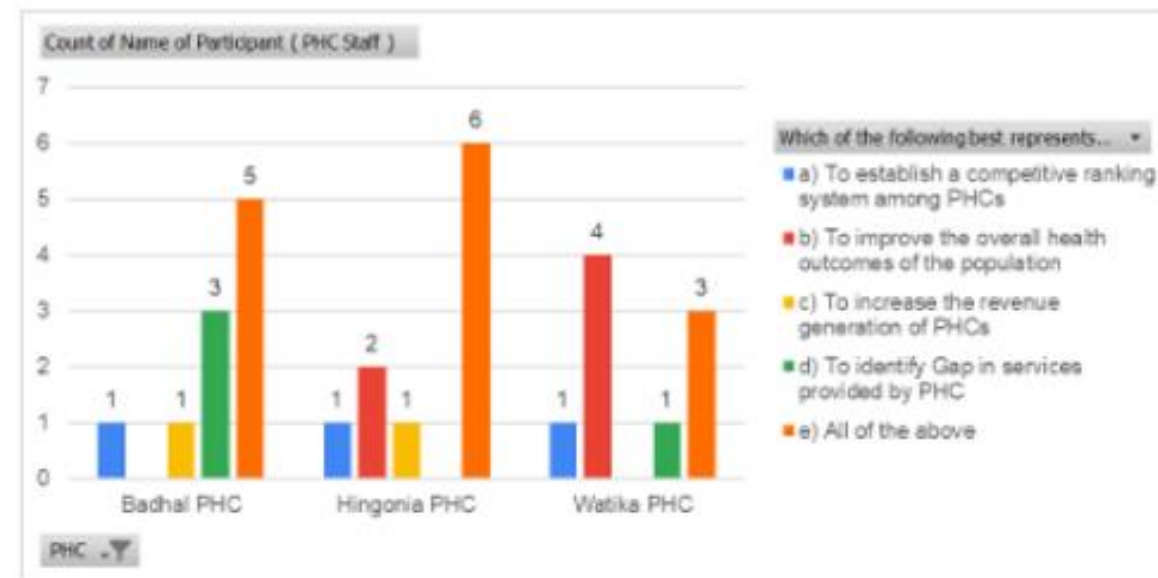
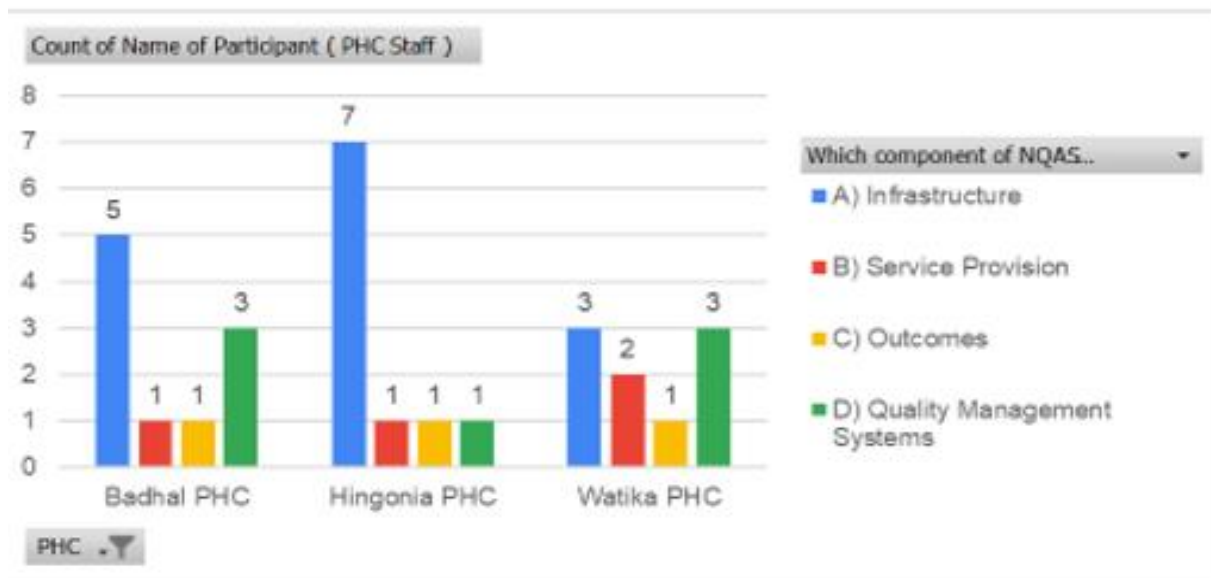
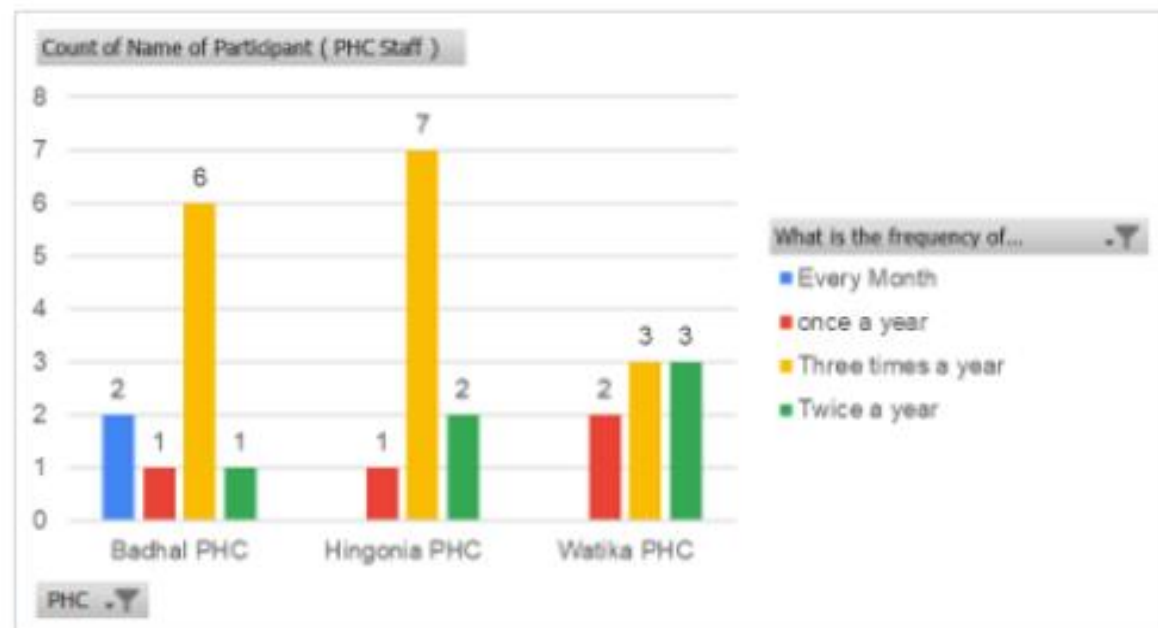
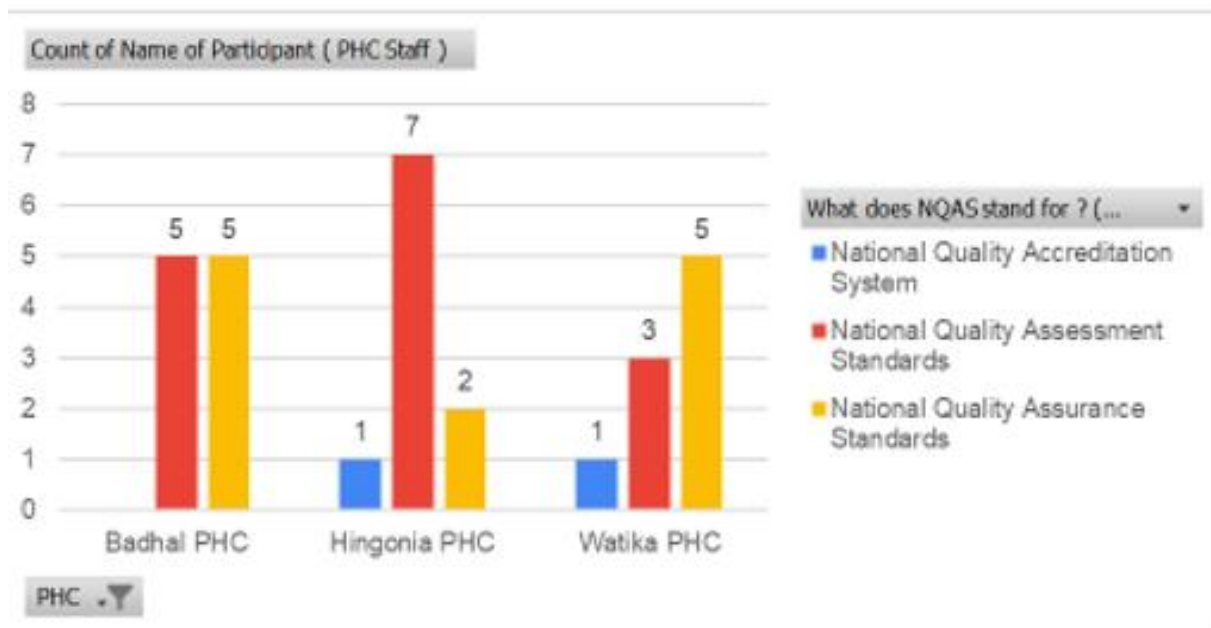
Distribution of Respondents by PHC:

- Badhal PHC: 10 respondents
- Hingonia PHC: 10 respondents
- Watika PHC: 9 respondents

Percentage of Respondents by PHC:

- Badhal PHC: $(10/29) * 100 \approx 34.48\%$
- Hingonia PHC: $(10/29) * 100 \approx 34.48\%$
- Watika PHC: $(9/29) * 100 \approx 31.03\%$.

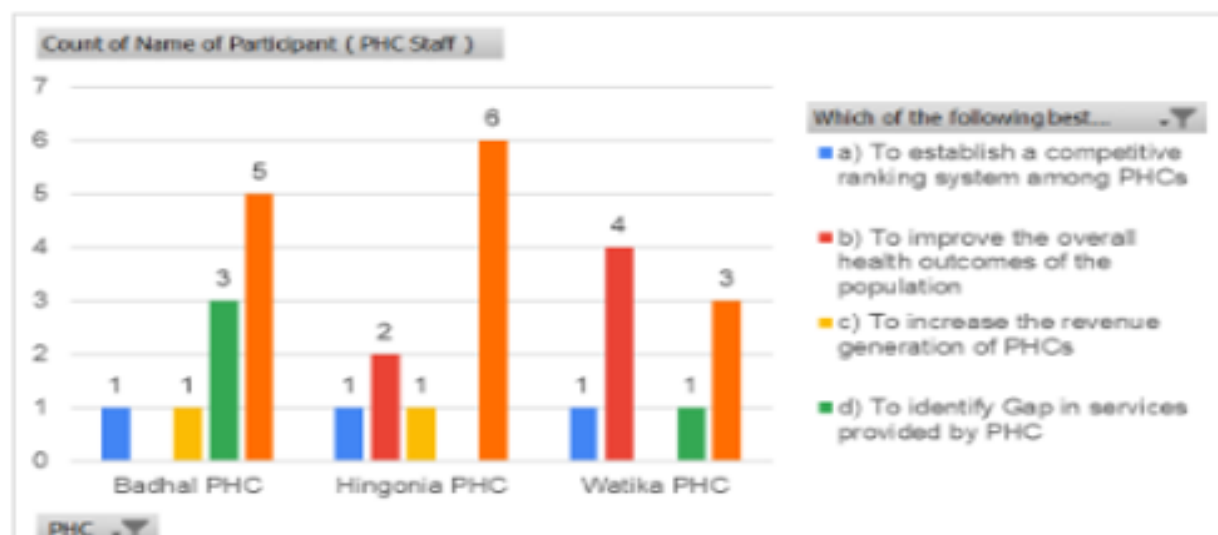
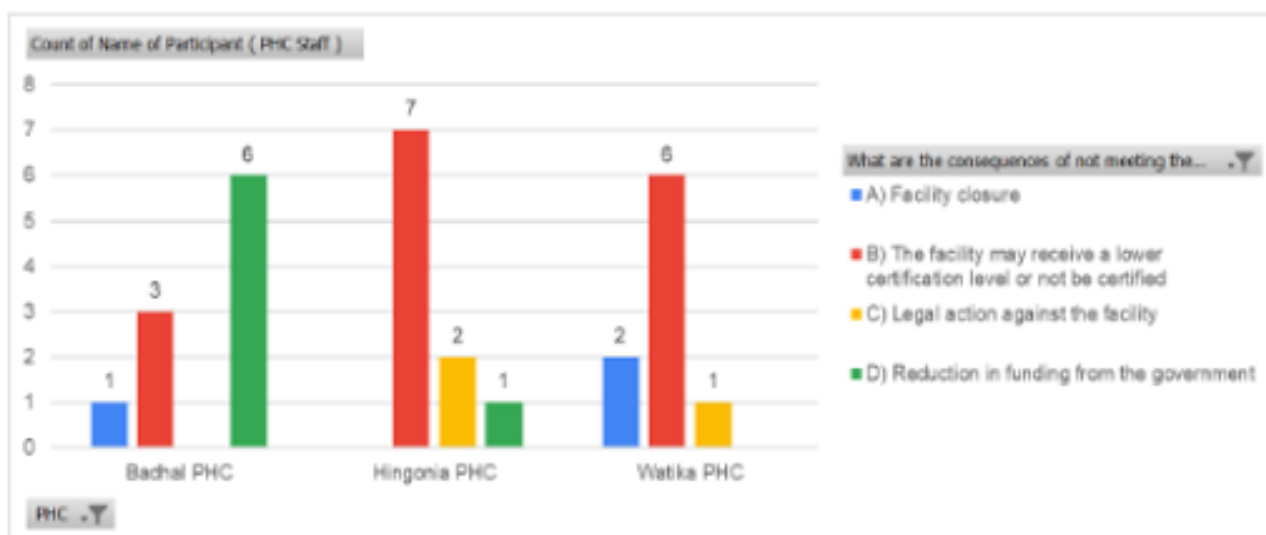
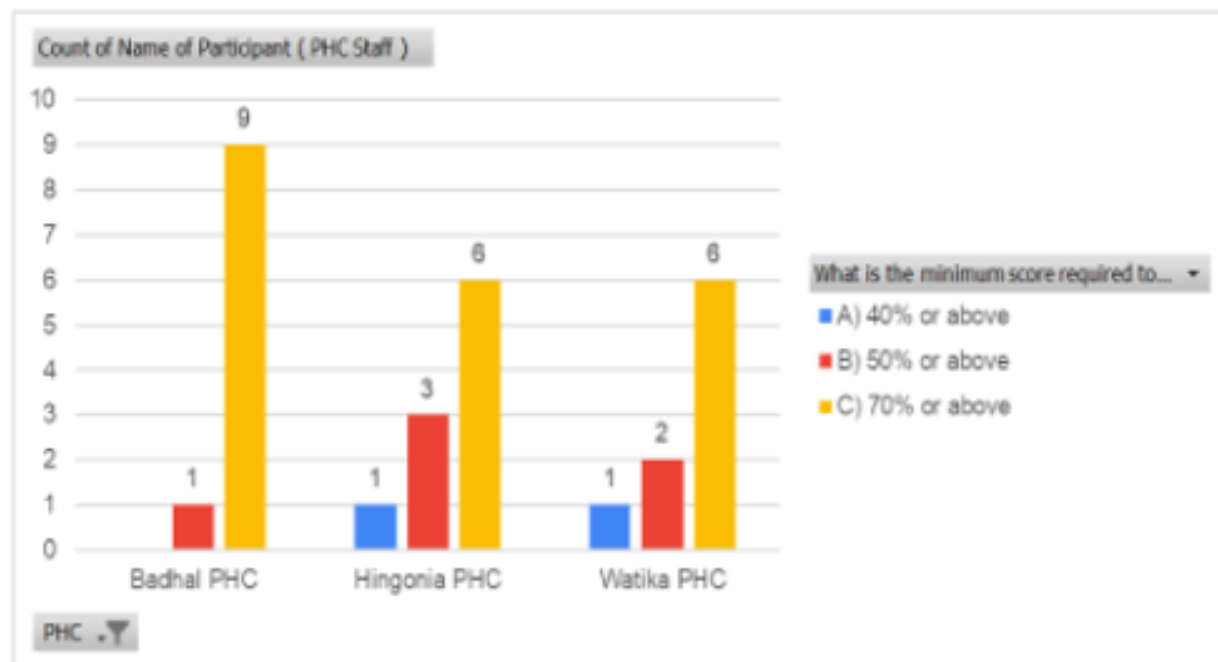
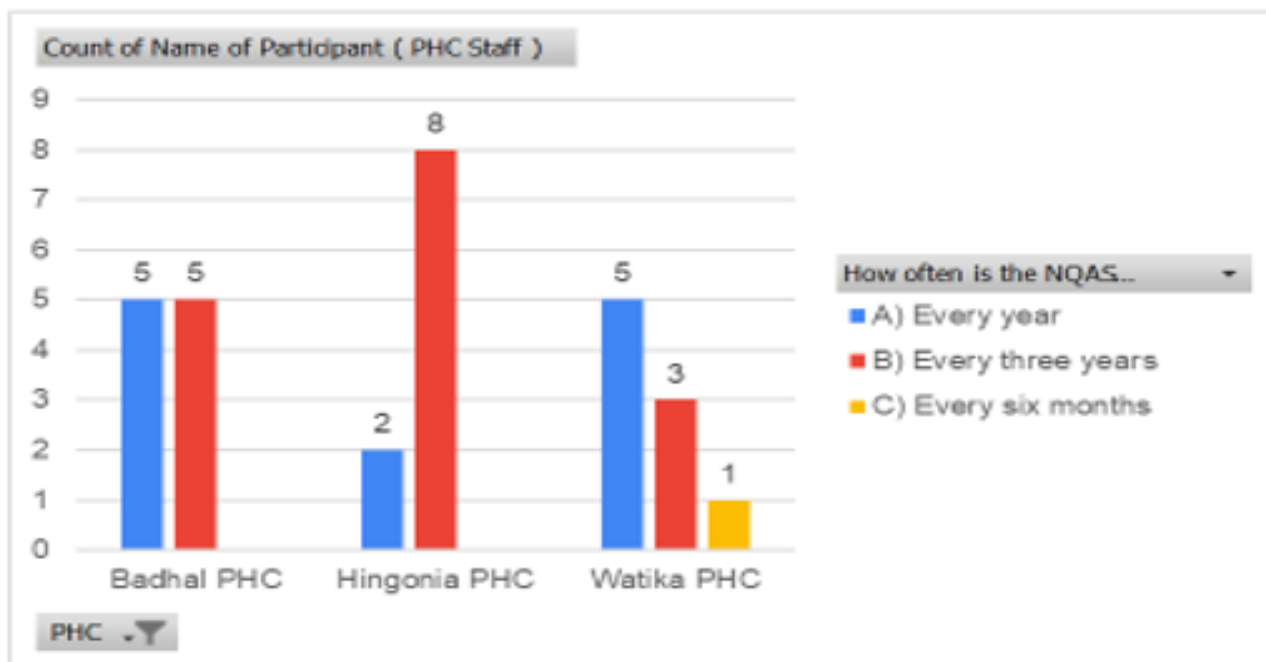
General Knowledge About NQAS



General Knowledge of PHC Staff About NQAS

- Based on the data collected, we found that the Hingonia staff had the highest level of knowledge about NQAS, followed by the Badhal PHC staff, and the Watika staff had the lowest knowledge level.
- This information suggests that there are differences in knowledge about NQAS among the staff at these different PHC locations. It is important to note that this data represents a snapshot of the current situation and may be specific to the sample of staff members who participated in the questionnaire.
- Analyzing the factors that contribute to these differences in knowledge can provide valuable insights for improving awareness and understanding of the NQAS certification process among PHC staff. Targeted training programs, workshops, or educational campaigns can be designed to bridge the knowledge gaps and ensure a consistent understanding of the NQAS standards and guidelines.
- It would be beneficial to further investigate the reasons behind the differences in knowledge among these PHC staff, such as the availability of educational resources, previous training opportunities, or organizational support for continuous learning. By addressing these factors, healthcare facilities can strive for a more uniform and comprehensive understanding of NQAS across all staff members, leading to improved quality of care and patient safety.

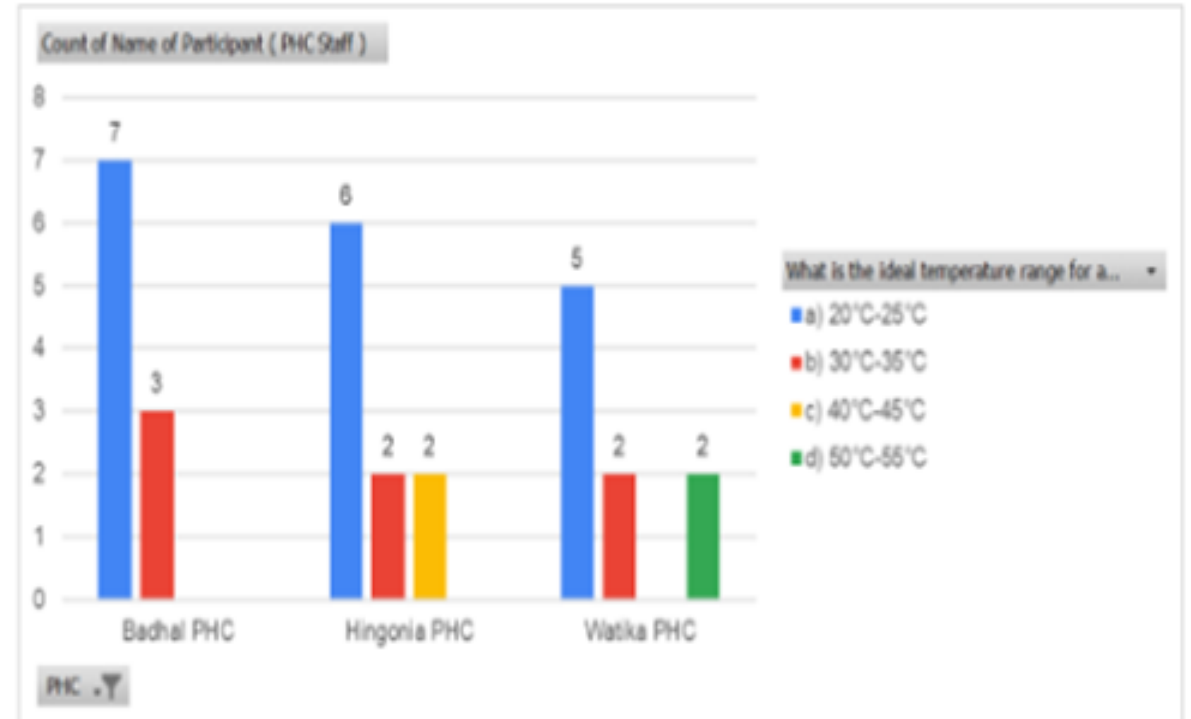
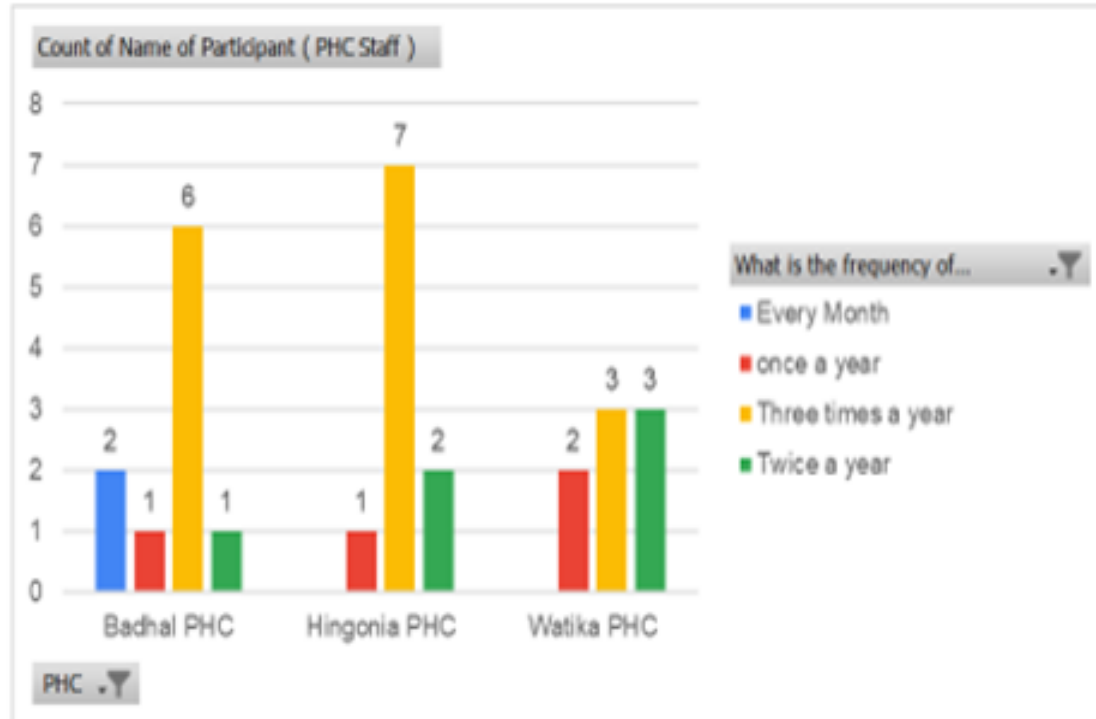
Knowledge About Certification - NQAS



Knowledge About Certification process of NQAS

- We have conducted a questionnaire to assess the knowledge about NQAS among PHC (Primary Health Center) staff at different locations. Based on the data We collected, We found that the Hingonia staff had the highest level of knowledge about NQAS, followed by the Badhal PHC staff, and the Watika staff had the lowest knowledge level.
- So, this analysis suggested that there are differences in knowledge about NQAS among the staff at these different PHC locations. It is important to note that this data represents a snapshot of the current situation and may be specific to the sample of staff members who participated in the questionnaire.
- This information suggests that there is a positive correlation between staff knowledge and the successful certification of the PHC. It indicates that when staff members have a good understanding of the NQAS certification process, they are more likely to implement the necessary measures and meet the standards required for certification.
- It is essential to recognize the efforts of Hingonia and Badhal PHC staff in acquiring the knowledge necessary for NQAS certification. They serve as examples of successful implementation and can inspire other PHCs to prioritize and improve their knowledge levels regarding the certification process.
- Furthermore, the findings from the questionnaire and the graph highlight the importance of continuous education and training programs for PHC staff regarding NQAS certification.

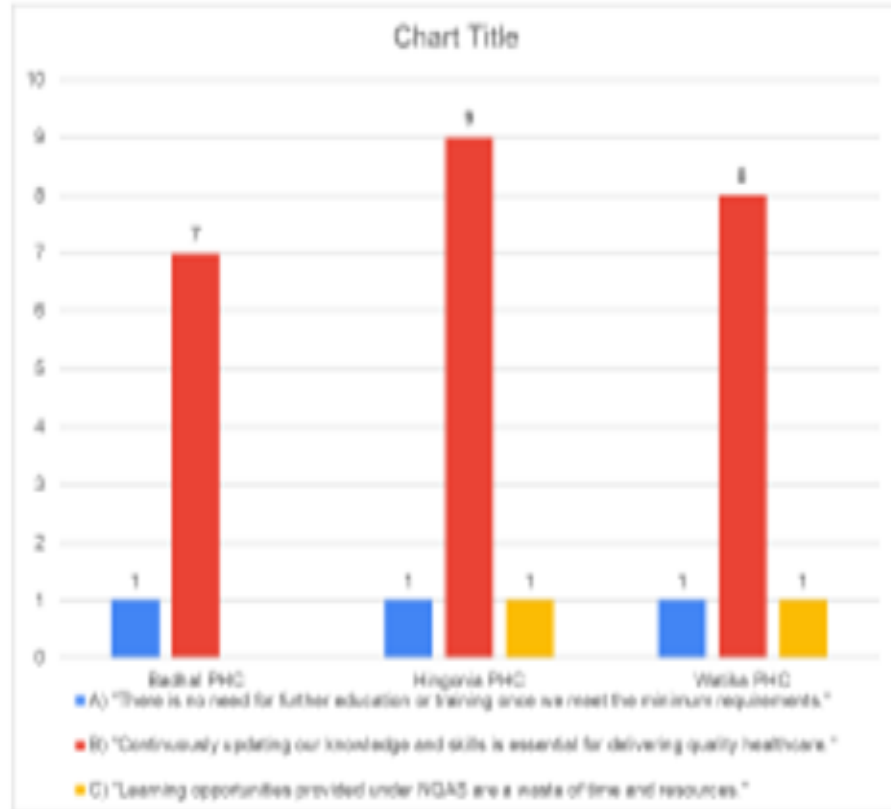
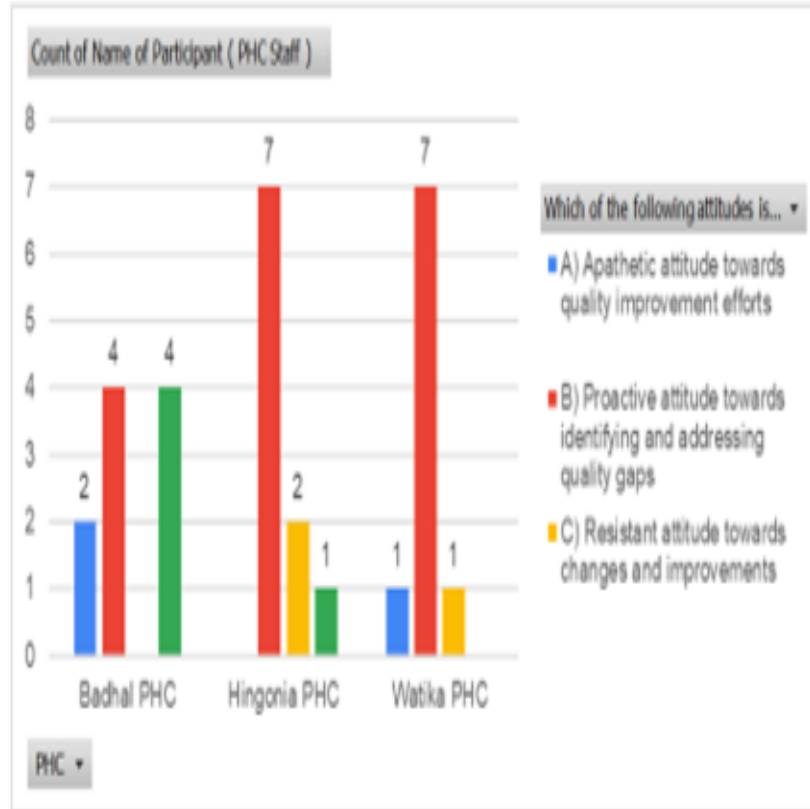
Sanitation & Patient Safety



Knowledge About Sanitation & Patient Safety

- We have assessed the knowledge about sanitation and patient safety status at Hingonia, Badhal, and Watika PHCs. Based on your findings, it appears that Hingonia PHC has a good knowledge and understanding of sanitation and patient safety, followed by Badhal PHC. This knowledge is crucial for maintaining a safe and clean healthcare environment and ensuring the delivery of high-quality services.
- The knowledge level at Hingonia and Badhal PHCs indicates a positive commitment towards maintaining a clean and safe healthcare environment. It suggests that staff members are aware of the importance of sanitation and patient safety measures and actively contribute to their implementation.
- On the other hand, if there are gaps in knowledge or understanding at Watika PHC, it presents an opportunity for improvement. Providing targeted training and educational programs can help enhance the staff's understanding of sanitation and patient safety protocols. By addressing any gaps in knowledge, Watika PHC can work towards creating a safer and more efficient healthcare environment.

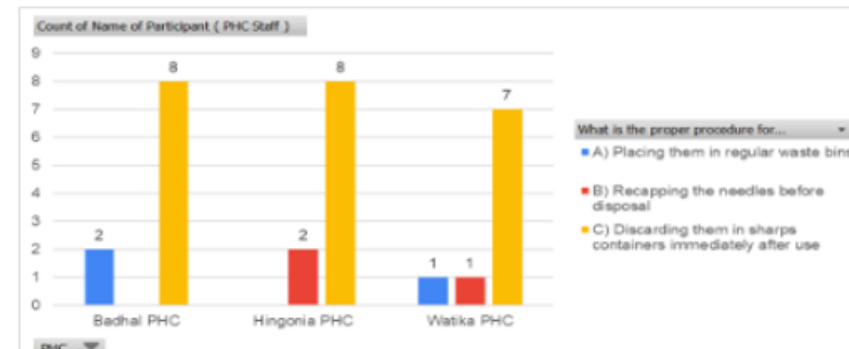
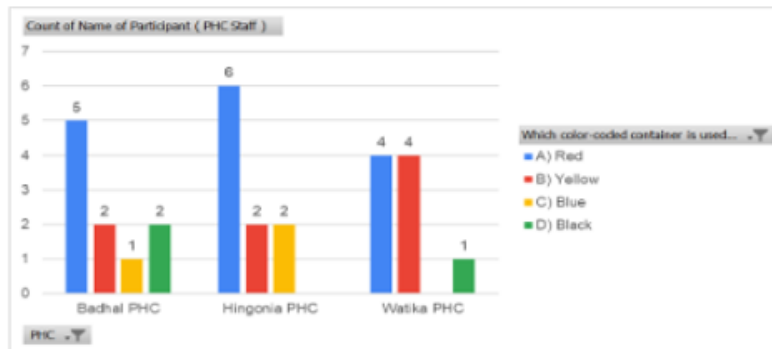
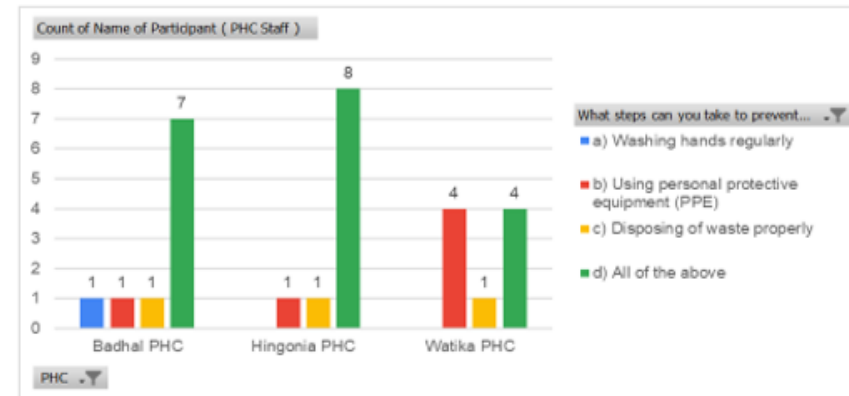
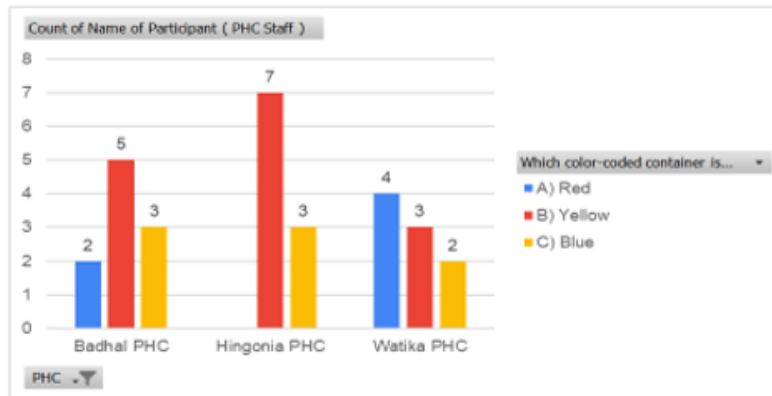
Positive Attitude towards NQAS



Positive Attitude Towards NQAS

- All the PHCs, including Hingonia, Watika, and Badhal, have a positive attitude towards the NQAS (National Quality Assurance Standards) certification process. A positive attitude among staff members is crucial for the successful implementation and adoption of any quality improvement initiative, including NQAS certification.
- A positive attitude towards NQAS indicates that the staff members at these PHCs recognize the importance of quality assurance and are motivated to improve the quality of care provided to patients. They are likely to be receptive to the changes and efforts required to meet the NQAS standards and guidelines.
- With a positive attitude, staff members are more likely to embrace the changes necessary to comply with the NQAS certification requirements. They may be open to receiving training and education, implementing new protocols and procedures, and actively engaging in quality improvement activities.

Knowledge About Infection Control

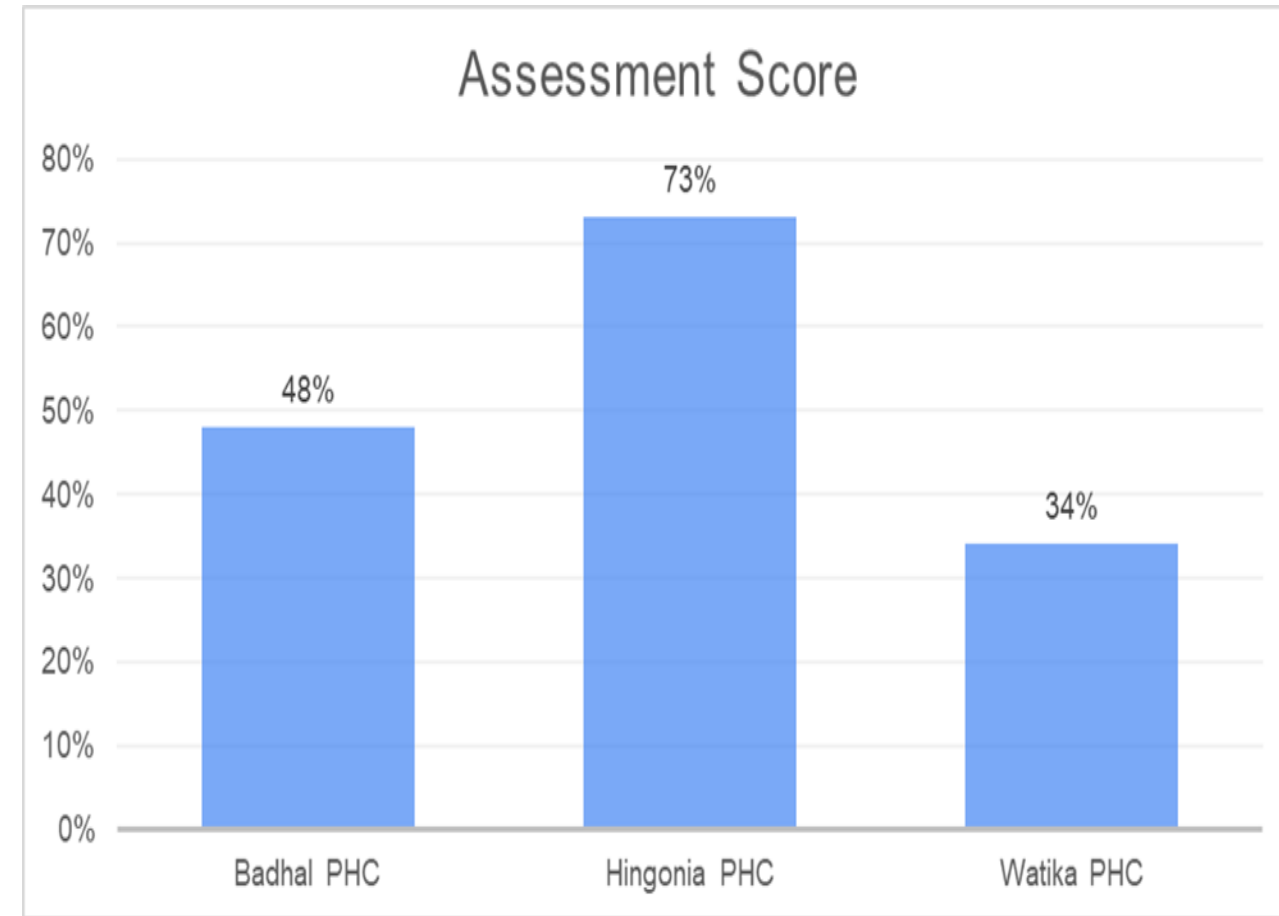


Knowledge About Infection Control

- So, as per the analysis we can see that the staff at Hingonia, Badhal, and Watika PHCs. Based on the results and the corresponding graph, it appears that the staff at Hingonia and Badhal PHCs have a good understanding of infection control processes and are aware of how these practices impact patient safety and the overall quality of services.
- Having staff members who possess a good knowledge of infection control is crucial for ensuring a safe and hygienic healthcare environment. It indicates that the staff at Hingonia and Badhal PHCs are likely to follow best practices, protocols, and guidelines to prevent the spread of infections within their facilities. This knowledge contributes to reducing the risk of healthcare-associated infections and promoting patient safety.
- This knowledge contributes to reducing the risk of healthcare-associated infections and promoting patient safety.
- Overall, the findings from the questionnaire and the graph emphasize the importance of continuous education and awareness regarding infection control among PHC staff.

Assessment Score Of All Three PHC

- Based on the analysis, it appears that Hingonia PHC has the highest knowledge level among the three PHCs, scoring 73%. Badhal PHC has a moderate knowledge level with a score of 48%, while Watika PHC has the lowest knowledge level with a score of 34%.
- The variation in knowledge levels among the PHCs suggests that there are differences in understanding and awareness of key concepts and practices related to the topic being assessed. In this case, it indicates that Hingonia PHC staff members have a better grasp of the subject matter compared to their counterparts at Badhal and Watika PHCs.



Overall the analysis highlights the need for targeted interventions and support to improve knowledge levels at Badhal and Watika PHCs. By investing in continuous education and training, healthcare organizations can strive for a more uniform and comprehensive understanding of important topics among staff members, leading to improved quality of care and better outcomes.

Discussion

Overall, it is important to provide ongoing education and support to both certified and non-certified PHC facility staff. This can help improve their knowledge about the NQAS certification process, address any concerns or misconceptions, and foster positive attitudes toward quality assurance. Engaging staff in the process, encouraging their participation, and highlighting the benefits of certification can help create a culture of quality improvement and patient-centred care in PHC facilities.



CONCLUSION

In conclusion, the analysis conducted in this dissertation reveals significant variations in knowledge levels among three Primary Health Centers (PHCs): Hingonia PHC, Badhal PHC, and Watika PHC. Hingonia PHC demonstrated the highest knowledge level with a score of 73%, while Badhal PHC exhibited a moderate knowledge level with a score of 48%, and Watika PHC had the lowest knowledge level with a score of 34%.

Thankyou

