

A report on the Internal NQAS Assessment of Government Multispecialty Hospital (GMSH-16) and HWC- Dadumajra , U.T, Chandigarh



ORGANIZATION PROFILE

The Government of India launched National Health Mission on April 12, 2005 with the goal of providing rural people, particularly vulnerable populations, with accessible, cheap, and high-quality health care.

Vision: To emerge as the preferred healthcare provider among all public and private health facilities in tricity.

Mission: To Strengthen the health of our community by providing accessible, compensate quality health care through a team of committed and value based professional.

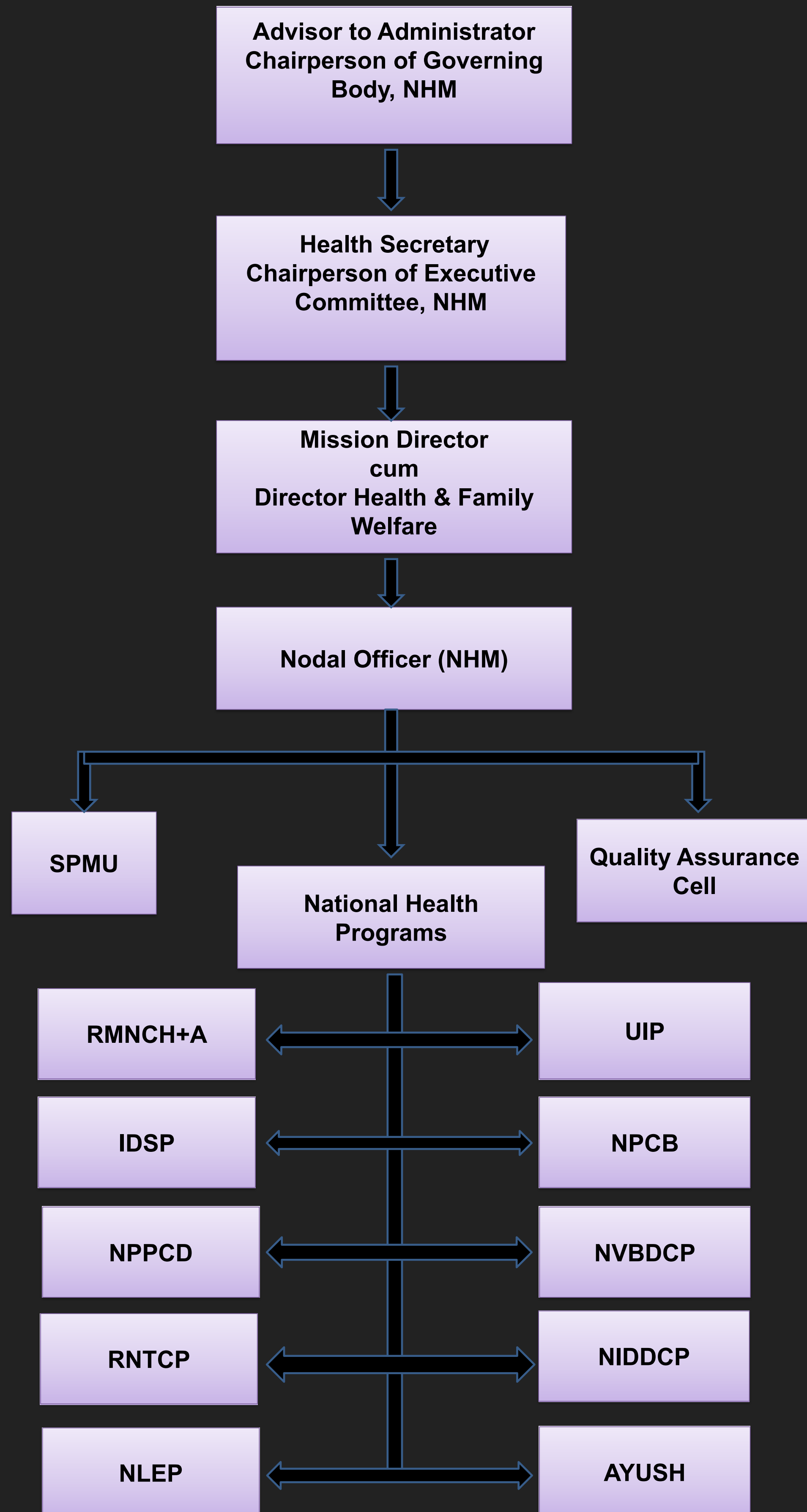
ABOUT NQAS- INTRODUCTION

- The Ministry of Health & Family Welfare launched National Quality Assurance Program (**NQAP**) in 2013 with the aim of recognizing the good performing health facilities.
- Certification is provided against National Quality assurance Standards (**NQAS**) on meeting pre-determined criteria.
- These Standards have been grouped within eight **Areas of Concern**.
- These standards are checked in each department of health facility through department specific **Checkpoints**.
- All checkpoints for a department are collated, and together they form assessment tool called '**Checklist**'. Scored/filled in the checklists would generate **Scorecards**.

DEPARTMENT WISE QUALITY SCORE CARD

Dressing Room & Emergency	General Clinic	Maternity Health	Newborn & Child Health
82.8	93.3	92.7	89.7
Immunization	UPHC-Dadumajra Score card		Family Planning
95.6	89.4		94.1
Communicable Disease			Non-Communicable Disease
94.0			77.7
Outreach	Pharmacy	Laboratory	General Administration
90.9	81.2	96.3	85.3

ORGANIZATIONAL STRUCTURE-NHM



AIM

To get the GMSH-16 and HWC- Dadumajra, NHM, UT Chandigarh external NQAS certified.

OBJECTIVES

- To identify current gaps in HWC- Dadumajra and allotted departments of the Government Multi-specialty Hospital.
- To give suggestions to rectify such gaps before the external NQAS assessment.

PROCESS- INTERNAL ASSESSMENT

1. External assessment dates have been set for District Hospital GMSH-16 and HWC Dadumajra (from 16-22 May 2022)
 2. The quality team assigned GMSH-16 departments for internal evaluation.
 3. Internal assessment was carried out using NQAS checklists.
 4. All of which was evaluated on four parameters (staff interview, patient interview, observation and records)
 5. A compliance score was assigned based on the information provided by the above parameters.
- | Non-Compliance | Compliance | Full Compliance |
|----------------|------------|-----------------|
| 0 | 1 | 2 |
6. Each area of concern was given a score, and the department was given a percentage out of a possible 100.
 7. After analyzing all the district hospital departments, a hospital score card was prepared, with each department's score listed.

SUGGESTIONS BASED ON PROJECT WORK

- The hospital should provide periodic staff training.
- All medications and lab tests should be provided free of charge.
- Employees should be offered performance-based rewards periodically.
- Doctors should write prescriptions that provide a thorough diagnosis and are legible, including the name of generic medications and a signature.
- Hospital staff must follow their respective dress codes.
- There should be a process to update standard operating procedures periodically.
- A regular employee satisfaction survey should be carried out.
- Backup power supply should be available at HWC.
- Regular outreach sessions should take place from HWC.
- The NHM's quality department should hold sessions to raise awareness of the national quality policy.

LEARNINGS AND VALUE ADDITIONS DURING THE INTERNSHIP AND PROJECT WORK

- ✓ I learned how to create a signage plan and submit it to higher-ups.
- ✓ Worked on the GMSH-16 district hospital's Risk Management Framework.
- ✓ Able to identify the gaps and root cause analysis with PDCA (Plan, Do, Check, Act of OPD and IPD Patients Satisfaction Survey.
- ✓ Designing quality assurance manuals, a code of conduct, and standard treatment guidelines with the quality team.
- ✓ External NQAS Assessors were introduced to me, and their recommendations helped me improve my interpersonal skills.
- ✓ I was able to gain self-confidence by combining practical and theoretical principles in the field.

EXTERNAL NQAS TEAM



Name: Nandini
Roll No. :1332
Stream: MBA Hospital & Health Management
Faculty Mentor: Dr. Seema Mehta
Organization Mentor: Dr. Charu Singla, Nodal Officer
Organization Name: NHM,U.T, Chandigarh

STRENGTHS

- Healthcare services are provided for free.
- Being oldest hospital, well-known by people.
- Daily records are maintained properly.
- Teleconsultation for specialty.

WEAKNESSES

- Lack of specific and professional training programs.
- Shortage of few categories of staff.
- Some lab tests and radiological investigations are not available .

SWOT Analysis: GMSH-16

OPPORTUNITIES

- Better management of Human Resources.
- Promotion of patient's rights to get high quality health services.
- Incentives for employees of hospital in order to keep them motivated.

THREATS

- Dissatisfaction of facility staff.
- Workforce strike, nurse, doctor.
- Unable to adapt to new technological developments.
- Reimbursement of patient expenses is decreased or delayed.

RESULTS-DEPARTMENT WISE QUALITY SCORE CARD GMSH-16

Accident & Emergency	OPD	Labour Room (LaQshya)	Maternity Ward	Paediatric OPD (MusQan)	Hospital Score (Including LaQshya & MusQan)	
96%	92%	99%	86%	87%	92.6 %	
Paediatric Ward (MusQan)	SNCU	NRC	OT	M- OT (LaQshya)		
89%	93%	91%	96%	100%		
PP Unit	ICU	IPD	Blood Bank	Lab	LaQshya Score	MusQan Score
99%	91%	91%	93%	96%		
Radiology	Pharmacy	Auxiliary	Mortuary	General Admin	99%	88%
90%	96%	96%	90%	81%		

AREA OF CONCERN WISE QUALITY SCORE

Service Provision	Patient Rights	Inputs	Support Services
92%	93%	90%	93%
Hospital Score			
94%			
Clinical Services	Infection Control	Quality Management	Outcome
96%	97%	94%	94%