

ORGANIZATION PROFILE

The National Health Mission was launched by Government of India on April 12, 2005, to provide rural people, particularly vulnerable groups, with accessible, affordable, 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.

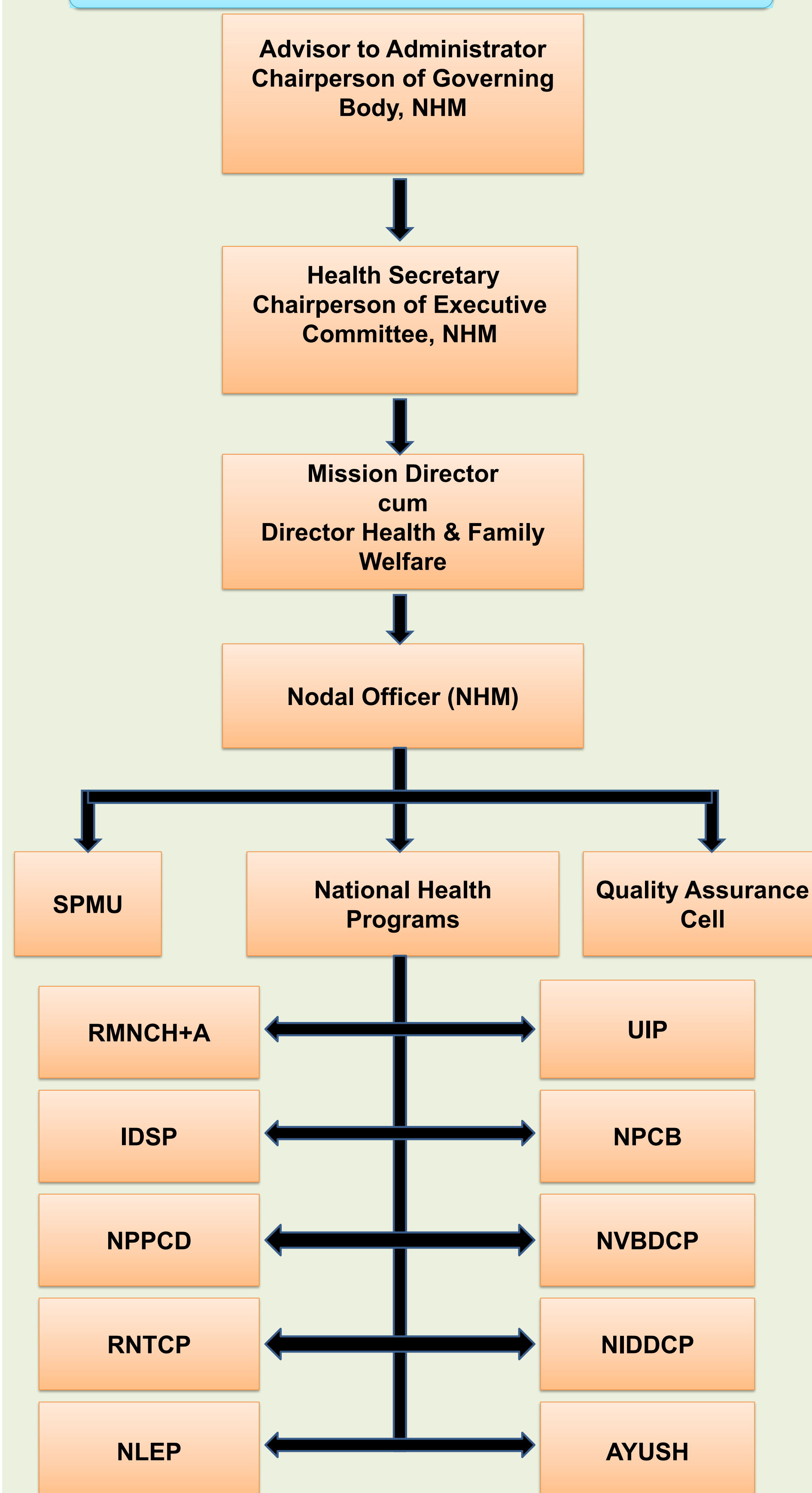
ABOUT NQAS

- 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	New Born & Child Health
92.7	97.6	98.4	96.0
Immunization	UPHC Maulijagran Score		Family Planning
98.7			93.5
Communicable Disease	84.9		Non Communicable Disease
82.5			87.3
Outreach	Pharmacy	Laboratory	General Administration
93.0	89.4	98.3	75.2

ORGANIZATIONAL STRUCTURE-NHM



AIM

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

OBJECTIVES

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

PROCESS MAPPING

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	Partial Compliance	Full Compliance
0	1	2
6. Each area of concern was given a score, and the department as a whole was given a percentage out of a possible 100.
7. After analyzing all of the district hospital departments, a hospital score card was prepared, with each department's score listed.

AREA OF CONCERN WISE QUALITY SCORE

Service Provision	Patient Rights	Inputs	Support Services
83.9%	86.2%	79.0%	84.9%
UPHC-MAULIJAGRAN SCORE			
84.9%			
Clinical Services	Infection Control	Quality Management	Outcome
85.8%	95.8%	80.9%	85.6%

SUGGESTIONS

- The hospital should provide periodic staff training.
- All medications and lab tests should be provide free of cost.
- 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

- ✓ 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.
- ✓ 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.



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STRENGTHS

- Being oldest hospital, well known by people.
- The healthcare services are provided for free.
- Records are well maintained and kept secure.

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

- 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.

- Dissatisfaction of facility staff.
- Nurse, doctor, work force strike.
- Decreased or late reimbursement of patient's expenses.
- Unable to adapt with technological advancement.

OPPORTUNITIES

THREATS

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%		
Paediatric Ward (MusQan)	SNCU	NRC	OT	M- OT (LaQshya)	92.6%	
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%