

Quality Assessment of PHC Goner, Jaipur II Using a Structured Checklist

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 healthcare.

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

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 with in 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.

OBJECTIVE:-

- Evaluate the performance of PHC Goner using the NQAS checklist.
- Identify areas for improvement in various departments.
- Train staff on maintaining high standards of healthcare delivery.

Methodology

Study design: Observational Study.
Study area: NHM, Jaipur, PHC Goner, Jaipur II
Study period: 2 months.
Study tool: NQAS checklist for PHC

Internal Assessment

- Self-Assessment:** Using the NQAS framework, the facility performs a self-evaluation across eight key areas
- Data Collection:** The facility gathers evidence to demonstrate compliance with each standard

External Assessment

- Document Review:** Assessors review the facility's self-assessment documents and collected evidence to get a preliminary understanding of their compliance
- On-Site Visit:** Assessors conduct a site visit to the facility and evaluate various departments
- Data Collection :** During the visit, assessors use various tools and techniques to gather data
- Analysis and Scoring:** Assessors analyze the collected data (observations, interview responses, documents) to assess compliance with each NQAS standard within the eight key areas. Scores are assigned based on a pre-defined scoring system
- Feedback and Recommendations:** After the visit, assessors provide feedback to the facility on their strengths and areas for improvement. Recommendations are made for areas that don't meet NQAS standards.

COMPLIANCE AND SCORING SYSTEM

Rules for Scoring
2 marks full compliance
1 mark for partial compliance
0 Marks for Non-Compliance
The formula for percentages is

Obtaining a score X 100 / the number Of Checkpoints in the Checklist X 2

Importance of NQAS

- Improved Quality of Care
- Patient Rights and Safety
- Public Confidence
- Standardization and Efficiency
- Benchmarking

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL LEARNING

- I saw how theoretical concepts translate into real-world actions.
- I picked up unspoken and unwritten things from colleagues, mentors, and observation.
- I made errors and learn valuable lessons that help refine my skills.
- I experienced how practical knowledge is shared and applied in a team setting.
- I improved my communication, time management, and interpersonal abilities, which are essential in any workplace.

USEFULNESS OF INTERNSHIP

- Internship have confirmed my interest in a particular field and helped me realize it's the right fit.
- I made connections with professionals in industry who could offer guidance or potential job leads.
- Internship experience make me a more competitive job candidate.
- I learned to take initiative, manage my own workload, and work independently.
- Get to know the exact situation of the health care sector and work of NHM during our orientation session scheduled for a week.

- Free drug and diagnostics services
- Good structure
- Well equipped facility
- Effective implementation of National Health Programs

- Lack of programmatic training and capacity building
- Shortage of few categories of staff.
- Some lab tests an investigations are not available

- Training and development for healthcare professionals can improve the quality of care
- Better management of Human Resources
- High potential to implement the quality assurance program

- Low government fundings
- Political interference



Before



After

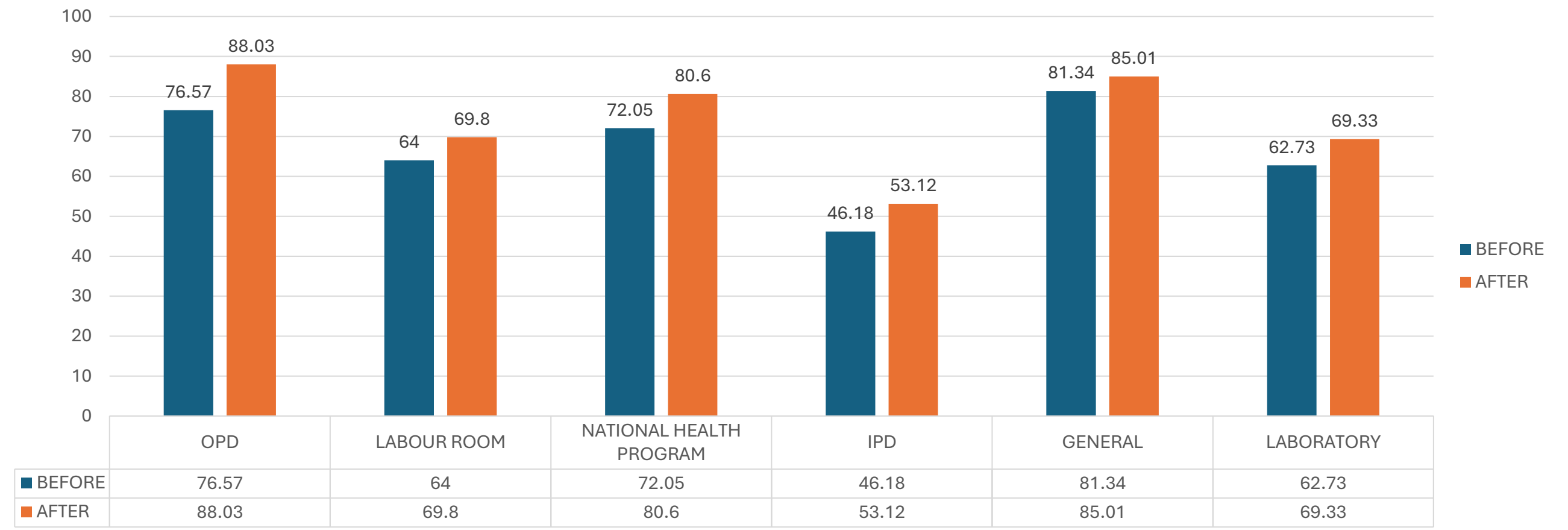


Pre Intervention PHC Score Card			Post Intervention PHC Score Card		
OPD	PHC GONER SCORE	LABORATORY	OPD	PHC GONER SCORE	LABORATORY
76.57	70.58	62.73	88.03	77.85	69.33
LABOUR ROOM		NATIONAL HEALTH PROGRAM	LABOUR ROOM		NATIONAL HEALTH PROGRAM
64		72.05	69.80		80.60
IPD		GENERAL	IPD		GENERAL
46.18		81.34	53.12		85.015

Area of Concern wise Score

Service Provision	Patient's Right	Input	Support Services
69.82	66.46	66.21	81.25
Clinical Services	Hospital Infection Control	Quality Management	Outcome
76.41	62.66	76.99	32.85

BEFORE AND AFTER INTERVENTION PHC'S SCORE



LEARNINGS AND VALUE ADDITIONS

- Developed critical thinking and troubleshooting skills by tackling challenges.
- Learned to use the NQAS tools.
- Acquired practical knowledge by working in the field.
- Gained experience in delivering projects, planning and executing.
- Improved verbal communication skills by interacting with colleagues, clients, and supervisors.
- Build relationships with professionals in field, which can lead to future job opportunities.

CHALLENGES FACED DURING INTERNSHIP

- Harsh environmental conditions.
- Difficulty motivating staff to consistently engage in quality improvement activities.
- Limited budgets hindering upgrades, maintenance, and staff incentives.
- Insufficient staffing levels impacting service delivery and staff workload.
- Lack of training opportunities for staff to develop skills and knowledge.
- Unfamiliarity with Standard Operating Procedures (SOPs)

Recommendations

- Implement a system to recognize and reward staff for their efforts in quality improvement. This could involve small bonuses, extra time off, or public acknowledgment of their achievements.
- Encourage staff to take ownership of quality improvement initiatives and give them the autonomy to implement their ideas.
- Conduct regular training sessions offered by government agencies.
- Conduct regular training sessions to familiarize staff with SOPs and ensure they understand their importance.

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