

Synopsis for Dissertation Submitted



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Master of Business Administration (MBA)
in
Hospital and Health Management

By

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A) Title:

Assessing the Impact of NQAS Certification on Key Performance Indicators: A Comparative Analysis of Certified and Non-Certified UPHCs

B) Introduction:

Urban Primary Health Centers (UPHCs) are critical for ensuring the health and well-being of urban populations, serving as primary points of contact for medical assistance. The quality of care provided by these centers is paramount, as it directly influences the overall health of the community. To uphold and improve healthcare standards, there has been a significant emphasis on implementing the National Quality Assurance Standards (NQAS). NQAS acts as a comprehensive framework, similar to a checklist, designed to assess and ensure the delivery of top-notch care in healthcare centers, including UPHCs.

The National Quality Assurance Standards (NQAS) have been formulated to address the specific needs of public health facilities and align with international best practices. Currently, NQAS covers District Hospitals, CHCs, PHCs, and Urban PHCs. These standards serve as guidelines for healthcare providers to evaluate their own quality of service against predefined benchmarks and work towards achieving certification. The NQAS framework is organized into eight "Areas of Concern," including Service Provision, Patient Rights, Inputs, Support Services, Clinical Care, Infection Control, Quality Management, and Outcome. Accredited by ISQUA, these standards adhere to global standards in terms of comprehensiveness, objectivity, evidence-based approach, and rigorous development processes.

Key Performance Indicators (KPIs) serve as vital tools for evaluating the performance of healthcare centers, including Urban Primary Health Centers (UPHCs). These indicators offer measurable metrics that encompass a wide range of healthcare delivery aspects, such as patient satisfaction, service effectiveness, efficiency, and safety. By utilizing KPIs, healthcare providers and administrators can effectively assess the quality of care provided by UPHCs and pinpoint areas requiring improvement.

Specifically, KPIs provide insights into various dimensions of UPHC performance, including productivity, efficiency, clinical care, and service quality. These indicators enable the identification of both strengths and weaknesses in healthcare delivery, facilitating targeted interventions for enhancement. For instance, KPIs related to patient wait times, appointment availability, infection rates, and adherence to treatment protocols offer valuable insights into UPHC performance, highlighting areas that necessitate attention and improvement. Through the utilization of KPIs, UPHCs can streamline their operations, enhance service quality, and ultimately improve patient outcomes.

Hospital-based indicators, which are part of NQAS, focus on assessing the infrastructure, facilities, and operational processes within the healthcare center. These indicators include factors such as availability of medical equipment, cleanliness of premises, adequacy of staffing, and adherence to infection control protocols. By evaluating these indicators, NQAS ensures that UPHCs maintain high standards of infrastructure and operational efficiency to deliver quality healthcare services.

In this study, the aim is to evaluate the impact of NQAS certification on UPHC performance by analyzing key performance indicators. By comparing certified and non-certified UPHCs,

the goal is to determine the effectiveness of NQAS certification in enhancing healthcare delivery. Additionally, identifying areas for improvement and providing recommendations to non-certified UPHCs to enhance their performance are part of the research objectives. Ultimately, the goal is to work towards improving healthcare quality in urban settings, thereby ensuring the well-being of communities served by UPHCs.

The National Quality Assurance Standards (NQAS) certification process plays a crucial role in assessing and improving the quality of healthcare services in Urban Primary Health Centres (UPHCs) in Rajasthan, India. The successful implementation of NQAS requires the active participation and positive attitudes of facility staff. The process of getting certified by the National Quality Assurance Standards (NQAS) is really important for making healthcare better in Urban Primary Health Centres (UPHCs) in Rajasthan, India.

Making sure healthcare is good depends on having quality assurance. This study wants to see how quality assurance works in Urban Primary Health Centers (UPHCs) in Rajasthan, India. It will look at things like how the centers are organized, what resources they have, and how they make sure healthcare is good. It will compare certified and non-certified UPHCs to see how these things affect the healthcare they provide.

A mixed-methods approach was immersed to collect data from a sample of certified and non-certified UPHCs in different UPHCs of Rajasthan. Quantitative data were obtained through interviews and focus on group discussions. Findings indicate that certified PHCs shows higher compliance with quality assurance standards compared to non-certified PHCs. The formal certification processes and regular audits in certified PHCs contributes to a higher level of quality assurance. Additionally, certified PHCs describe greater adherence, standardized protocols, monitoring mechanisms, and clinical guidelines.

The study identified many key factors effect quality assurance in both certified and non-certified UPHCs. These factors include infrastructure, availability of essential drugs and equipment, organizational culture, leadership commitment, human resource capacity, patient satisfaction, and community engagement. While certified UPHCs had better performance in these areas as compared to non-certified UPHCs faced challenges related to staff shortages, inadequate infrastructure, and limited resources.

The study findings have significant implications for policymakers, healthcare administrators, and practitioners in Rajasthan. They highlight the importance of certification processes and regular audits in promoting quality assurance in UPHCs. Moreover, addressing resource gaps, enhancing staff capacity, and improving infrastructure can help enhance quality assurance practices in non-certified UPHCs.

The goal of Quality Assurance in Urban Primary Health Centers (UPHCs) is to make sure the care given there is really good and safe for patients. This means doing different things to check and make better how well the health care providers, places, and systems in UPHCs work.

C) Problem Statement:

Understanding of NQAS and KPIs: There is a need to comprehensively study the National Quality Assurance Standards (NQAS) and Key Performance Indicators (KPIs) in hospital-based settings to understand their significance and implications for healthcare quality.

Performance Disparities in UPHCs: Non-certified Urban Primary Health Centers (UPHCs) often lag behind in terms of performance indicators. Understanding the reasons behind this gap is essential for improving healthcare delivery.

D) Objectives:

Investigate the National Quality Assurance Standards (NQAS) and Key Performance Indicators (KPIs), understanding their indicators and operational mechanisms.

Evaluate the influence of KPIs on both certified and non-certified Urban Primary Health Centers (UPHCs), examining how these metrics affect performance and outcomes by its checklist

Conduct a comparative analysis of KPIs across different UPHCs, identifying variations and disparities in performance metrics, and conducting a detailed analysis of the underlying factors.

Explore strategies for implementing KPIs effectively in non-certified UPHCs, examining best practices and identifying potential areas for improvement to enhance overall performance and quality of care.

Hypothesis –

Impact of the NQAS of KPI (Hypotheses for H0 and H1):

Null Hypothesis (H0): There is no significant difference in the impact of NQAS certification on Key Performance Indicators (KPIs) between certified and non-certified Urban Primary Health Centers (UPHCs).

Alternative Hypothesis (H1): There is a significant difference in the impact of NQAS certification on Key Performance Indicators (KPIs) between certified and non-certified Urban Primary Health Centers (UPHCs).

Areas of Improvement in non certified facility (Hypotheses for H0 and H1):

Null Hypothesis (H0): There are no significant differences in areas of improvement identified between certified and non-certified UPHCs.

Alternative Hypothesis (H1): There are significant differences in areas of improvement identified between certified and non-certified UPHCs.

E) Research Methodology:

Study tool -

Structured Questionnaires: Designed to collect demographic information and assess key performance indicators relevant to UPHCs.

Checklists: Developed to evaluate compliance with NQAS criteria and standards.

Interview Guides: Used to conduct qualitative interviews, including focused group discussions, with healthcare providers and administrators to gain insights into the implementation of NQAS standards and practices.

Sample Size:

One certified UPHC and One Non-certified UPHC

The sample size will be determined based on the UPHCs in the selected urban area, ensuring adequate representation of both certified and non-certified facilities. It should also consider the number of healthcare providers, administrators, and patients needed for qualitative assessments.

Sampling Technique:

A stratified random sampling technique will be employed to select UPHCs, ensuring representation from one certified UPHC and non-certified UPHCs areas and population demographics within the urban area. Within each stratum, UPHCs will be randomly selected to minimize selection bias.

Implications:

A list of one certified and one non-certified UPHCs will be obtained from relevant authorities.

UPHCs will be randomly selected from each category (certified and non-certified), and healthcare providers, administrators, and patients will be recruited using convenience sampling.

Qualitative data will be collected through structured interviews, observations, analysis.

Qualitative data will be thematically analysed to identify key themes and patterns.

Informed consent will be obtained from all participants, and confidentiality of data will be ensured throughout the study.

Operational Definition:

NQAS Certification: Refers to the attainment of certification by UPHCs based on compliance with predefined National Quality Assurance Standards.

Key Performance Indicators (KPIs): Refers to measurable parameters such as patient satisfaction, service quality, and operational efficiency used to assess the performance of UPHCs.

Healthcare Providers: Includes doctors, nurses, and other medical professionals involved in providing healthcare services at UPHCs.

Administrators: Refers to individuals responsible for the management and administration of UPHCs.

Data Analysis Plan:

Studying NQAS, KPIs, and their outcomes will provide valuable insights for decision-makers in healthcare. This will enable better choices about setting standards for quality and performance.

The analysis of KPIs will help evaluate how they affect healthcare delivery. This understanding will pinpoint which metrics are most effective in improving patient care and service quality.

By comparing KPI performance between certified and non-certified UPHCs, the real impact of NQAS certification will be uncovered. This comparison will highlight the pros and cons of certification.

The research will reveal performance gaps between certified and non-certified UPHCs. These gaps will show where non-certified UPHCs need to focus their efforts to meet certification standards.

Findings will guide specific improvement strategies for non-certified UPHCs. By targeting the identified areas for improvement, these health centers can work towards meeting certification requirements and improving overall healthcare quality.

Knowing which areas of healthcare delivery need improvement will help allocate resources effectively. This prioritization ensures that resources are used where they'll have the most impact on patient outcomes and service quality.

Qualitative Data Analysis:

Thematic Analysis: Identify recurring themes or patterns in the collected qualitative data related to NQAS certification, KPIs, and healthcare outcomes.

Coding: Code the focus group interview based qualitative data based on identified themes, allowing for systematic analysis and organization of information

Integration of Findings: Combine what people say with the numbers we have to understand better how NQAS certification affects UPHC performance. Look for where the stories and the numbers agree or disagree to see what's most important. Then, talk about what we can learn from all of this.

Triangulation : Compare what people say about how well things are going (KPIs) with whether their place is certified or not. This makes sure the findings are reliable because different sources of information are looked at to see if they match up.

4) Ethical Considerations:

Before starting any part of the research, permission will be sought from NHM Jaipur and the UPHCs being visited. Ensuring the necessary paperwork is in order is important to show authorization for the research.

All gathered information will be kept private, and personal details of individuals will not be shared to protect their confidentiality.

Everyone encountered during the research will be treated with respect, and care will be taken to avoid making anyone uncomfortable. Cultural sensitivities will also be considered.

Before engaging with anyone or accessing any information, it will be ensured that they understand the research purpose and agree to participate voluntarily.

The aim of the research is to gather insights to improve healthcare. Measures will be taken to prevent any harm to participants.

Transparency: All research activities will be conducted transparently, and any potential biases or limitations will be acknowledged. Findings will be communicated in a clear and understandable manner.

5) Implications of Research:

Studying NQAS, KPIs, and their outcomes will provide valuable insights for decision-makers in healthcare. This will enable better choices about setting standards for quality and performance.

The analysis of KPIs will help evaluate how they affect healthcare delivery. This understanding will pinpoint which metrics are most effective in improving patient care and service quality.

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Prioritizing Resource Allocation: Knowing which areas of healthcare delivery need improvement will help allocate resources effectively. This prioritization ensures that resources are used where they'll have the most impact on patient outcomes and service quality.

References:

[References will be included according to Vancouver style, using appropriate referencing software]