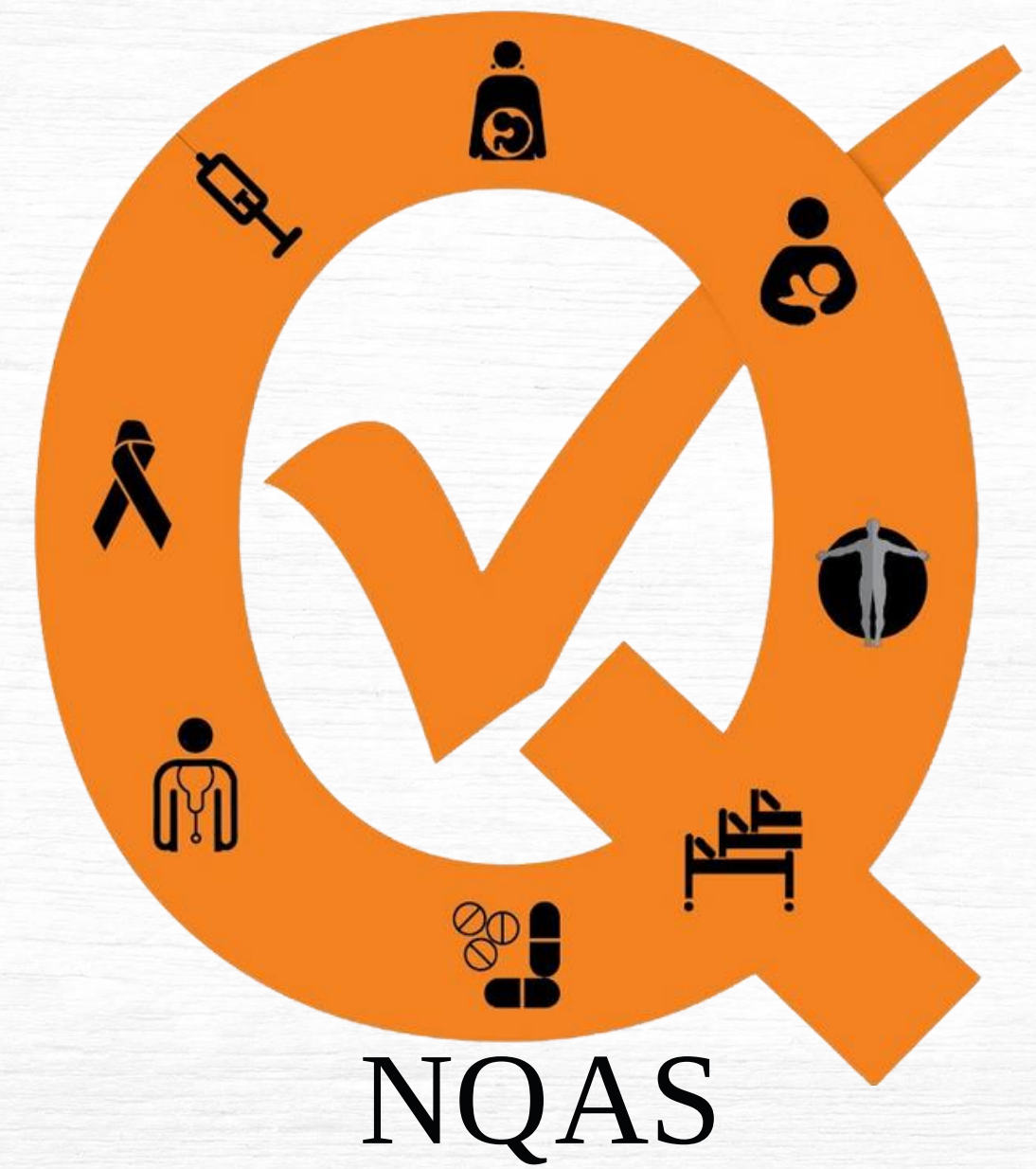




Guided By- Dr Deepti Sharma





Jhpiego is a nonprofit global leader in creating and delivering transformative healthcare solutions for the developing world. In partnership with national governments, health experts, and local communities, it build health providers' skills and develop systems that save lives now and guarantee healthier futures for women and their families. It aims to revolutionize health care for the planet's most disadvantaged people.



MISSION- Jhpiego creates and delivers transformative healthcare solutions that save lives.

VISION . All women and families, regardless of where they live, have equitable access to high-quality, lifesaving health care delivered by competent and caring providers.

NQAS: NATIONAL QUALITY ASSURANCE STANDARDS



National Quality Assurance Standards (NQAS) certification was introduced by the Government of India to standardize healthcare delivery and it aims to ensure consistent quality across healthcare facilities nationwide. It covers 8 areas of concern- Service Provision, Patient Rights, Inputs, Support Services, Clinical Care, Infection Control, Quality Management, and Outcome



Community Health Officers (CHOs) are frontline healthcare professionals in primary care settings. They play a vital role in implementing healthcare policies and programs and serve as a crucial link between communities and the healthcare system. They are responsible for delivering essential healthcare services in rural and underserved areas.

METHODOLOGY

1

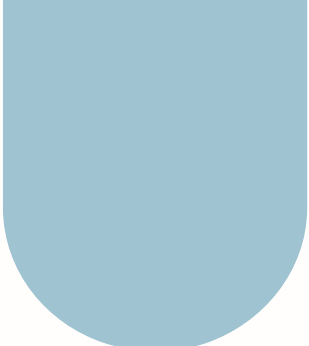
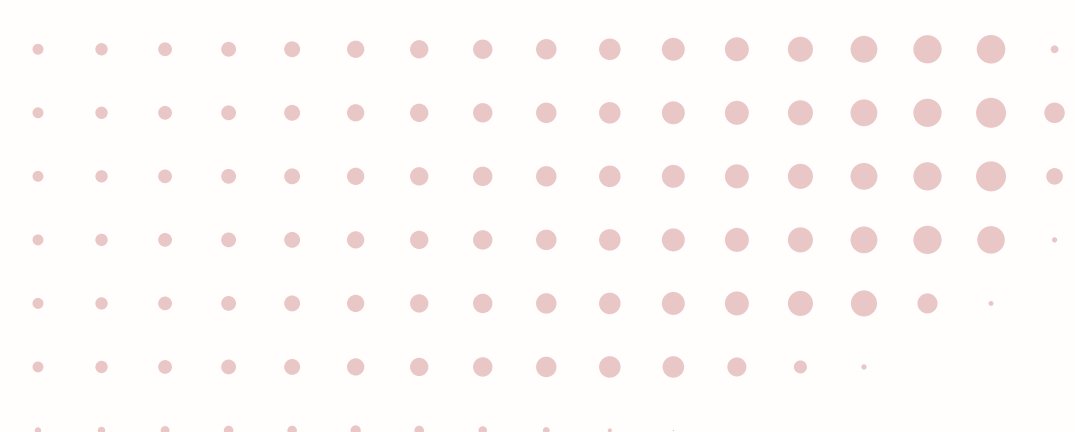
Research Aim

Analyzing Job Satisfaction and Perceived Benefits of NQAS Certification among Community Health Officers (CHOs) Working in NQAS Accredited Ayushman Arogya Mandirs (AAMs) of Surguja District in Chhattisgarh.

2

2. Research Questions

1. What is the level of job satisfaction among Community Health Officers (CHOs) in NQAS-certified Ayushman Arogya Mandirs (AAMs)?
2. What are the perceived benefits experienced by CHOs working in these NQAS-certified facilities?
3. What key factors influence job satisfaction among CHOs in Ayushman Arogya Mandirs (AAMs)?



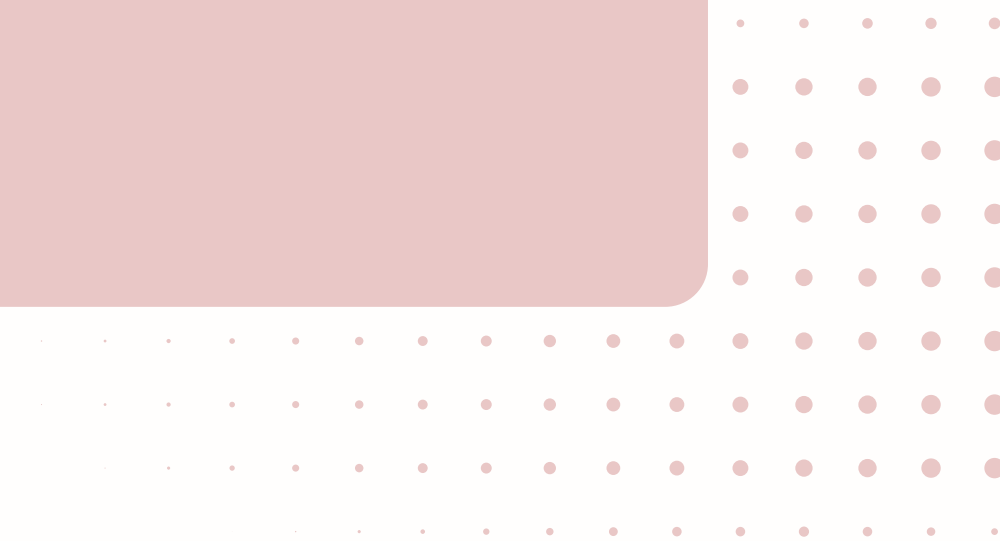
OBJECTIVES

● Objective 1

To assess the job satisfaction and perceived benefits experienced by Community health officers in NQAS-certified Ayushman Arogya Mandirs (AAMs).

● Objective 2

To identify key factors that influence job satisfaction among CHOs within these healthcare facilities.



STUDY DESIGN:

Cross-sectional Study

Setting:

Ayushman Arogya Mandirs of Surguja District of Chhattisgarh that has received NQAS certification.

STUDY POPULATION

40 CHOs.

INCLUSION CRITERIA:

CHOs working in NQAS-certified Ayushman Arogya Mandirs within Surguja District, Chhattisgarh.

EXCLUSION CRITERIA:

CHOs employed at non-certified Ayushman Arogya Mandirs within Surguja District, Chhattisgarh.

Study Tools:

Structured questionnaires and telephonic interviews.

DURATION OF STUDY:

2 Months (18th April 2024 to 12th June 2024)

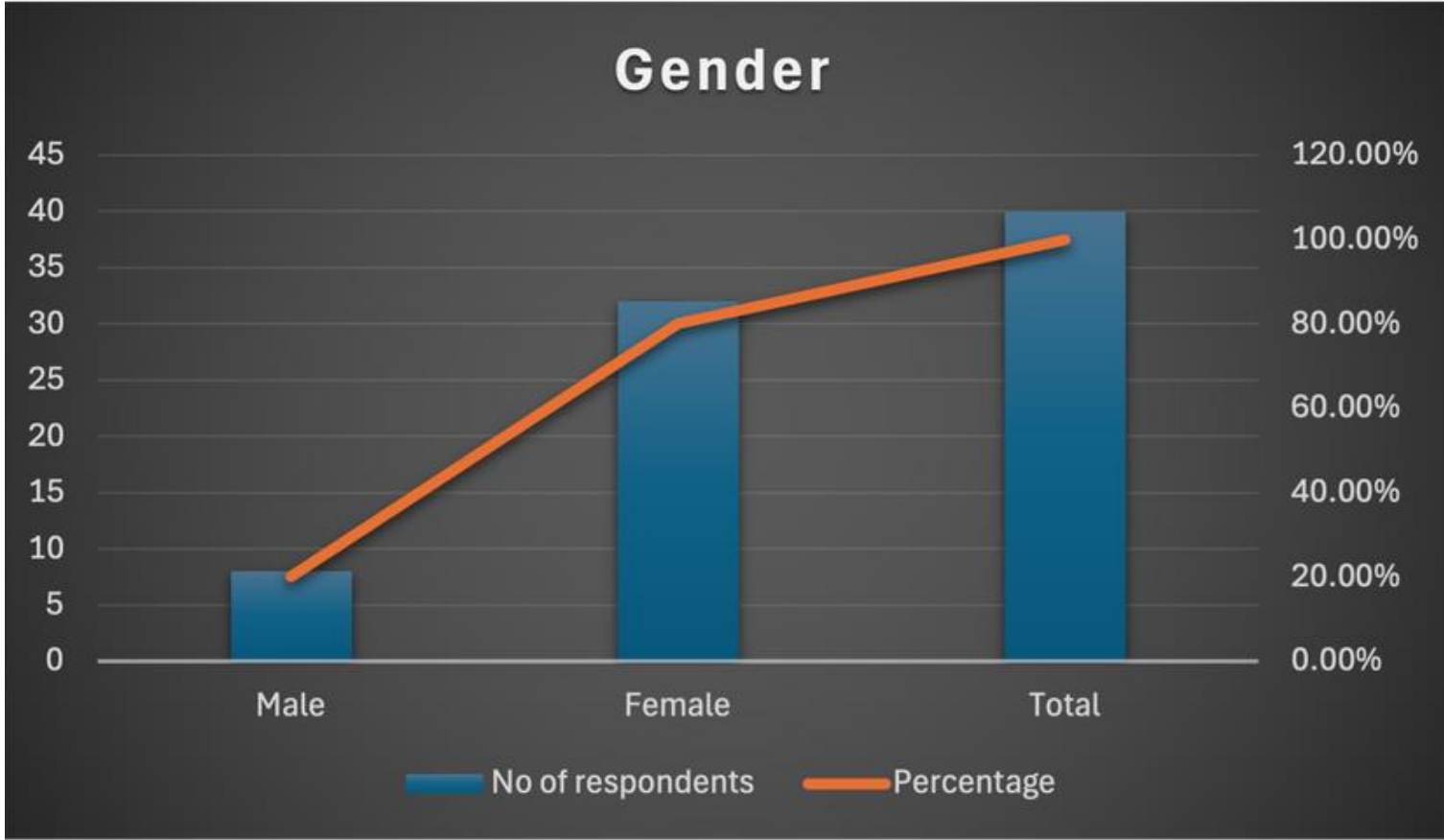
SAMPLING TECHNIQUE:

Convenient Sampling

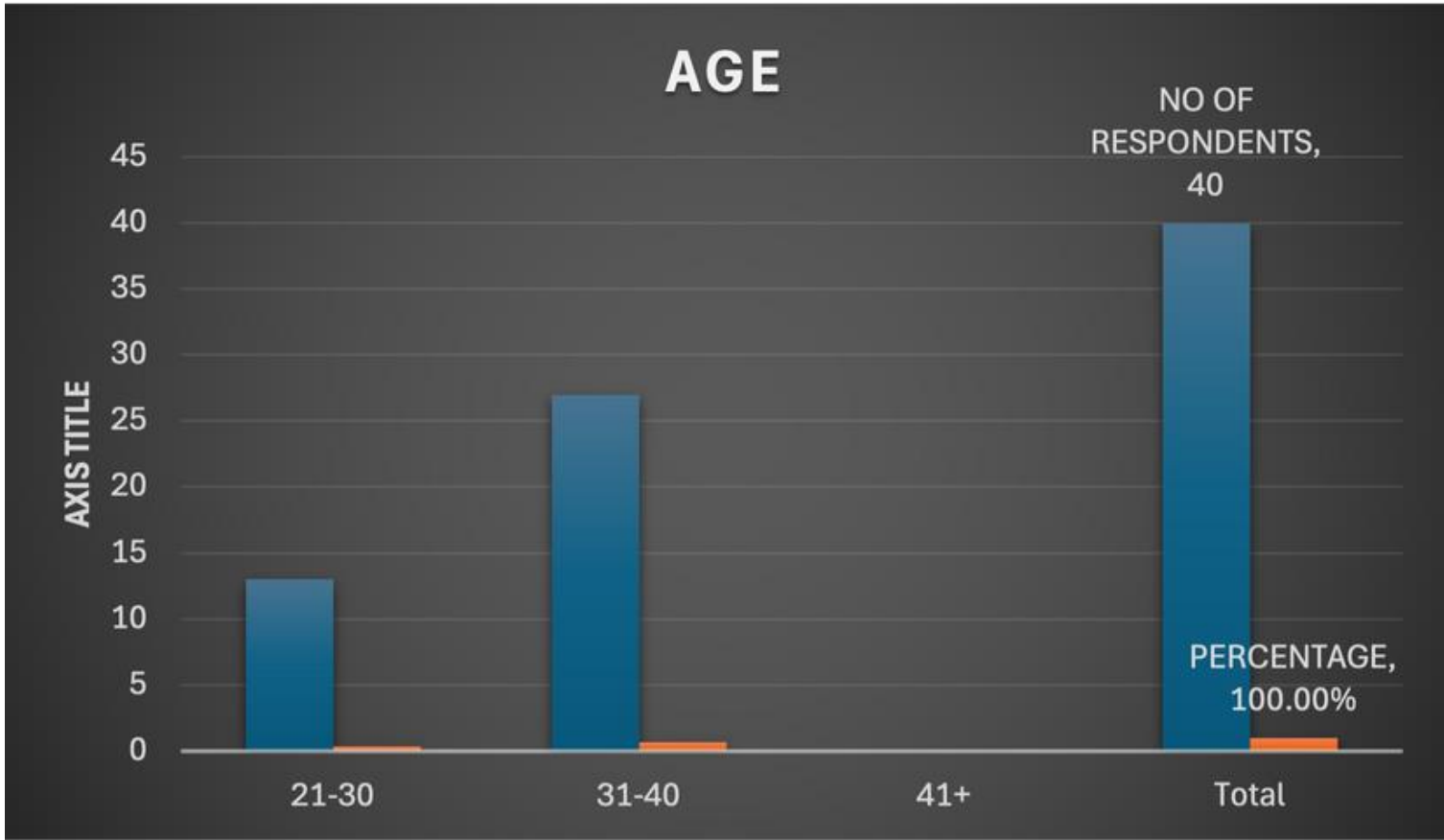
DATA COLLECTION PROCEDURE:

Data was collected through structured questionnaires and telephonic interviews with the identified CHOs.

RESULTS



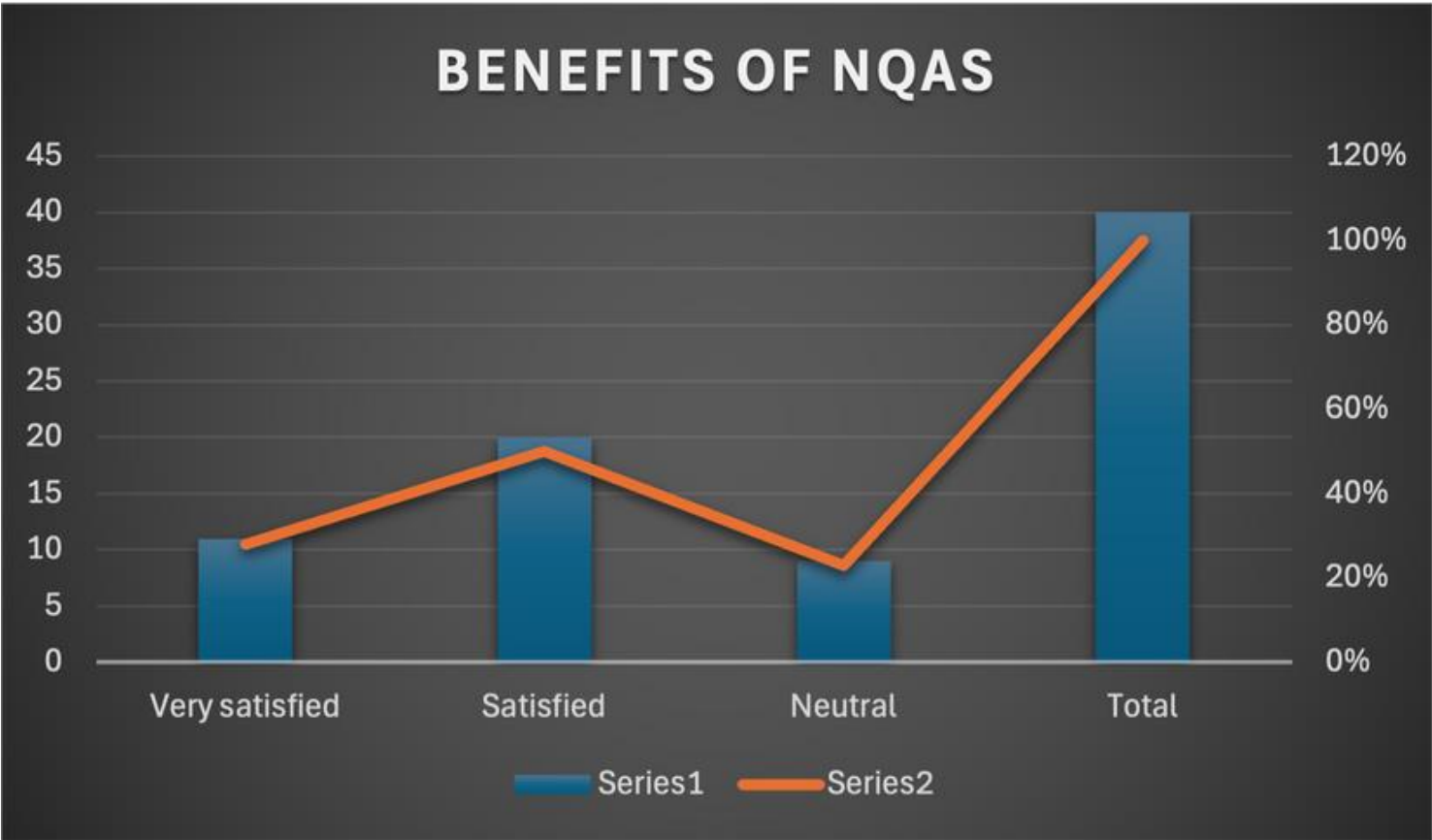
GENDER	FREQUENCY	PERCENT
Male	8	20.00%
Female	32	80.00%
Total	40	100.00%



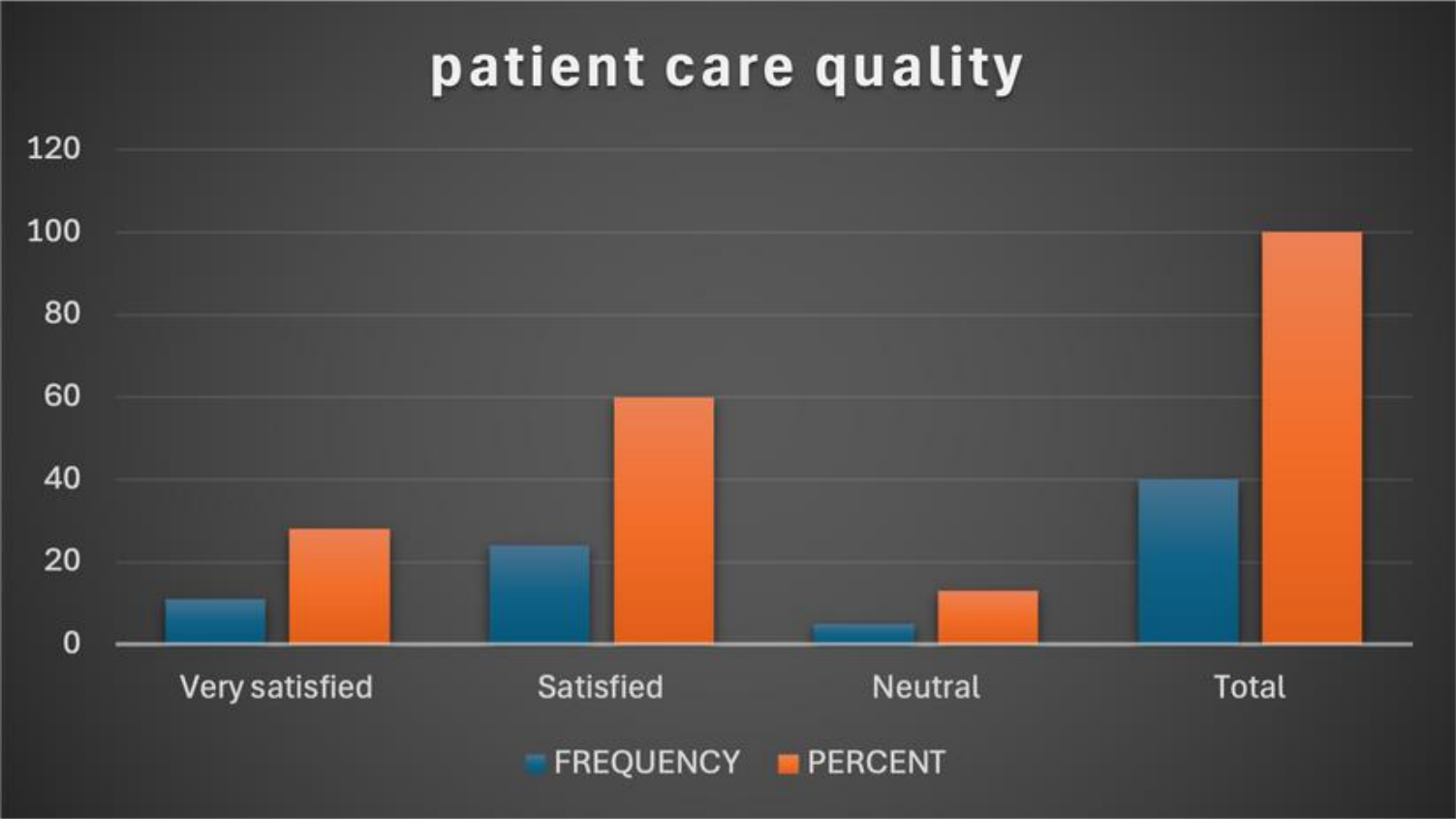
AGE	FREQUENCY	PERCENT
21-30	13	32.50%
31-40	27	67.50%
41+	0	0
Total	40	100.00%



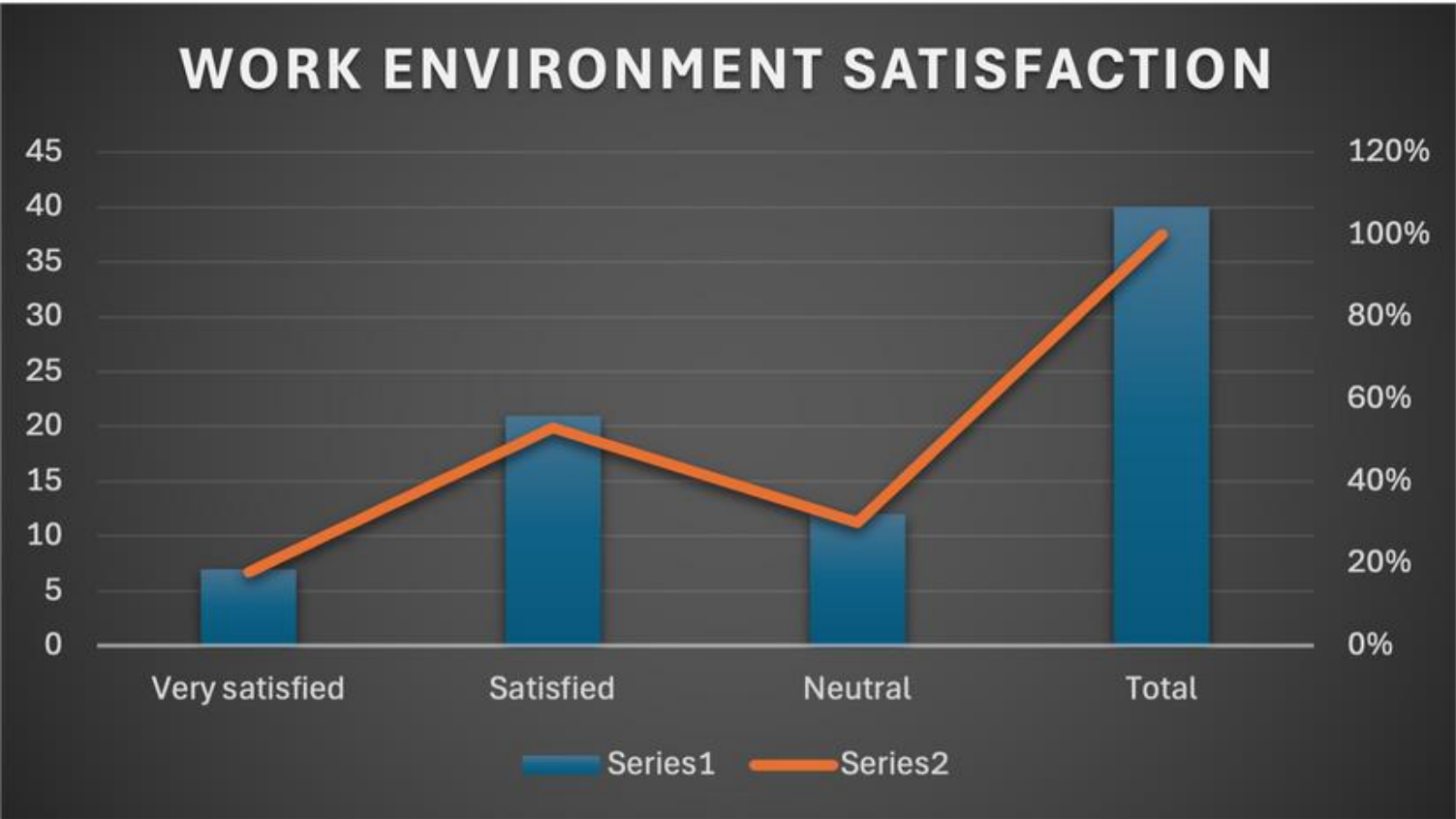
OVERALL JOB SATISFACTION	FREQUENCY	PERCENT
Very satisfied	7	17.50%
Satisfied	22	55%
Neutral	11	27.50%
Total	40	100.00%



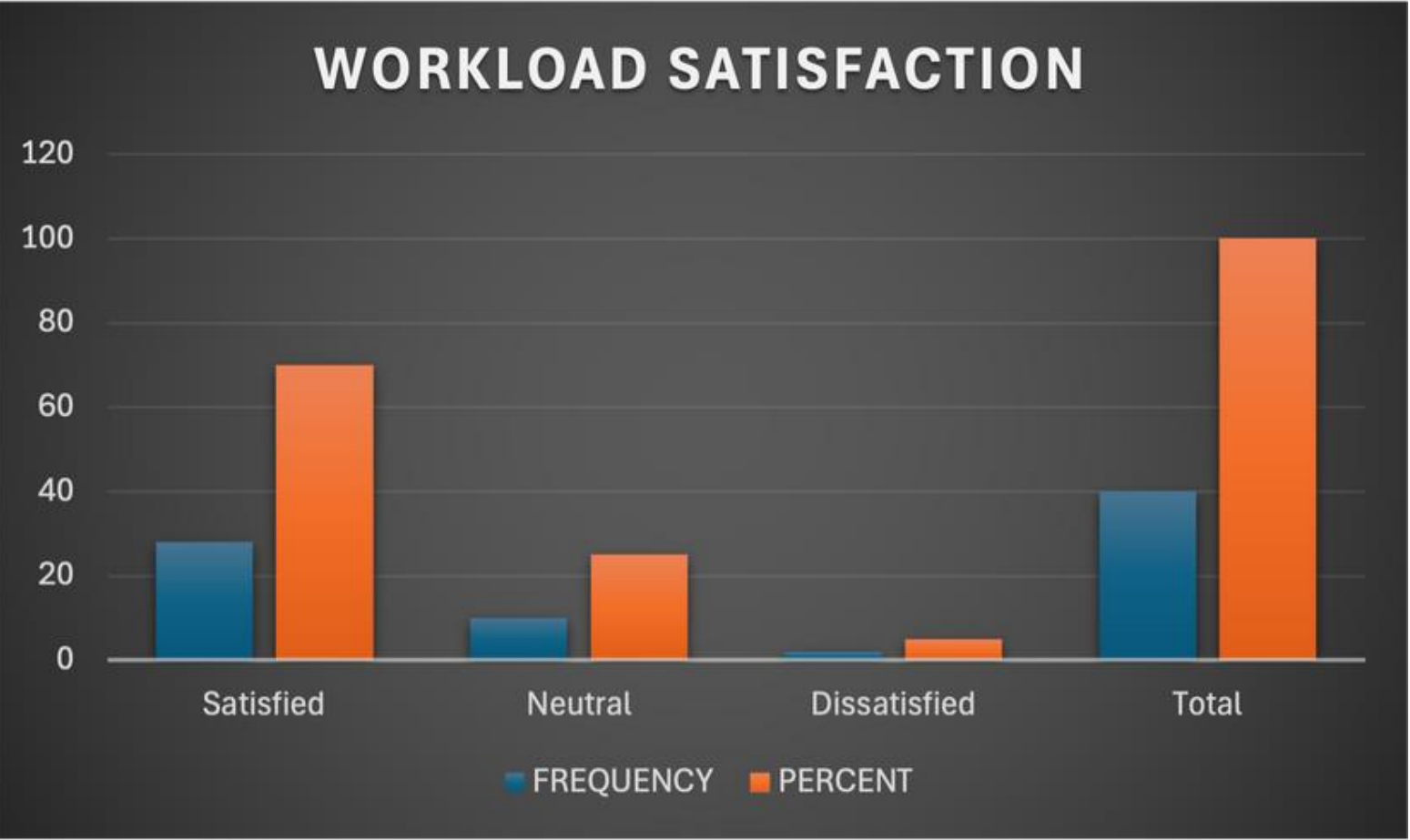
BENEFITS OF NQAS	FREQUENCY	PERCENT
Very satisfied	11	28%
Satisfied	20	50%
Neutral	9	23%
Total	40	100%



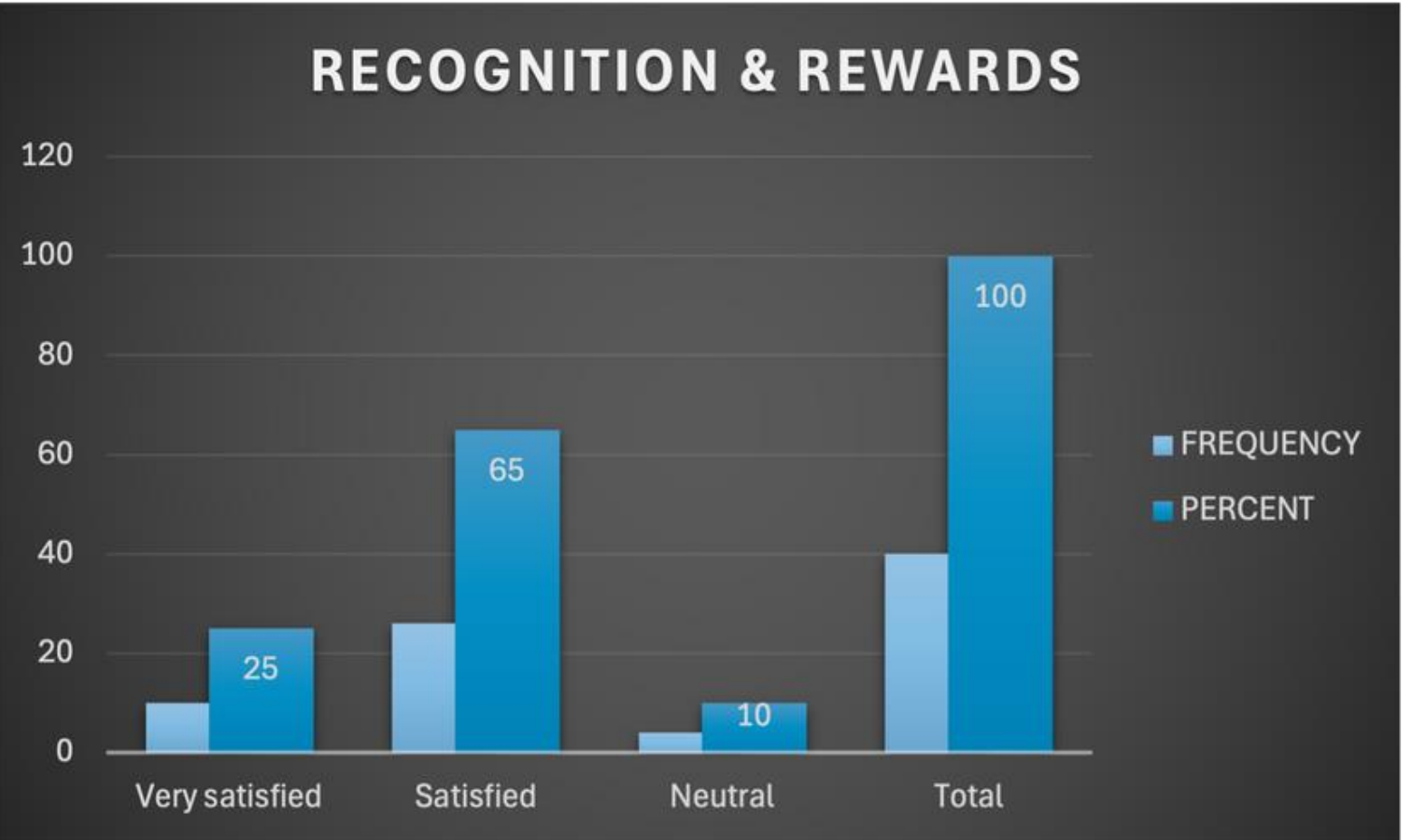
PATIENT CARE QUALITY SATISFACTION	FREQUENCY	PERCENT
Very satisfied	11	28
Satisfied	24	60
Neutral	5	13
Total	40	100



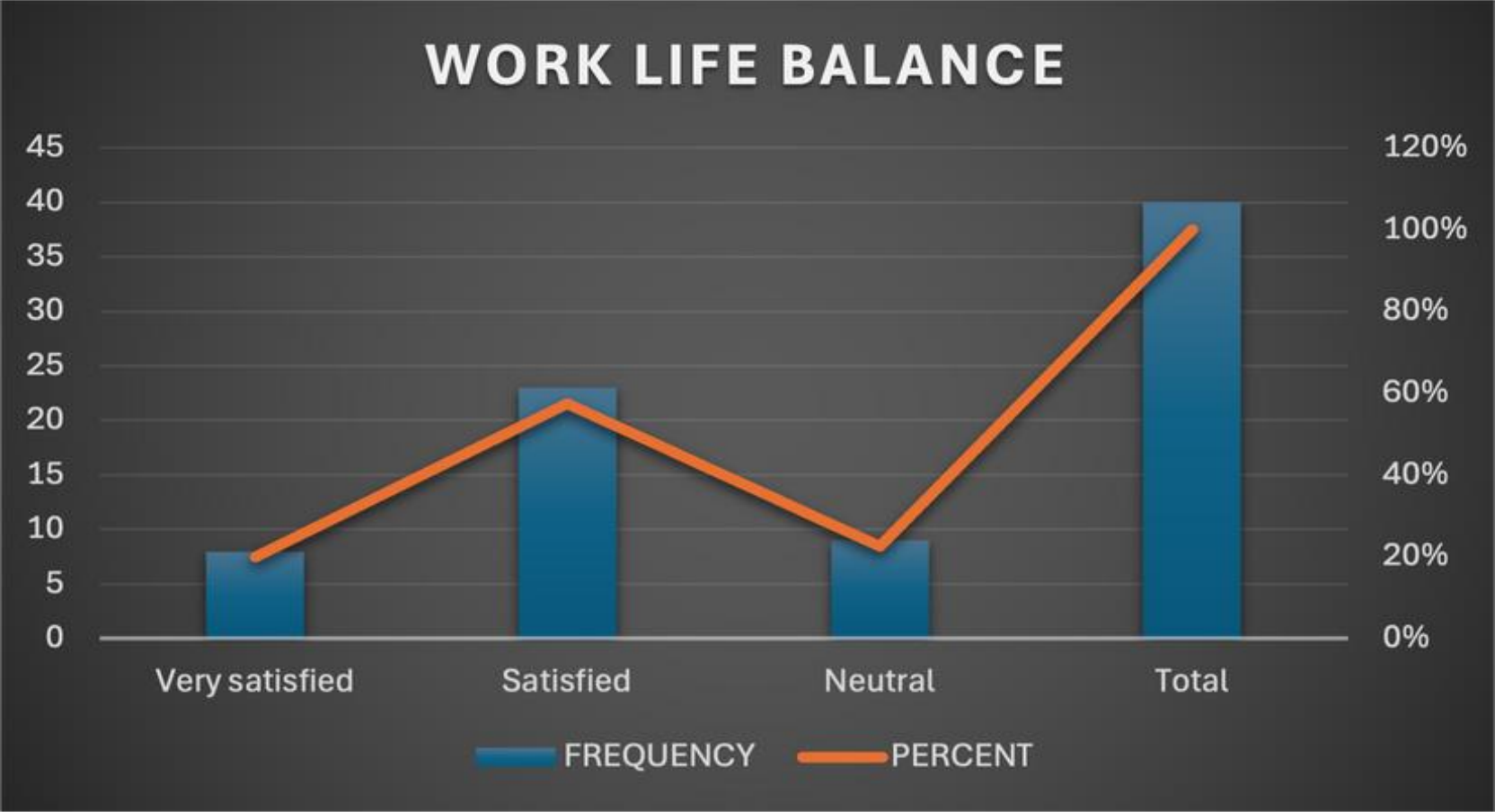
WORK ENVIRONMENT SATISFACTION	FREQUENCY	PERCENT
Very satisfied	7	18%
Satisfied	21	53%
Neutral	12	30%
Total	40	100%



WORKLOAD SATISFACTION	FREQUENCY	PERCENT
Satisfied	28	70
Neutral	10	25
Dissatisfied	2	5
Total	40	100



RECOGNITION & REWARDS	FREQUENCY	PERCENT
Very satisfied	10	25
Satisfied	26	65
Neutral	4	10
Total	40	100



WORK-LIFE BALANCE	FREQUENCY	PERCENT
Very satisfied	8	20%
Satisfied	23	58%
Neutral	9	23%
Total	40	100%



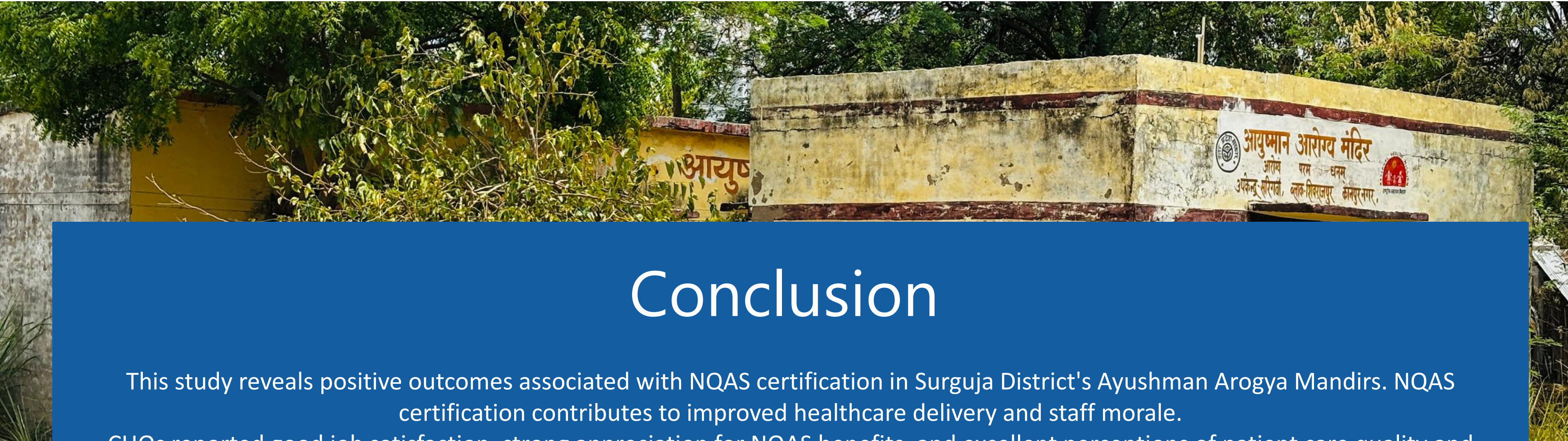
ORGANIZATIONAL CULTURE	FREQUENCY	PERCENT
Very satisfied	10	25.00%
Satisfied	28	70.00%
Neutral	2	5.00%
Total	40	100.00%



LEADERSHIP&MANAGEMENT	FREQUENCY	PERCENT
Very satisfied	16	40%
Satisfied	24	60%
Total	40	100



PROFESSIONAL DEVELOPMENT SATISFACTION	FREQUENCY	PERCENT
Very satisfied	8	20
Satisfied	29	73
Neutral	3	8
Total	40	100

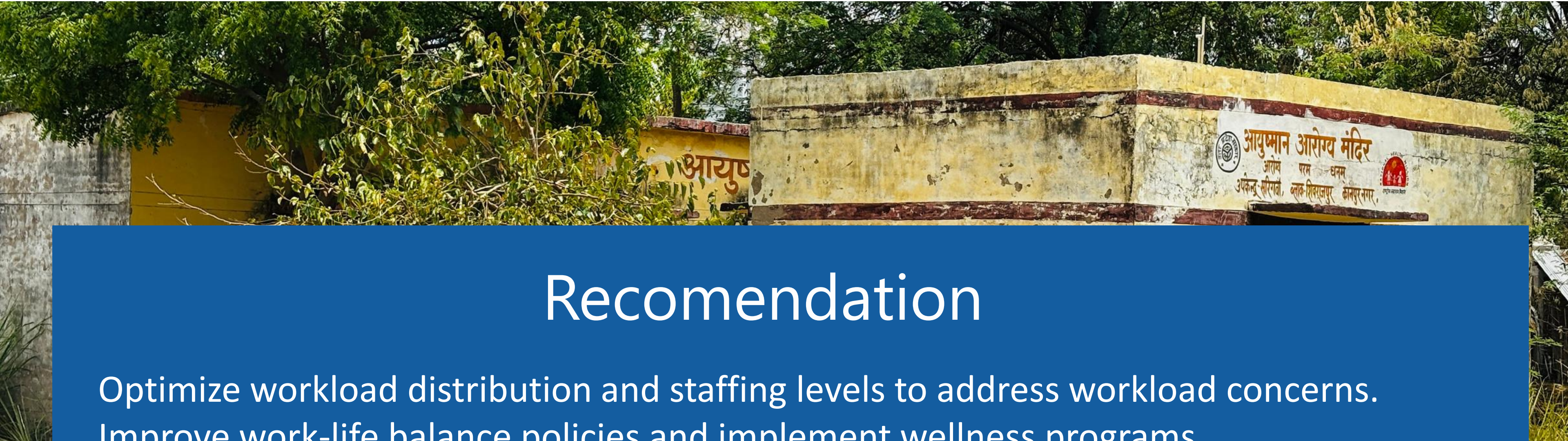


Conclusion

This study reveals positive outcomes associated with NQAS certification in Surguja District's Ayushman Arogya Mandirs. NQAS certification contributes to improved healthcare delivery and staff morale.

CHOs reported good job satisfaction, strong appreciation for NQAS benefits, and excellent perceptions of patient care quality and professional development opportunities. Leadership received unanimous positive feedback.

While workload management and work-life balance show room for improvement, overall findings suggest that NQAS certification positively impacts healthcare delivery and staff satisfaction. This research provides valuable insights for policymakers and healthcare administrators, highlighting the benefits of quality assurance programs.

The background image shows a yellow wall with some text in Hindi. On the left, there's a tree with green leaves. The wall has some text, including 'आयुष्मान' (Ayushman) and 'आरोग्य मंदिर' (Arogya Mandir). There's also a small logo on the right side of the wall.

Recomendation

Optimize workload distribution and staffing levels to address workload concerns.

Improve work-life balance policies and implement wellness programs.

Strengthen community engagement in quality improvement processes.

Integrate technology to streamline workflows and reduce administrative burden.

Perform comparative analysis with non-NQAS certified facilities.

Design age and experience-specific interventions to address the needs of the young workforce.



THANK YOU