



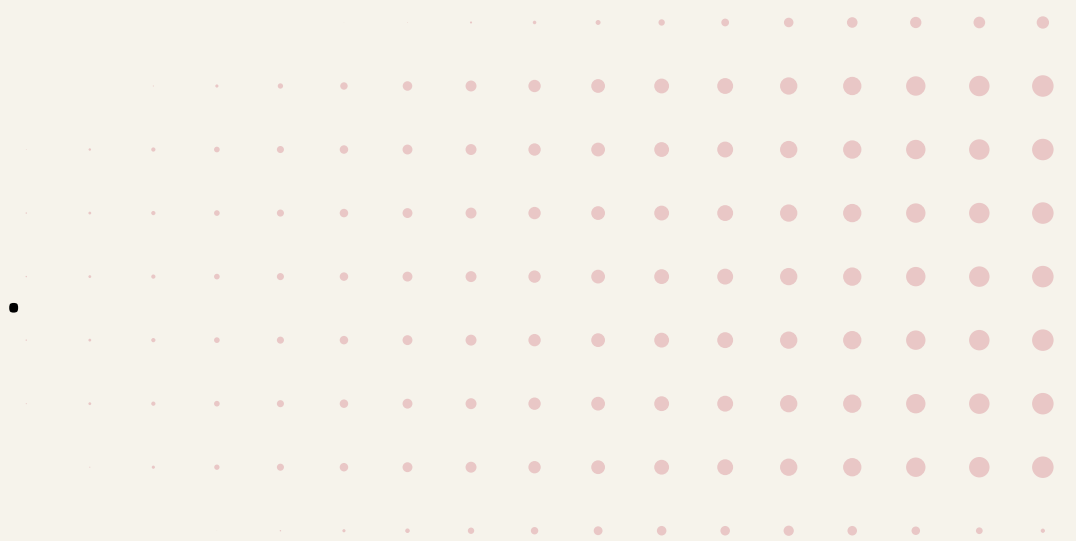
ASSESSING THE IMPACT INITIATIVE ON NQAS CERTIFICATION IN URBAN PRIMARY HEALTH CENTERS, RAJASTHAN

Under the Supervision and Guidance of
Dr. Goutam Sadhu
Professor and Proctor



INTRODUCTION

Quality in healthcare is a comprehensive concept that involves multiple dimension to ensure optimal patient outcomes. According to the National Health Systems Resource Centre(NHSRC), these dimension include:

- Effectiveness : Achieving desired health outcome based on evidence and best practices.
 - Efficiency: Optimal use of resources to provide high-quality care without waste.
 - Equity: Ensuring fair healthcare service for all individuals.
 - Accessibility: Making healthcare service available to everyone.
 - Patient-Centeredness: Respecting and addressing patient needs and values.
- 

In India, the healthcare system faces significant challenges in maintaining cleanliness and quality standards. To address these issues, the Kayakalp initiative was launched by the government in 2015 under the "Swachh Bharat Abhiyan. The primary goal of Kayakalp is to ensure that healthcare facilities are clean and infection-free by promoting cleanliness, hygiene, and infection control practices.

In 2019, the award distribution criteria were based on the performance of facilities in seven thematic areas:

A. Hospital/Healthcare Facility Upkeep

B. Sanitation & Hygiene

C. Waste Management

D. Infection Control

E. Support Service

F. Hygiene Promotion

G. Beyond Hospital Boundary

Kayakalp expanded its thematic area in 2021

H. Eco-friendly Facility

thus, the objective of this research study is to examine the impact that Kayakalp has made on the NQAS certification of UPHCs. The Kayakalp's mainly contribute to improving the healthcare services. This includes evaluating the on measures they undertake on cleanliness and hygiene, waste disposal and infection control and their environmental sustainability measures. Furthermore, the study will analyze the assessment ratings of these centers to understand how they are performing. This will help us find their strengths and areas that need improvement.

METHODOLOGY

Research Question-

How does the implementation of the Kayakalp initiative influence the attainment of NQAS certification in Urban Primary Health Centers (UPHCs) in Rajasthan

Method

This study constitutes a mixed-method approach of both qualitative and quantitative data analysis with predefined checklists, Designed questionnaires and interview guides. Qualitative interviews will be conducted in adherence to professional standards and ethical guidelines governing staff conduct.



OBJECTIVES

● Objective 1

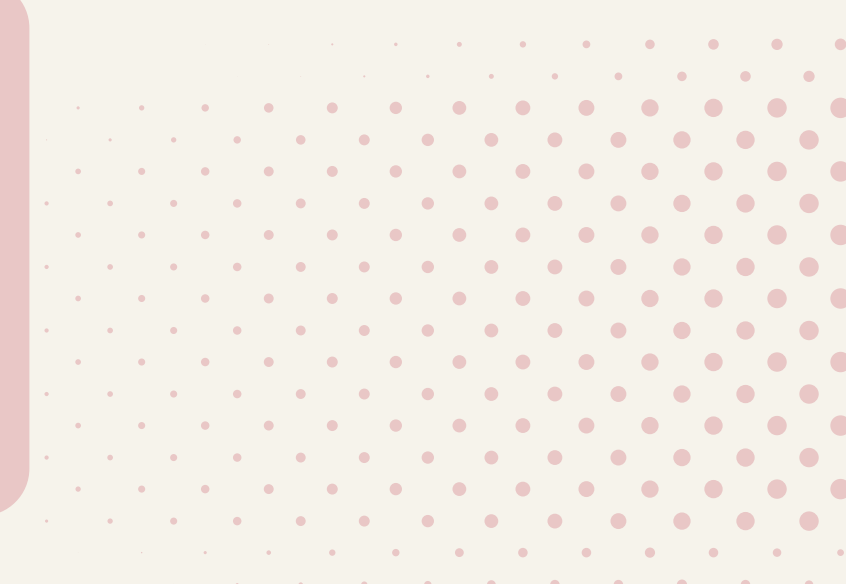
To study the overall framework of Kayakalp and NQAS programme

● Objective 2

To explore the relationship between Kayakalp and NQAS

● Objective 3

To study the overall framework of Kayakalp and NQAS programme





● Sample Size

The estimated sample size is 10 UPHCs, determined by healthcare professionals' adequate response.

● Sampling Technique

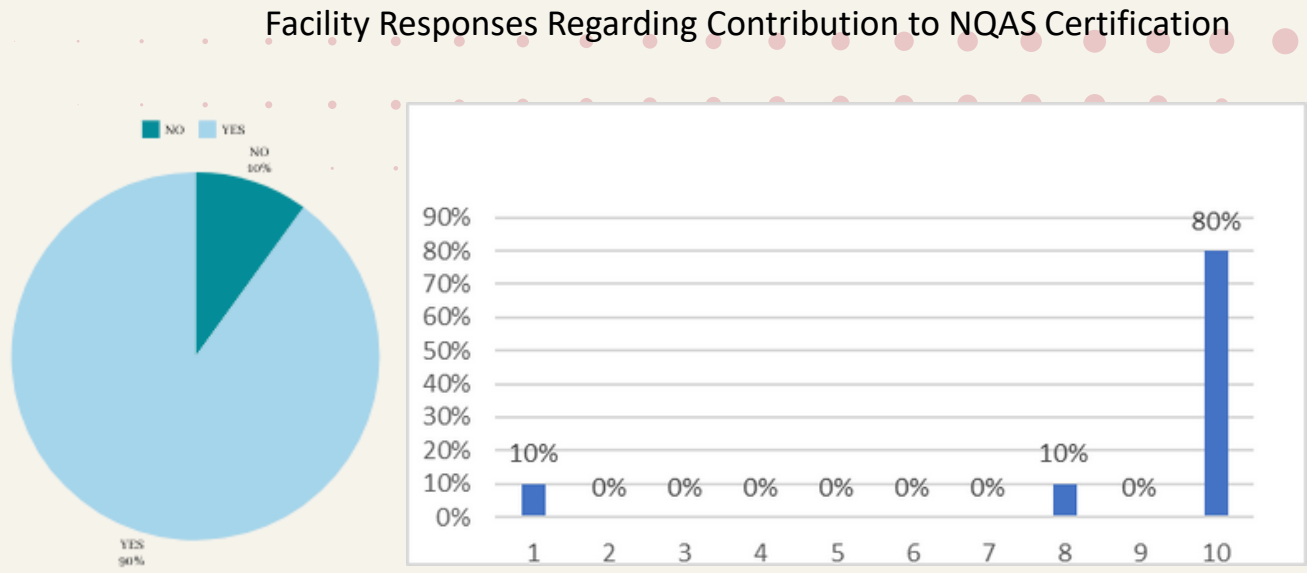
A random sampling technique has been used

● Data Collection Procedure

The data will be collected through interviews with healthcare professionals.

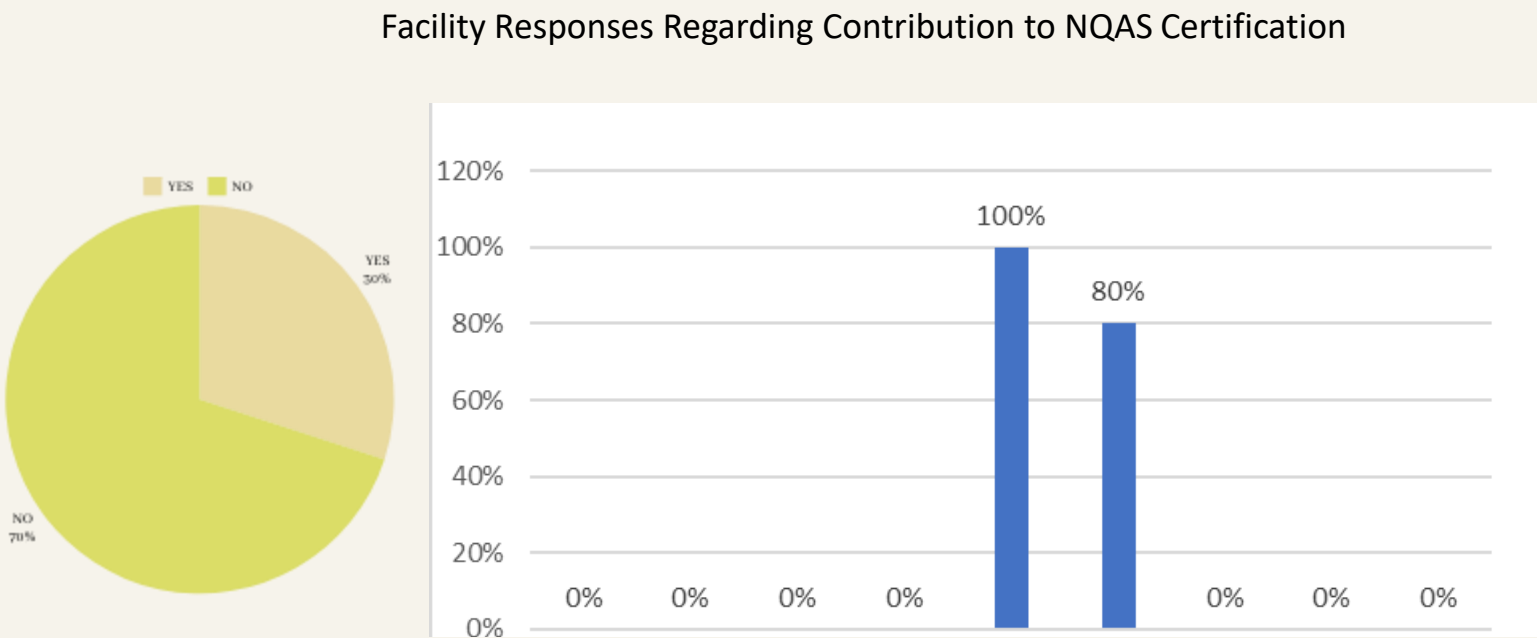


Does your Hospital/ Health Facility have a Pest Control System?



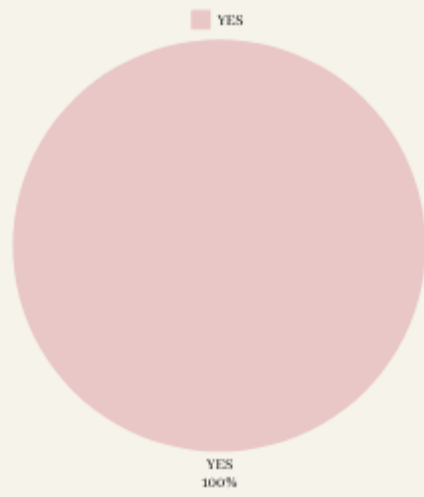
90% of UPHCs have pest control systems, while 10% do not

Is the hospital/ Health facility equipped with a functional rainwater harvesting system?

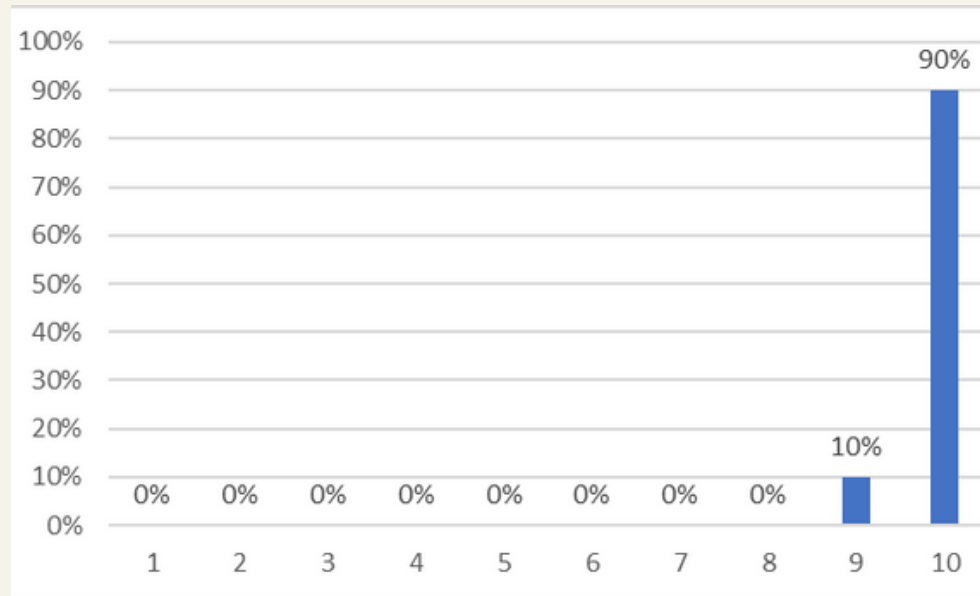


30% of healthcare facilities have a functional rainwater harvesting system, whereas 70 % of healthcare facilities do not have a rainwater harvesting system.

Does the hospital have a proper uniform signage system in the health facility?

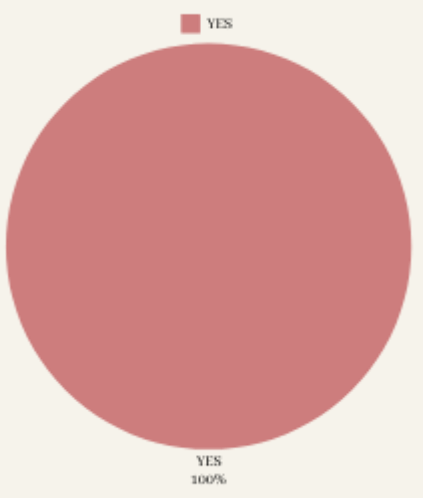


Facility Responses Regarding Contribution to NQAS Certification

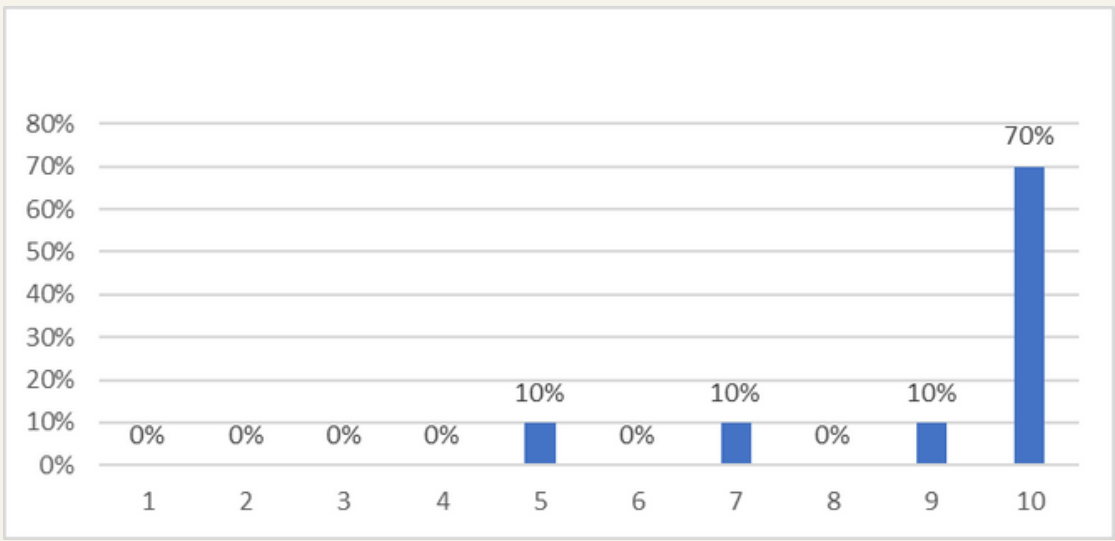


100% have proper

Does the hospital use energy-saving bulbs like CFLs or LEDs and backup lighting for power outages or crises?

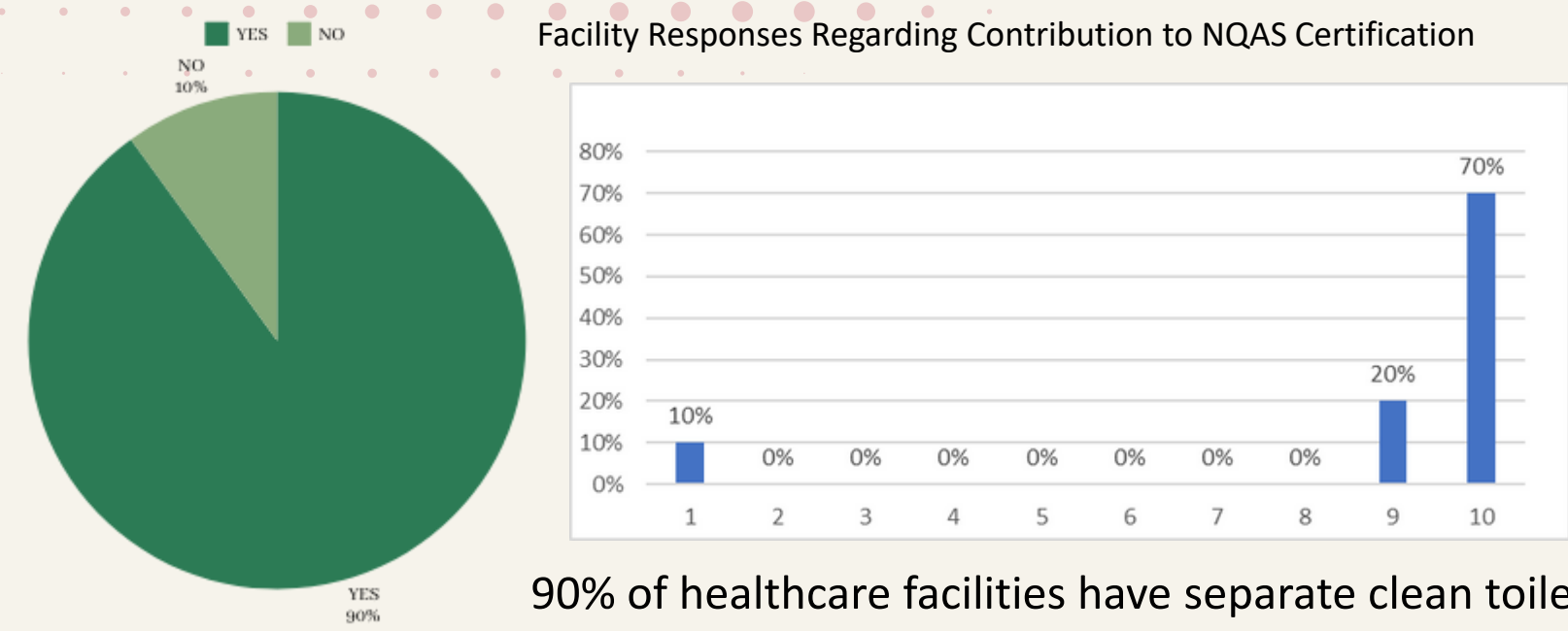


Facility Responses Regarding Contribution to NQAS Certification

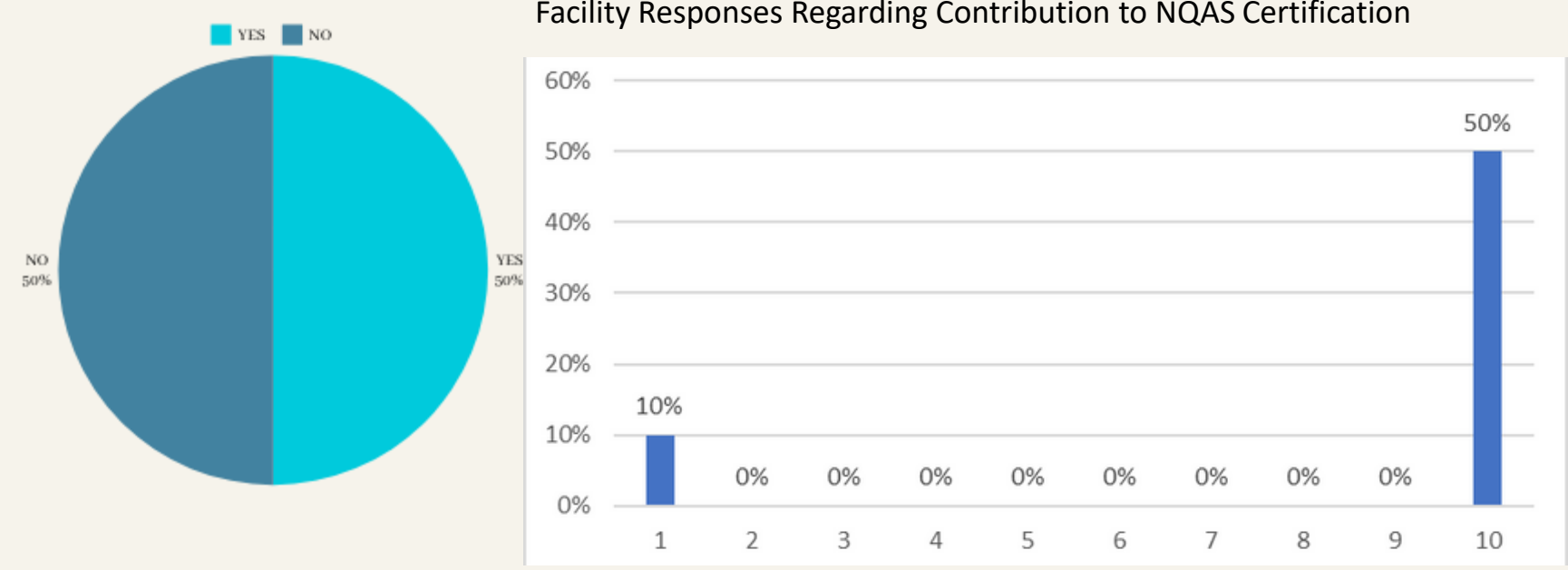


100% use energy-saving UPHCs bulbs like CFLs or LEDs and have backup lighting for power outages or crises

Does your hospital or health facility have separate clean toilets for males and females, Is there a sewage treatment plant (STP) in place at your Hospital/ Health Facility to as well as disabled-friendly toilets equipped with running water? manage drainage and sewerage effectively?

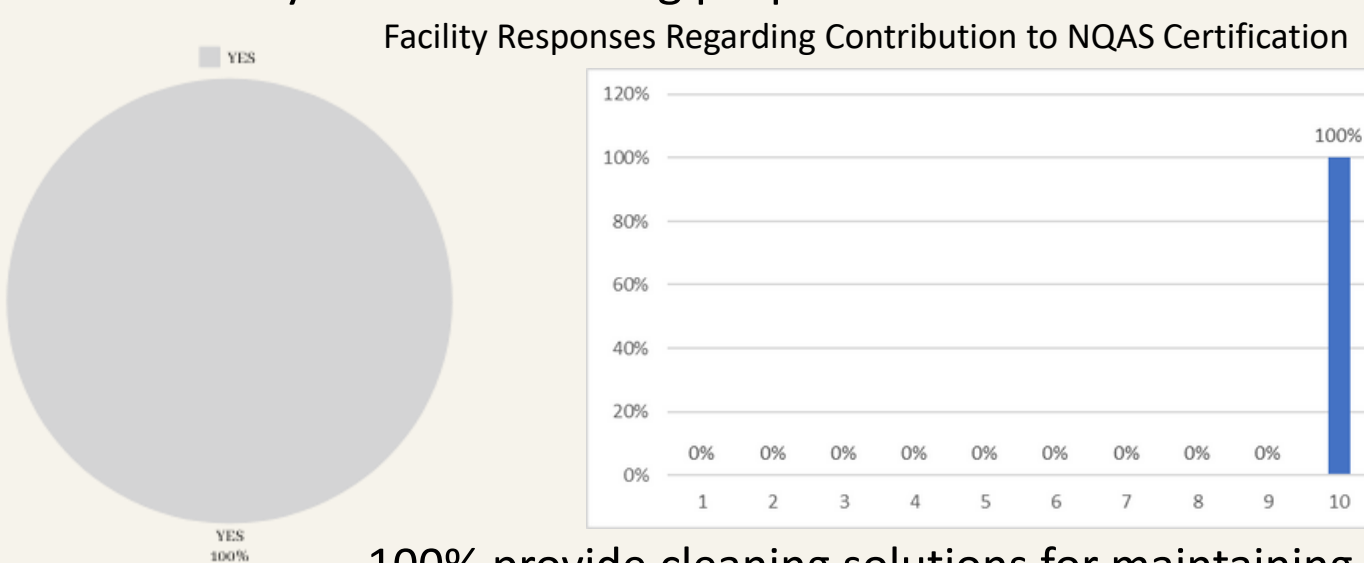


90% of healthcare facilities have separate clean toilets while 10% do not meet these standards.



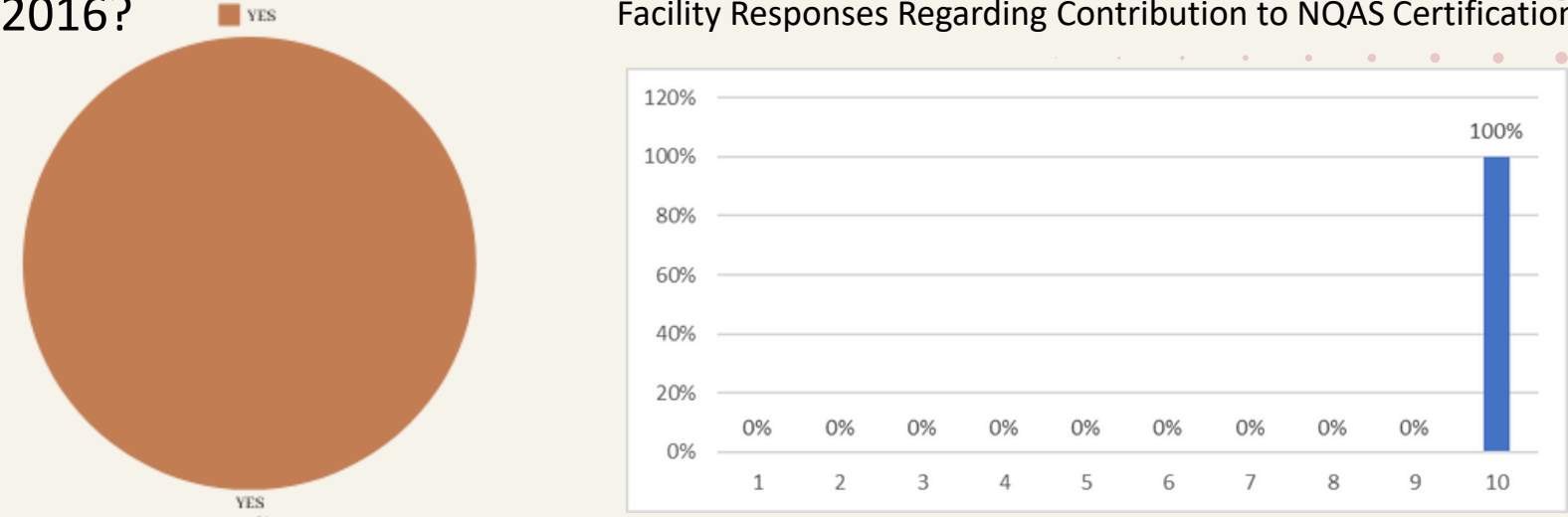
50% of healthcare facilities have a proper sewage treatment plant (STP) while 50% do not have an STP.

Does your facility provide cleaning solutions for maintaining cleanliness and utilize a three-bucket system for cleaning purposes?



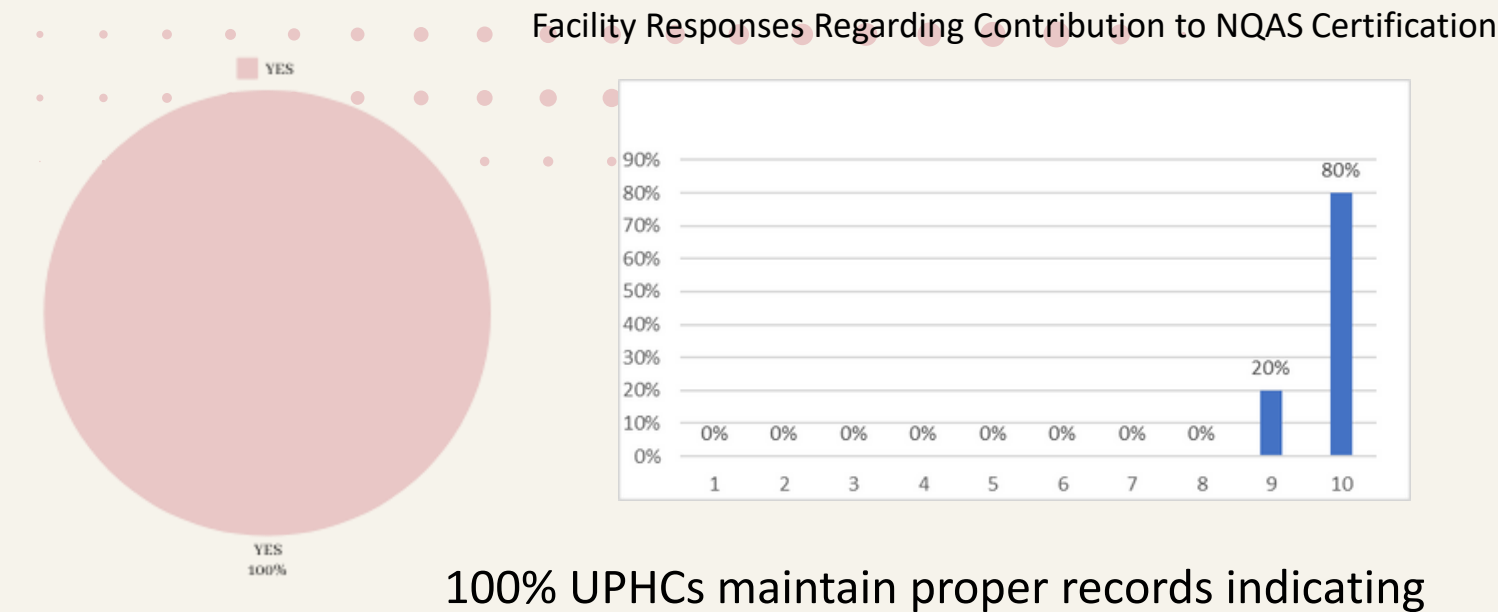
100% provide cleaning solutions for maintaining cleanliness and utilize a three-bucket system for cleaning purposes,

Has the facility been authorized to adhere to the Biomedical Waste Management Rules of 2016?



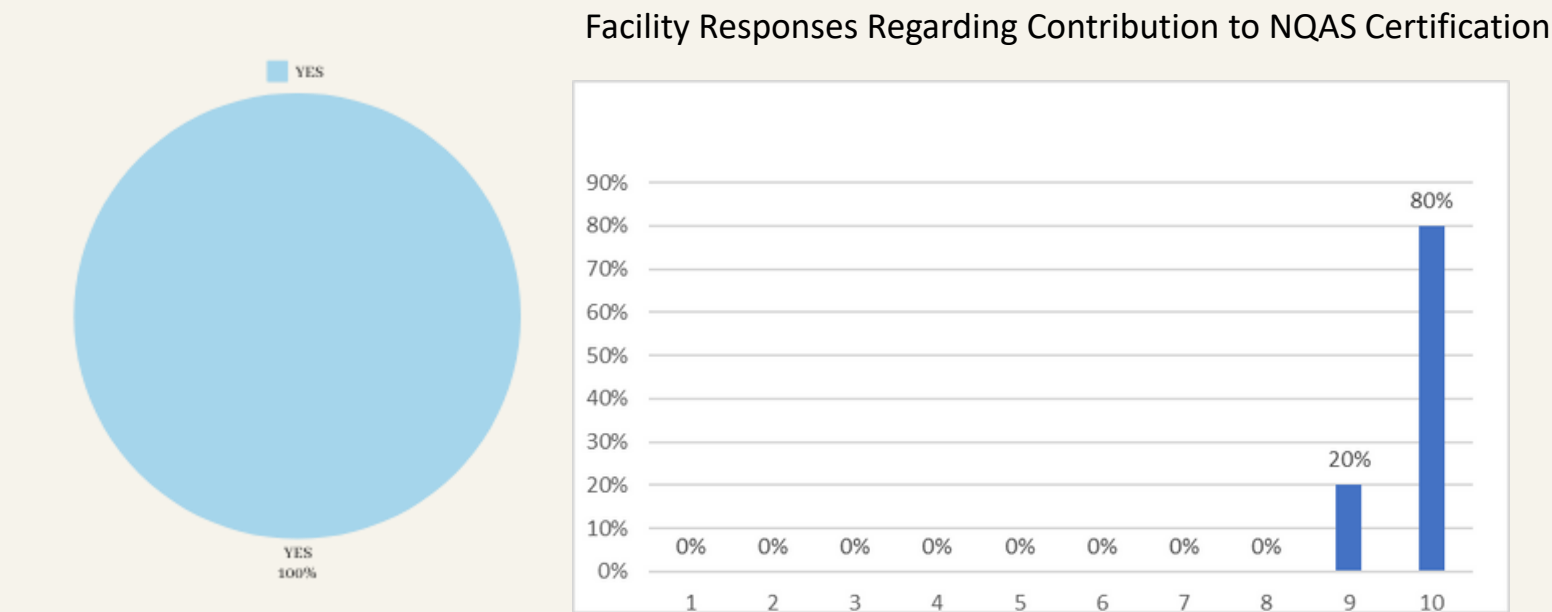
100% healthcare facilities are authorized to adhere to the Biomedical Waste Management Rules of 2016

Does your facility keep records to show it works with a Central Biomedical Waste Treatment Facility (CBWTF) for disposing of waste?



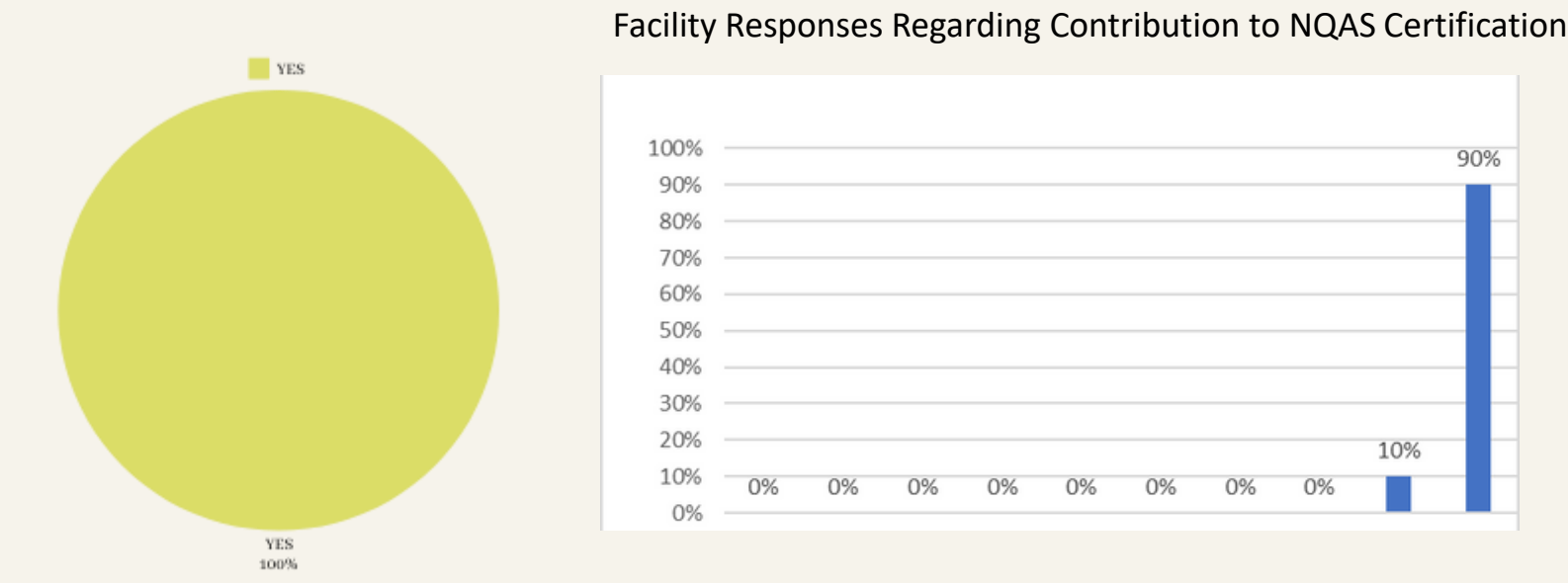
100% UPHCs maintain proper records indicating they work with a Central Biomedical Waste Treatment Facility (CBWTF) for waste disposal.

Does the staff adhere to the 6 steps of hand washing and hand movements?



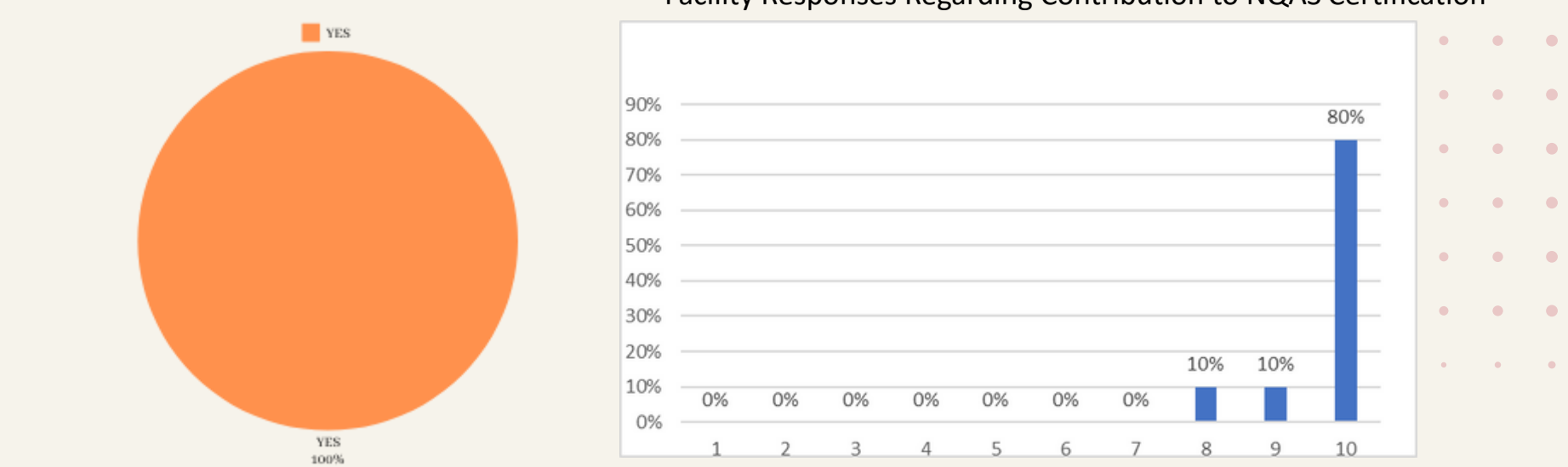
100% of healthcare staff adhere properly to the 6 steps of hand washing and hand movements.

Do Health facilities use different types of waste bags to contain biomedical waste? (Black (General waste with the same lines, yellow and red bins with the same liners, Blue and White Puncture – proof containers) ?



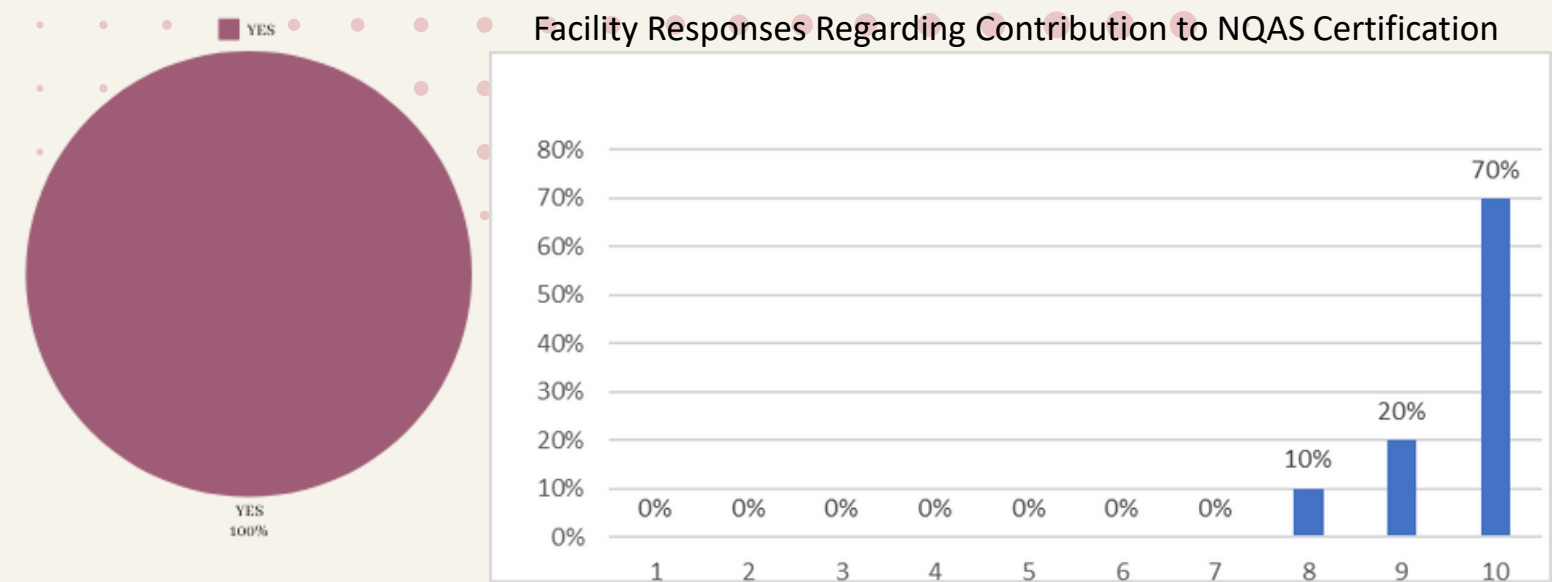
100% UPHCs use different types of waste bags to contain biomedical waste.

Are staff members trained in preparing cleaning solutions or autoclave machines are available for instruments?



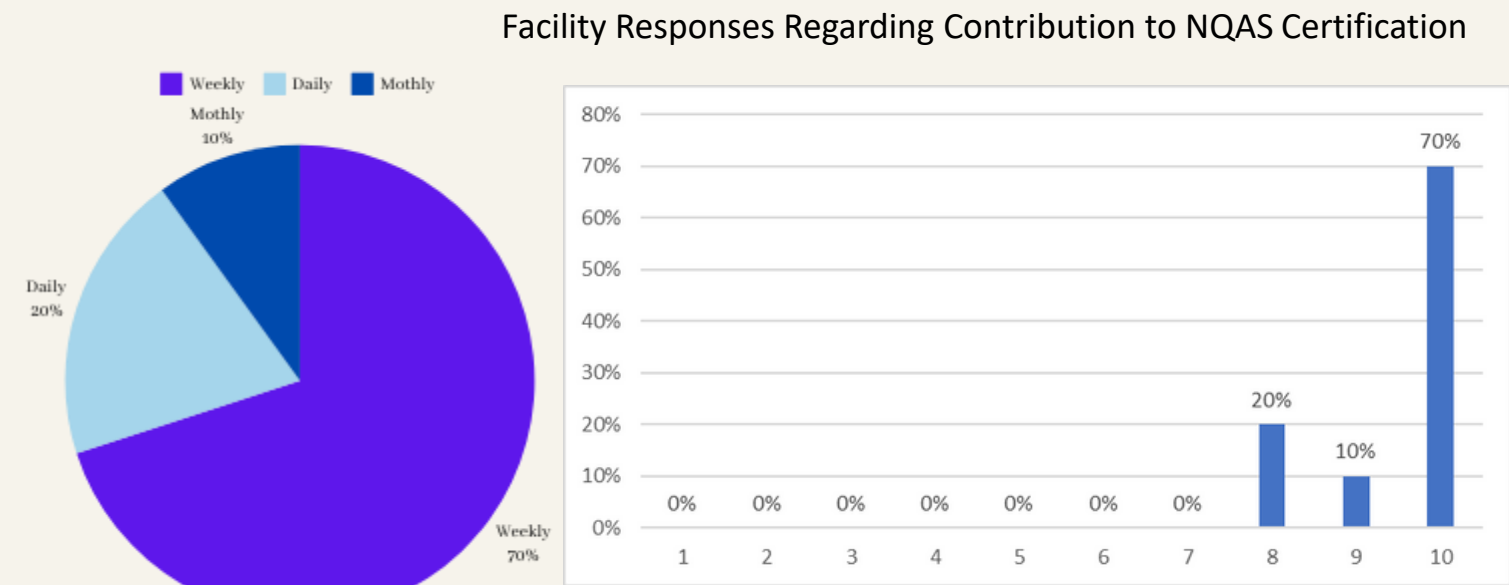
100% of UPHCs have proper training for staff in preparing cleaning solutions or have autoclave machines available for instruments.

Are staff members aware of the Personal Protective Equipment (PPE) and Post-Exposure Prophylaxis (PEP) protocols in place within the health facility?



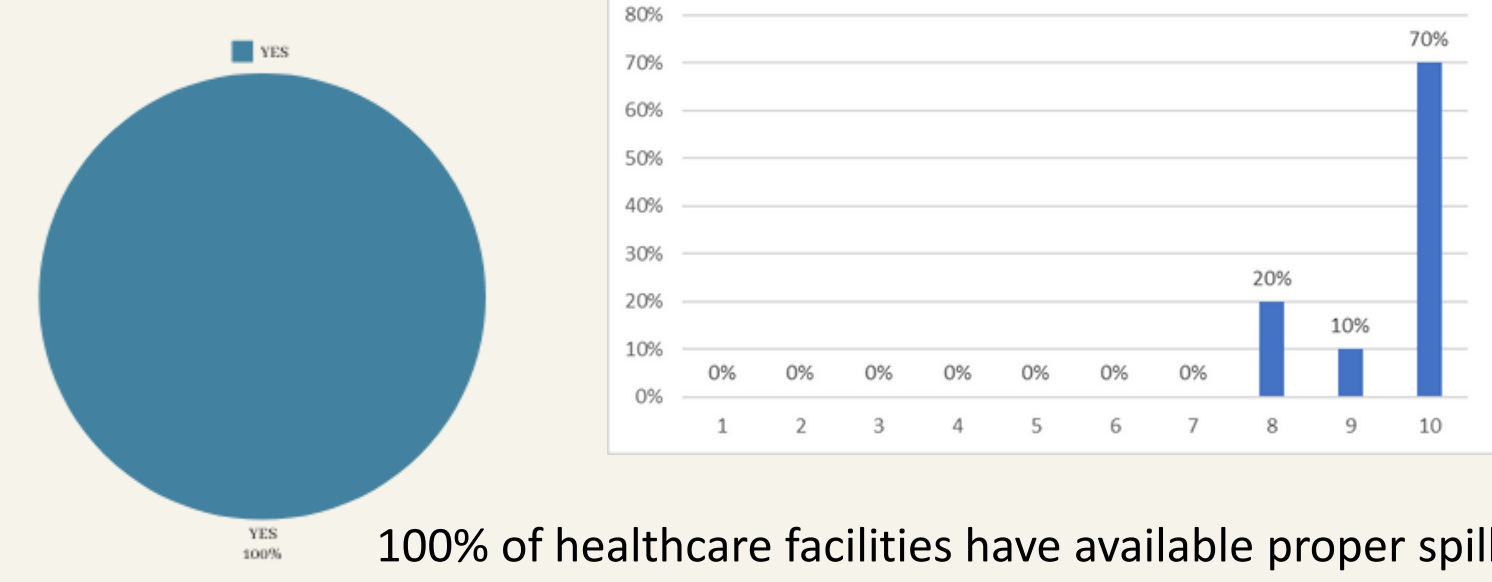
100% of staff members know the Personal Protective Equipment (PPE) and Post-Exposure Prophylaxis (PEP) protocols within the health facility.

How frequently do you conduct inspections to ensure that linens such as bedsheets, tablecloths, curtains, etc., are spotless and clean?



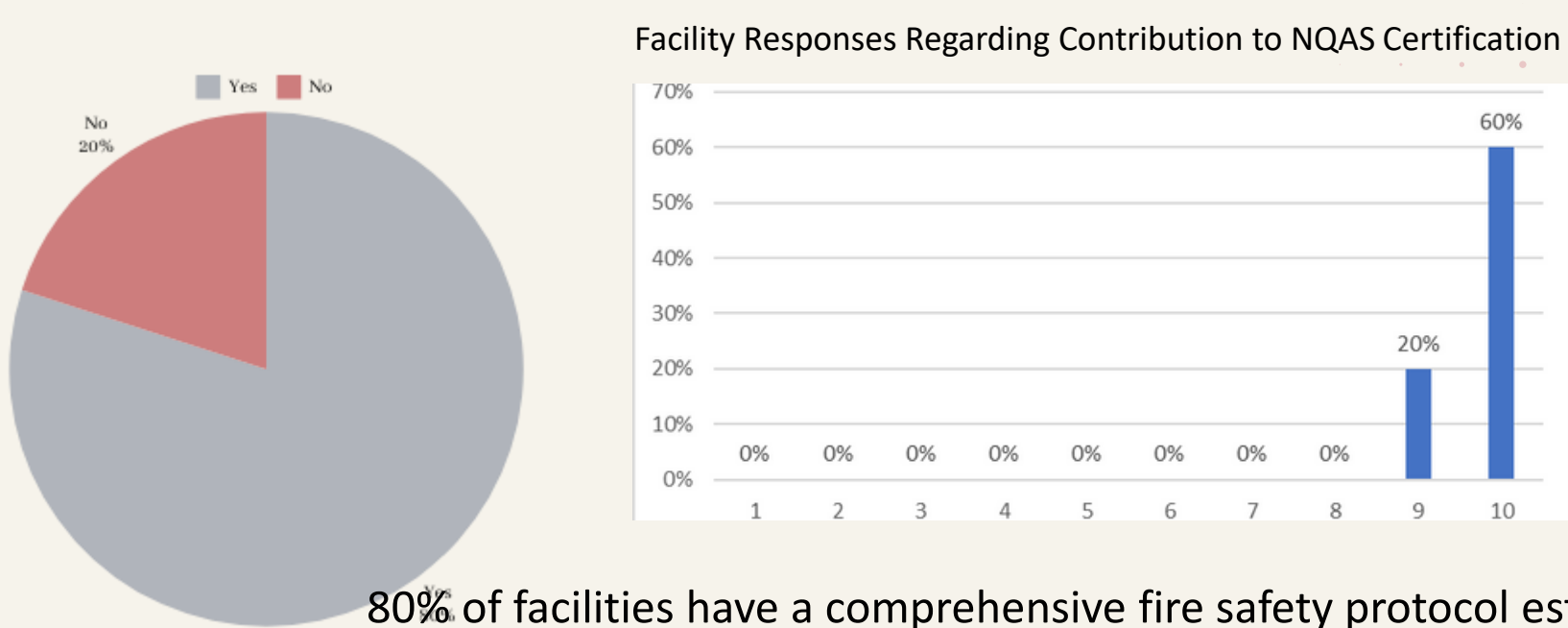
70% of facilities conduct regular inspections to ensure that linens such as bedsheets, tablecloths, curtains, etc., are spotless, maintaining high standards of hygiene and 30% of facilities conduct a partial inspection

Is there availability of spill management (Blood spill, Mercury spill etc.) kit within the Health facility?



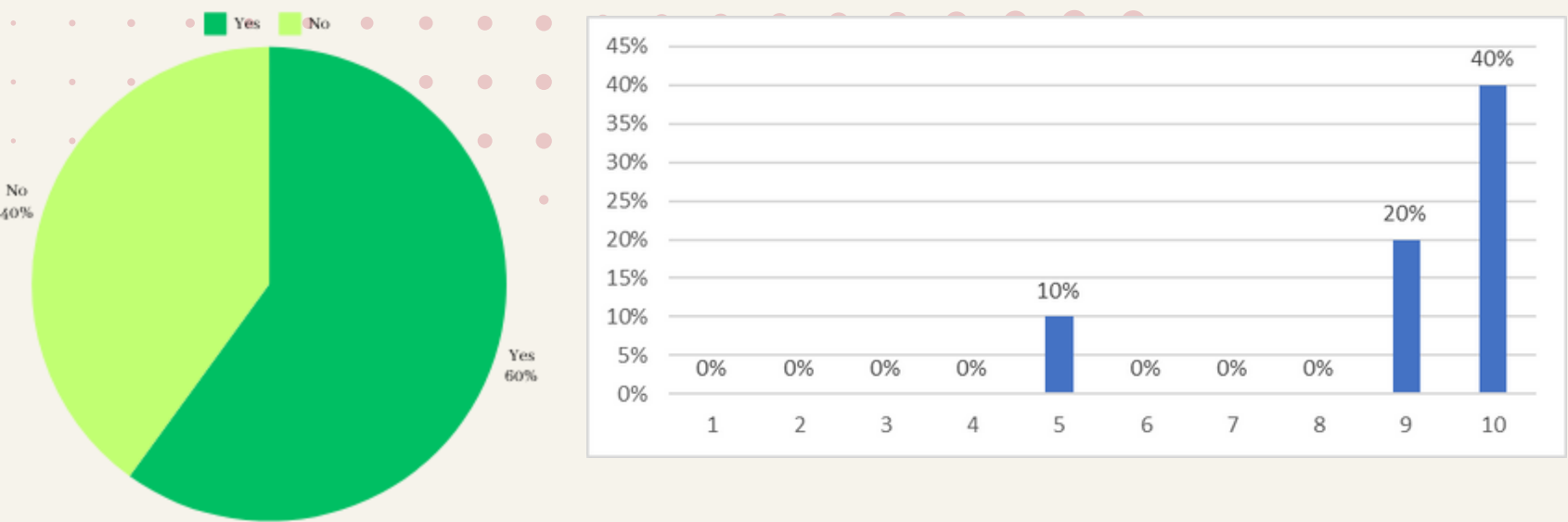
100% of healthcare facilities have available proper spill management kits (Blood spill, Mercury spill, etc.).

Is there a comprehensive fire safety protocol established within the health facility and facility that has fire NOC?



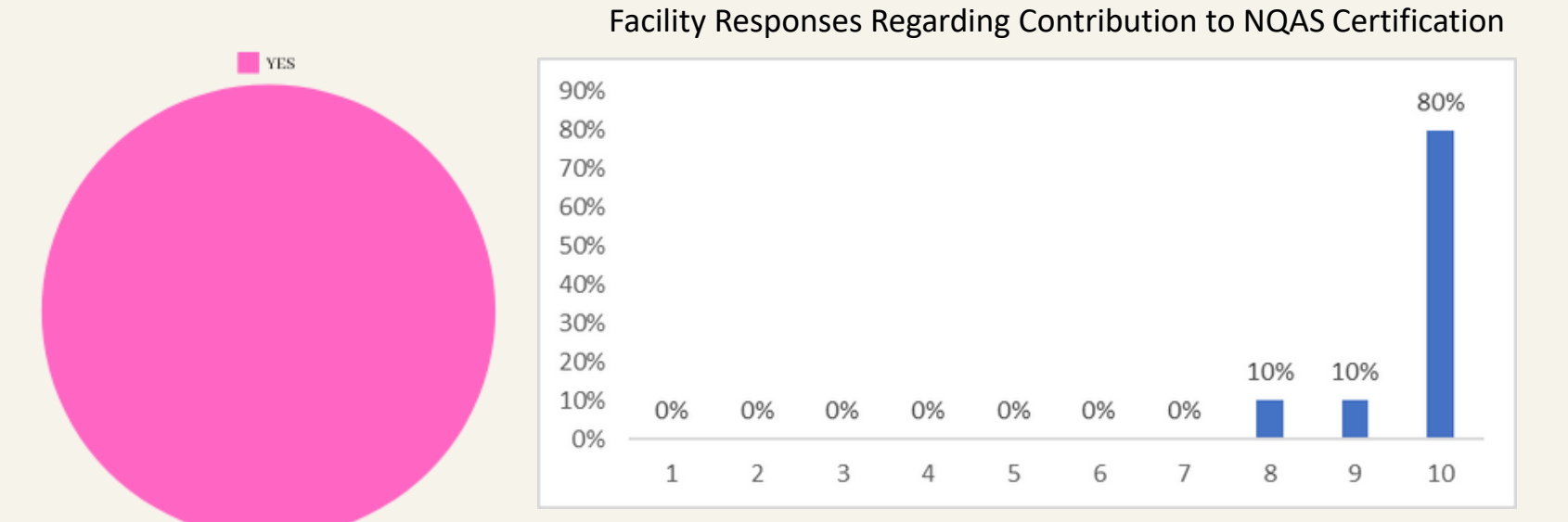
80% of facilities have a comprehensive fire safety protocol established and have obtained a fire NOC and 20% of facilities have a partially established fire safety protocol and may not have obtained a fire NOC

Is there a seismic safety protocol established within the health facility and facility have NOC?



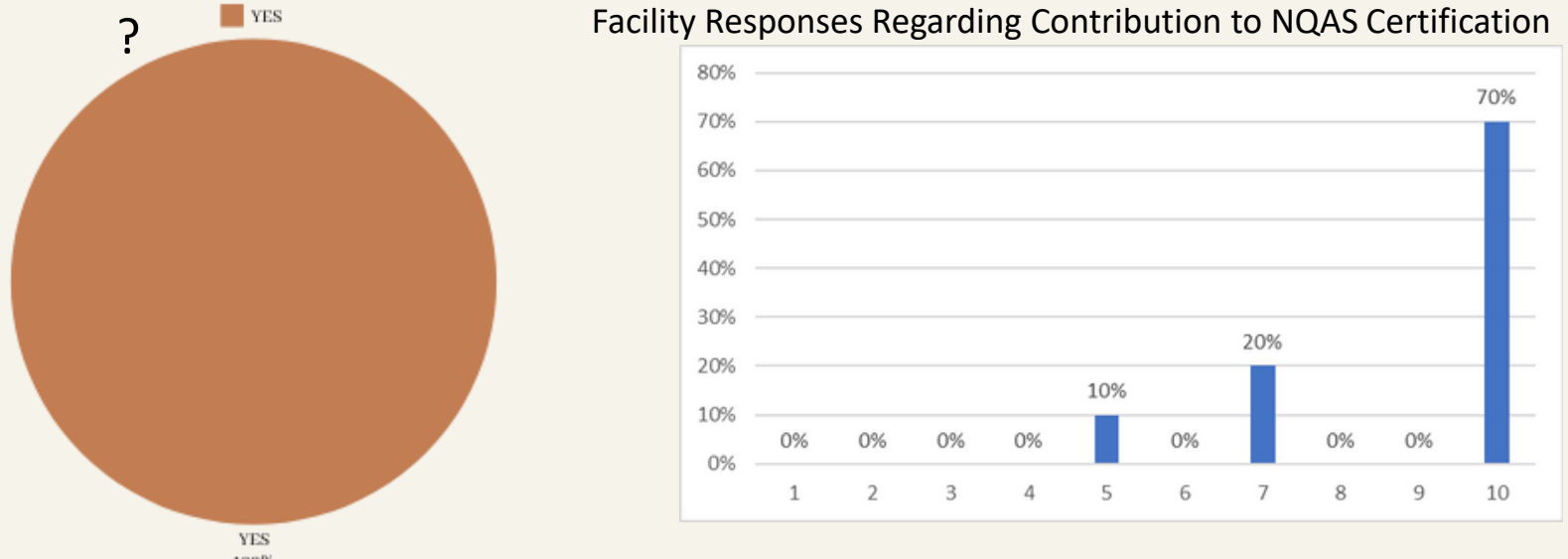
60% of health facilities have a proper seismic safety protocol established and have obtained the necessary NOC and 40% of health facilities do not have

Are patient rights and responsibilities visibly displayed within the health facility, including Information, Education, and Communication (IEC) material specifically addressing their roles and responsibilities?



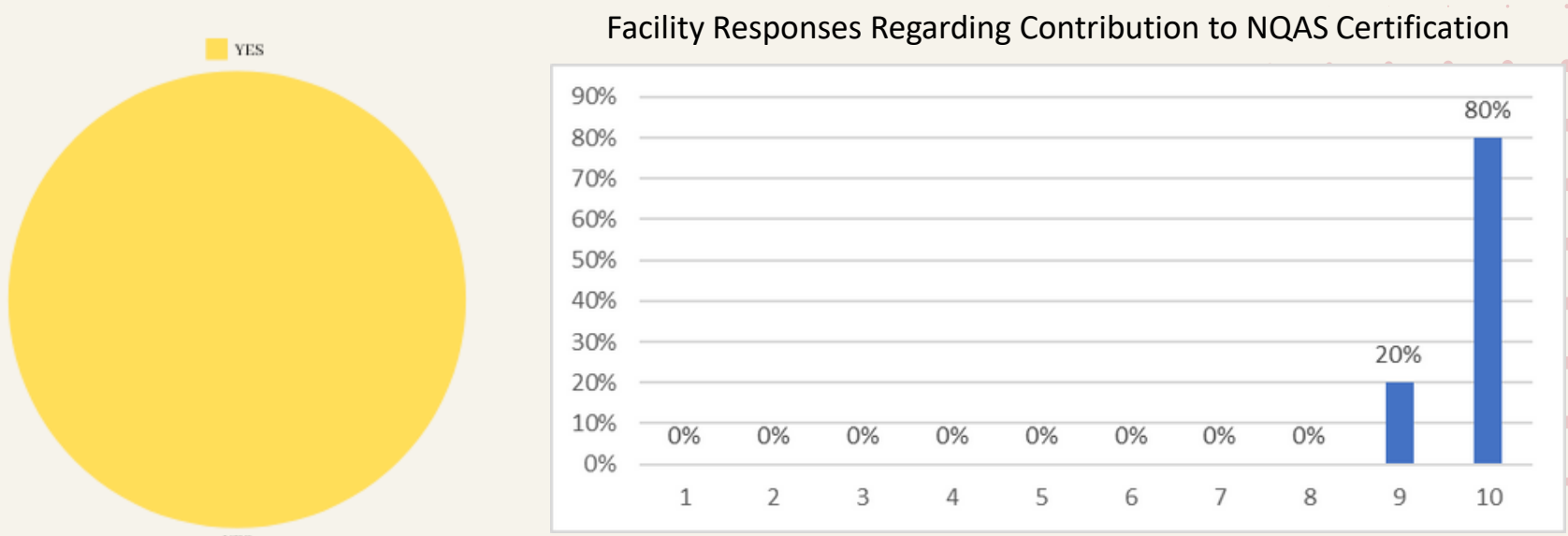
that 100% of health facilities have patient rights and responsibilities visibly displayed, including (IEC) material specifically addressing patients' roles and responsibilities

Does the healthcare facility involve local community leaders in hygiene promotion efforts?



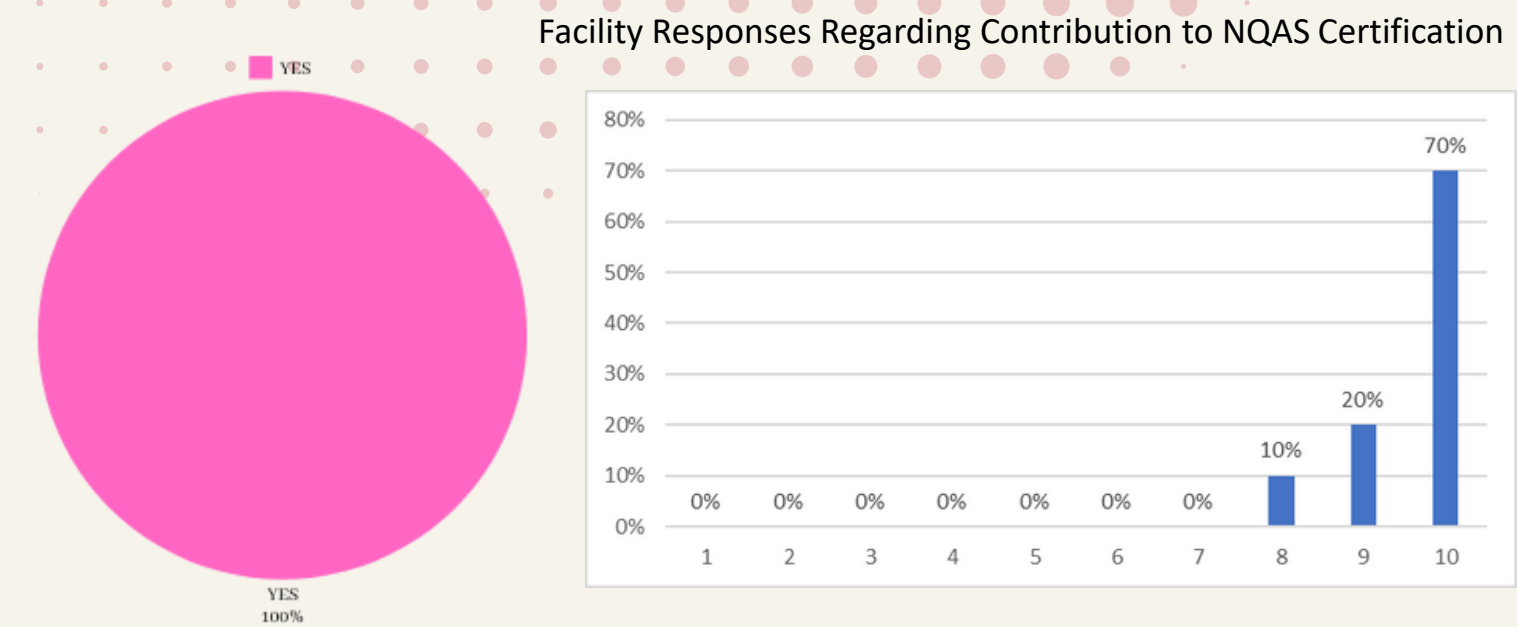
100% of healthcare facilities have proper involvement of local community leaders in hygiene promotion efforts

Does the centre have a dress code policy in place for all cadre of staff, including Mid-Level Healthcare Providers and other health workers?

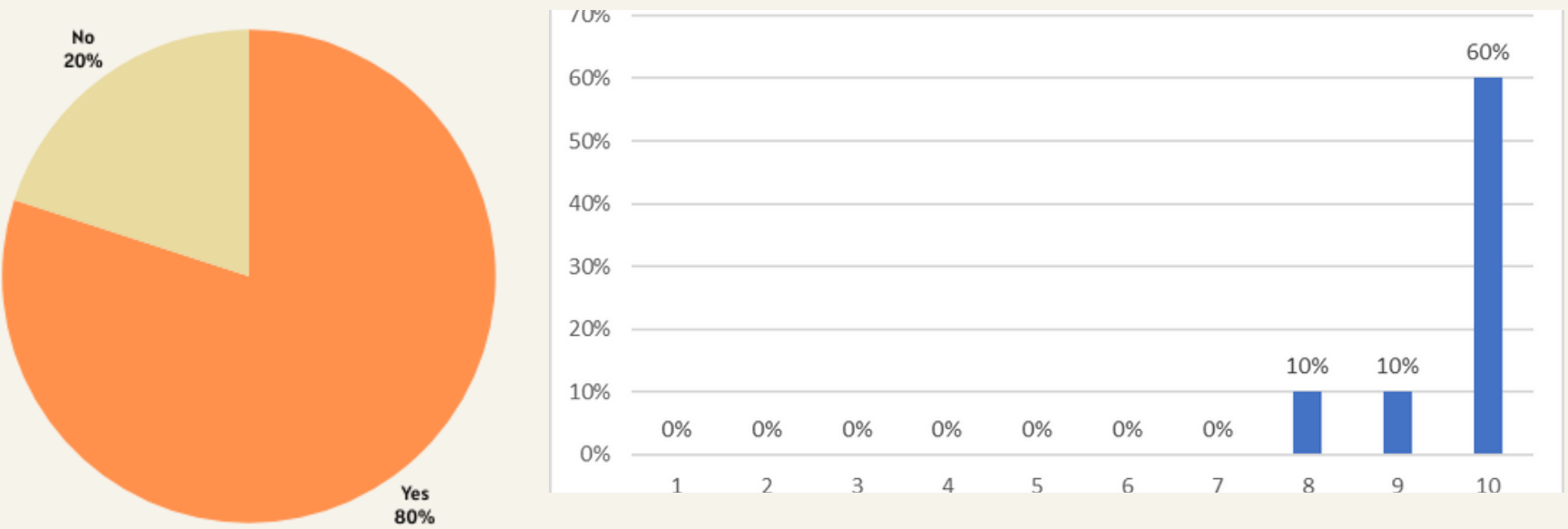


100% of health facilities have a dress code policy in place for all cadre of staff, including Mid-Level Healthcare Providers and other health workers

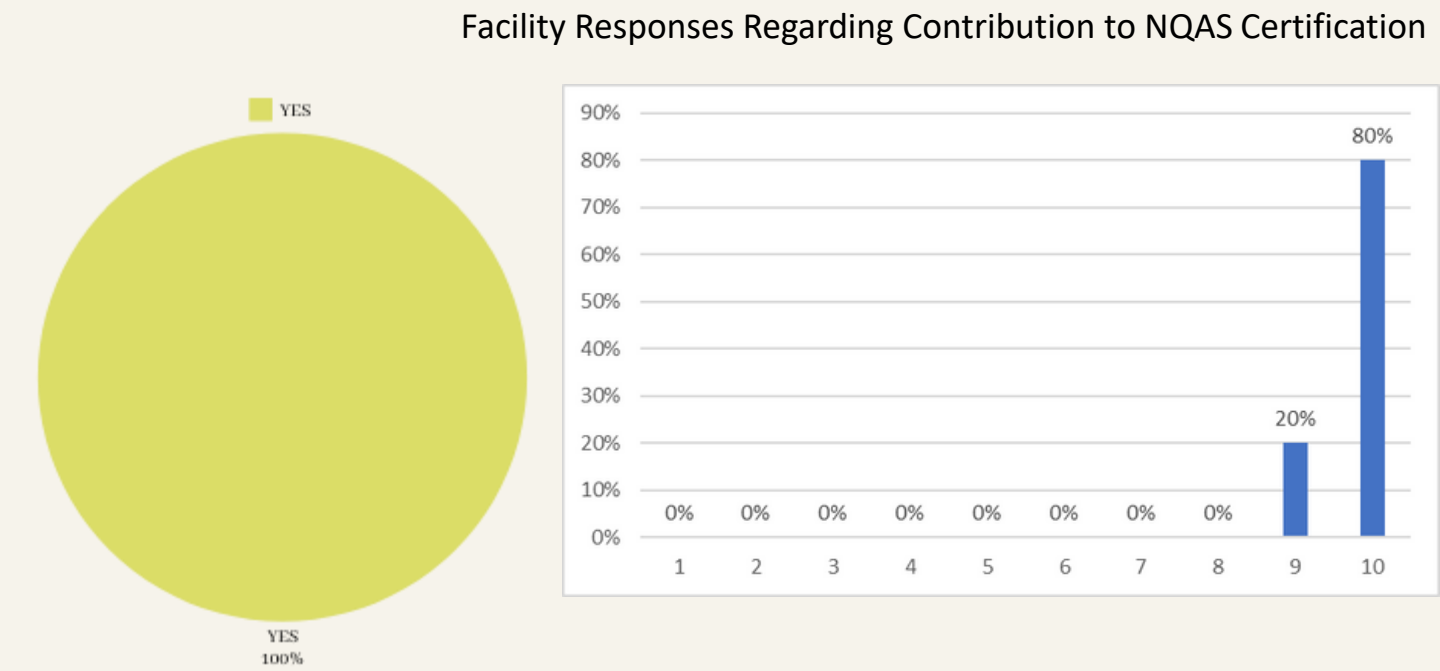
Does the facility coordinate with the local NGOs and other departments civil, electricity board, Nagar Nigam etc to improve sanitation and hygiene?



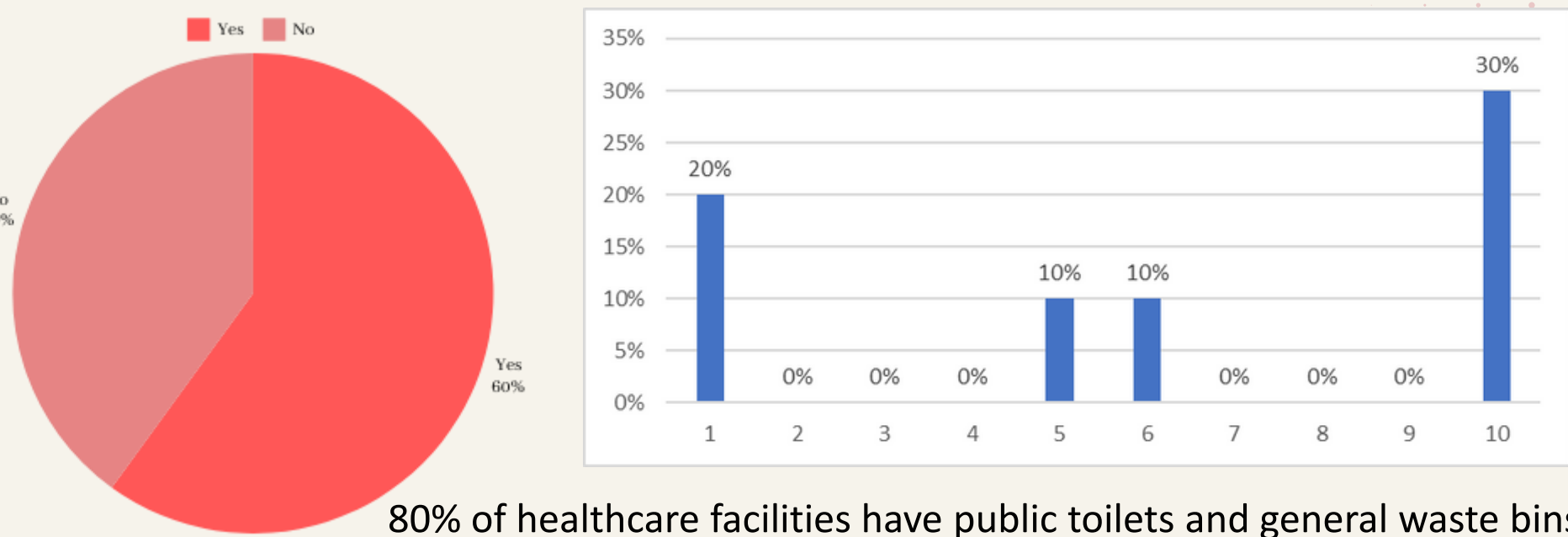
Are public toilets and general waste bins available in the surrounding area of the hospital or facility?



Is the health facility strictly adhering to a no-smoking policy by the COTPA Act 2003?



Is there a seismic safety protocol established within the health facility and facility have NOC?





RECOMMENDATION

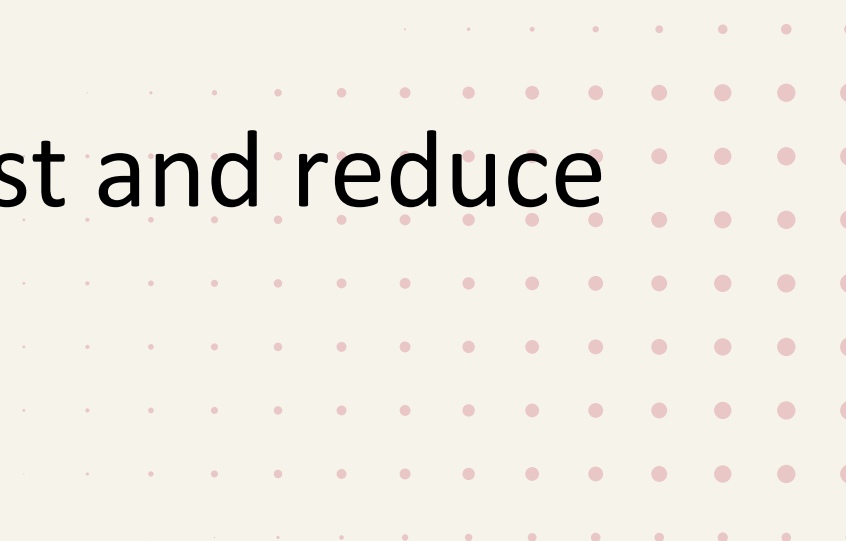
Conduct regular training sessions and workshops for staff to keep them updated on the latest guidelines and best practices.

Adopt digital record-keeping reduce the use of paper and go green through sealing of documents instead of handwriting and other measures to conserve the environment.

Collaborate with local NGOs and municipal departments to maintain sanitation standards

Consider implementing solar or wind Power systems in Healthcare Facilities to Reduce costs and improve environmental sustainability.

Implement rainwater harvesting systems in facilities to save cost and reduce water use



CONCLUSION

The Research aimed to explore the operational frameworks of the Kayakalp and National Quality Assurance Standards (NQAS) programs, analyze their interrelation, and evaluate the impact of Kayakalp on achieving NQAS certification in Urban Primary Health Centers (UPHCs) throughout Rajasthan. The findings provide meaningful implications for the outcomes of these interventions in raising the qualitative capacity of healthcare facilities and enhancing patient care.

The study underscores a positive correlation between the implementation of Kayakalp protocols NQAS certification. Facilities adopting Kayakalp guidelines demonstrate significant improvements in meeting NQAS standards, particularly in cleanliness, infection control, waste management, and patient safety. This alignment enhances overall healthcare quality and operational efficiency in UPHCs.

The study highlight that the main duty of Kayakalp in health care settings is to assist the organizations get ready to satisfy and sustain the NQAS certification. Centres that implement all the protocols of Kayakalp are set in a better place to achieve a new competent quality of NQAS which will enhance their capacity, recognition and authenticity in providing quality health care services



The background features three vertical stripes on the left: a wide pink stripe, a narrower blue stripe, and a medium-width beige stripe. The right side of the slide is white, decorated with two rectangular areas of small, light pink dots. One area is in the top right corner, and the other is in the bottom right corner.

IIHMR University | 2024

THANK YOU

Presented By : Muskan Kaushik