

**Assessing the Impact of the Kayakalp Initiative on NQAS
Certification in Urban Primary Health Centers, Rajasthan**

Synopsis Submitted to



The IIHMR University, Jaipur

for Master of Business Administration (MBA)

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Organization: National Health Mission, Jaipur, Rajasthan

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INTRODUCTION-

The provision of quality healthcare services is indeed crucial for promoting public health and ensuring community well-being, especially in a country like India with a diverse healthcare landscape. Initiatives focused on improving the quality and accessibility of healthcare services are pivotal in addressing the evolving healthcare needs of the population, particularly in urban areas where the demand for healthcare services is substantial. Various efforts, such as the establishment of quality assurance frameworks, accreditation systems like the National Accreditation Board for Hospitals and Healthcare Providers (NABH), and initiatives under the National Quality Assurance Standards (NQAS) have been instrumental in enhancing the quality of healthcare services in India

In India, the healthcare system faces challenges in maintaining cleanliness and quality standards. To address this Kayakalp initiative was launched by the government of India, and embodies a concerted effort to improve cleanliness, hygiene and overall quality of healthcare facilities across the nation launched in 2015 under the aegis of the Swachh Bharat Abhiyan. Public healthcare facilities are a major mechanism of social to meet the healthcare needs of large segments of the population.

As the first principle of healthcare is “to do no harm” it is essential to have our healthcare facilities clean and to ensure adherence to infection control practices. After the launch of “Swachh Bharat Abhiyan (SBA)”, the Kayakalp Initiative was launched by the Ministry of Health Welfare on 15th May 2015 to complement these efforts. To promote cleanliness, hygiene and infection control practices in public healthcare facilities, by incentivising and recognising such public healthcare facilities that show exemplary performance in adhering to standards protocols of cleanliness and infection control.

In 2019, the award distribution criteria were based on the performance of facilities in seven thematic areas: (1)

A. Hospital/Healthcare Facility Upkeep

B. Sanitation & Hygiene

C. Waste Management

D. Infection Control

E. Support Service

F. Hygiene Promotion

G. Beyond Hospital Boundary

In 2021, Kayakalp added another thematic area, making it a total of eight:

H. Eco-friendly Facility

This addition reflects a broader commitment to sustainability and environmental consciousness within healthcare facilities. UPHCs occupy a pivotal position as frontline healthcare providers catering to the diverse needs of urban populations. Their role in delivering accessible and high-quality healthcare services is paramount, given the concentration of health risks and challenges in urban settings. This study aims to explore how the Kayakalp initiative influences NQAS certification in UPHCs, which are primary healthcare units in remote areas. These centres are often the first stop for people seeking healthcare services. By looking at how well Kayakalp is implemented in these facilities and its connection to NQAS compliance, we can understand better the overall quality of healthcare provided. This research bridges the gap by investigating how Kayakalp impacts NQAS certification in UPHCs, providing valuable insights into healthcare delivery quality.

REVIEW OF LITERATURE-

1. Impact of Swachh Bharat Abhiyan on cleanliness, infection control & hygiene promotion practices in district hospital of Chhattisgarh, India

The kayakalp scheme launched as part of the Swachh Bharat Abhiyan impacted the cleanliness, hygiene and infection control practices in public health facilities particularly in the state of Chhattisgarh, India. The scheme incentivizes and recognized facilities that demonstrate exemplary performance in adhering to kayakalp guidelines. District hospitals are assessed based on six parameters with scores generated through various methods including observation, staff interviews and record reviews. Facilities scoring 70% qualify for external

assessment by a team of experts, leading to the recognition and awarding of top-performing hospitals.

This study is an analytical study conducted on 27 district hospitals during 2015-16 and found that after implementing kayakalp, there is improvement in hospital performance. On average, the hospital showed an improvement of 18.27% (2). the most impressive improvement was hygiene promotion which showed a 23.25% increase. Additionally, there was a noteworthy 19.88% enhancement in infection control practices, which is great news for overall quality of health care service provided.

Eight district hospitals qualified for external assessment with Hospital Korba and Hospital Jashpur Receiving 1st and 2nd prize certification in conclusion the kayakalp scheme has played an important role in public health facilities. the scheme encourages cleanliness and hygiene to improve healthcare outcomes.

2. Assessment of kayakalp yojna in public health-care facilities in Himachal Pradesh

Improvement of the Kayakalp improvements were observed across various metrics in the public healthcare facilities in Himachal Pradesh. The total score of the Hospital increased by 20% (3) from internal and external assessments. These scores indicate positive progress in quality standards. District Hospital 4 made it to the external assessment stage and DH Kullu did particularly well with an impressive score of 91% but they still working on hospital cleaning and maintaining good sanitation. In the case of Community Health Centers (CHCs') and Primary Health Centers (PHCs), some centres are the top performers, particularly in infection control and support services. However, the scores for Biomedical Waste Management (BMWM) were lower. These findings underscore the positive impact of the Kayakalp initiatives while highlighting specific areas for continued focus and improvement to sustained

The study shows that the Kayakalp program has helped improve cleanliness and quality in public health facilities in Himachal Pradesh. While there's been progress, areas like hospital upkeep and waste management still need work. Ongoing training and awareness are important to control infections.

Overall, Kayakalp is a useful tool for spotting areas to improve and promote cleanliness in healthcare.

3. Impact of implementation of “Kayakalp” initiative on Quality certification of District Hospital to National Quality Assurance Standards

The study aimed to assess if the implementation of the Kayakalp initiative in public health facilities supports the quality certification of these facilities under the National Quality Assurance Standards (NQAS). While the Kayakalp initiative focuses on promoting cleanliness and hygiene in health facilities, the NQAS aims to assess and improve the overall quality of healthcare services.

The result positive correlation coefficient of 0.217, (4) between the implementation of Kayakalp and quality certification under NQAS. This suggests that while Kayakalp may contribute to cleanliness and hygiene improvements, its impact on quality certification is limited. Possible reasons for this include Kayakalp's checkpoints possibly being less significant than NQAS standards, and differences in how NQAS sustains processes over time. These findings emphasize the ongoing need for quality assessment and improvement efforts in public health facilities. Continuous monitoring and evaluation of interventions under both programs are crucial for achieving sustainable outcomes and enhancing healthcare quality.

The study highlights that while Kayakalp's focus on cleanliness and hygiene in public health facilities is important, its impact on quality certification under NQAS is relatively low. Factors such as the lesser weightage given to Kayakalp checkpoints compared to NQAS standards and the symbiotic relationship between the two programs suggest that facilities preparing for NQAS certification indirectly prepare for Kayakalp assessment as well. The findings underscore the need for further research and possibly adjustments to the implementation strategies of both Kayakalp and NQAS to enhance their effectiveness in improving the quality of healthcare services provided by public health facilities.

4. Kayakalp- Utility of a Novel Indian tool for the assessment of biomedical waste management in a District Hospital of Northern India

This study focuses on assessing biomedical waste (BMW) management in a district hospital in northern India using the kayakalp assessment tool. Hospital are evaluated based in six key parameters, including waste management, sanitation and hygiene. (5)The study found that the hospital scored 82 out of 100 for BMW. But there were areas for improvement, such as sharps management, where the hospital scored lower.

Overall, efficient BMW management is crucial for public health and environmental safety. The kayakalp encourages cleanliness hygiene and also adherence to BMW management protocols. The study suggests that kayakalp standardized approach could be adopted to provide better service delivery.

RESEARCH QUESTION –

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

OBJECTIVE –

- To study the overall framework of Kayakalp and NQAS programme
- To explore the relationship between Kayakalp and NQAS
- To analyse the impact of Kayakalp on NQAS certification

HYPOTHESIS-

1. Examining the relationship between Kayakalp initiative on NQAS certification in urban primary health centers.

Null Hypothesis (H0): There is no significant relationship between Kayakalp initiative and NQAS certification in Urban Primary Health Centers (UPHCs).

Alternative Hypothesis (H1): There is a significant relationship between Kayakalp initiative and NQAS certification in Urban Primary Health Centers (UPHCs).

2. Assessing the impact of the Kayakalp initiative on NQAS certification attainment.

Null Hypothesis (H0): The Kayakalp Initiative is not significantly helpful in achieving NQAS certification.

Alternative Hypothesis (H1): The Kayakalp Initiative significantly contributes to the attainment of NQAS certification.

MATERIAL AND METHODS-

1. Study tool: -

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

2. Sample Size: -

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

3. Sampling Technique: -

A random sampling technique has been used.

4. Data Collection Procedure: -

The data will be collected through interviews with healthcare professionals.

5. Operational Definition: -

- National Quality Assurance Standards (NQAS):- The National Quality Assurance Standards (NQAS) is an initiative in India aimed at enhancing healthcare quality by providing certification to healthcare facilities that meet specific quality criteria.
- Kayakalp:- The kayakalp initiative is a government program launched in 2015 that promotes cleanliness, hygiene and infection control in public healthcare facilities. It recognises and incentivises facilities that excel in these areas.

6. Data Analysis and interpretation -

Studying NQAS, Kayakalp and their outcomes will provide valuable insights for decision-making in cleanliness and Hygiene in healthcare facilities.

The analysis of cleanliness and infection control practices affect healthcare delivery. This understanding will pinpoint which metrics are most effective in improving and service quality and quality certification. Findings will guide specific impacts for certified UPHCs.

7. Qualitative Data Analysis: -

- Thematic Analysis: - Identify themes and patterns in what the healthcare worker tells us during the interview. This helps us understand what they think and feel about kayakalp program and how it affects their work at UPHCs
- Coding: - Employ coding techniques to systematically categorize and qualitative data through structured questionnaire and interview topics like cleanliness, hygiene, infection control, and following NQAS standards.
- Integration of findings: - Integrate qualitative findings with quantitative data analysis to provide a comprehensive understanding of the impact of the Kayakalp initiative on NQAS certification in UPHCs. By combining insights from both qualitative and quantitative analysis. This way we get a complete picture of how different factors affect healthcare quality and certification.

- **Triangulation:-** Triangulation involves cross-verifying information obtained through different methods to strengthen .

8. Ethical Considerations: -

Before starting any part of the research, permission will be sought from NIIM Medical Health and Family Welfare Jaipur, Rajasthan 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 the personal details will not be shared in order to protect the confidentiality of participants.

Every individual encountered during the research will be treated with respect and sensitivity care will be taken to ensure that interactions are conducted in a manner that respects the dignity and comfort of all participants cultural sensitivities will be acknowledged and respected throughout the research paper

Before engaging with anyone or accessing any information, the research will ensure that participants understand the purpose of the research and agree to participant voluntarily.

The aim of the research is to gather insights to improve healthcare. Measures will be taken to prevents 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.

9. Implications of the research: -

- Obtain a list of certified UPHCs from the pertinent authorities.
- Randomly select UPHCs from the compiled list.
- Collect qualitative data utilizing a pre-defined checklist, questionnaires and indicators, along with structured interview analysis.

- Employ thematic analysis to discern key themes and patterns within the qualitative data.
- Secure informed consent from all participants, ensuring comprehension of the study's objectives and procedures.
- Maintain strict confidentiality protocols to safeguard the privacy of collected data throughout the duration of the study.

10. References: -

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