



A Comparative Analysis of Functioning and Service Delivery for Non-Communicable Diseases in NQAS-Certified and Non- Certified UPHCs in Rajasthan

Prepared by :- Rohit Das

Guided by :- Dr. Neetu Purohit

Introduction

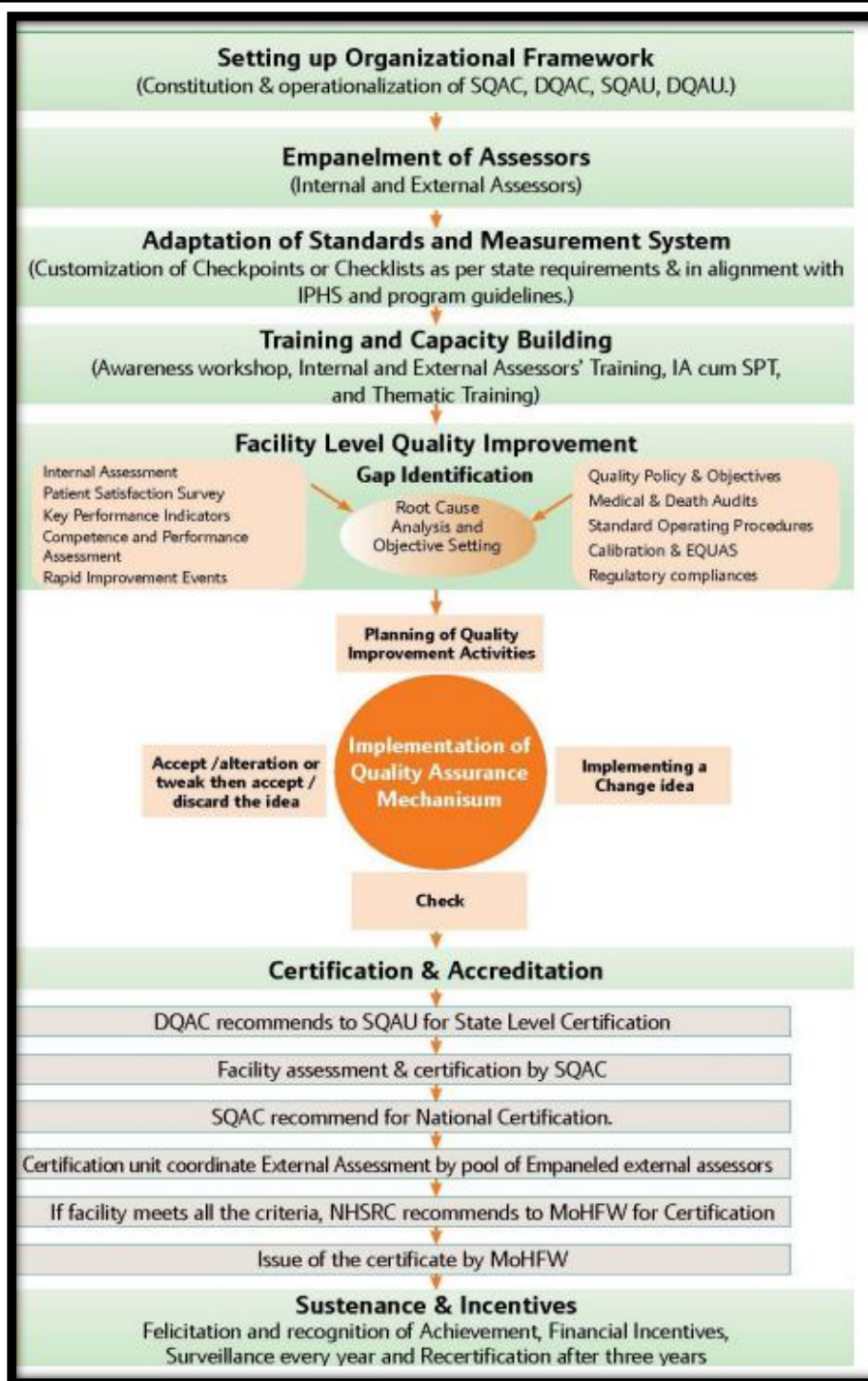
This study aims to conduct a comparative analysis of the functioning and service delivery for NCDs in NQAS-certified and non-certified UPHCs in Rajasthan. By examining the differences between these two categories of UPHCs, this study seeks to identify the impact of NQAS certification on the quality of care and management of NCDs in urban areas.

Non-Communicable diseases (NCDs) are a group of diseases that affect individuals over an extended period causing socio-economic burden to the nation (WHO). They are chronic in nature and are a result of a combination of genetic, physiological, environmental and behavioral factors. NCDs account for 64% of the disease burden in India

During this study I have audited various urban public health center (UPHC's) within the Rajasthan state and have checked whether the UPHC's followed the protocol mentioned in the checklist for NQAS certification which was prepared by NHRC

Quality?

Quality Improvement	Quality Planning	Quality Assurance
Evolving quality teams, quality circles and champions	Defining organization framework and quality committee	Internal, peer and external assessment against defined standards
Testing and implementing improvement ideas / planned actions through pdca cycle	Defining policy framework at National and State level	Periodic reviews and clinical audits
Use of basic and advance tools through QI trainings and practice	Establishing care standards for various levels of facilities	Gap analysis and action plan



Literature Review

Year	Article name	Author name	Analysis
2023	Core interventions contributing to the effectiveness of the National Urban Health Mission in India	Snehashish Raichowdhury, Sonalini Khetrapal, and Brian Chin	• Planning and management NUHM consisted of one Urban Community Health Centre (UCHC) for a population of 500 000 in metro cities and 250 000 for smaller cities; and one Urban Primary Health Centre (UPHC) for every 50 000 residents • Apart from increasing institutional deliveries in urban areas, NUHM has contributed to increased utilization of services, reduced OOPE for health care of the urban poor, and reduced disparities in urban health care infrastructure in bigger and smaller towns
2023	Beneficiary Satisfaction and Utilization of Health Care Services of Urban Primary Health Centres in Kerala	Sajini B Nair , Shylaja L. and Rajesh J Nair	• The first phase of NUHM in Kerala was implemented in February 2014 in five Corporations: Thiruvananthapuram, Kochi, Kollam, Thrissur and Kozhikode and 10 municipalities. • Kerala established 83 UPHCs in the State spread all over its 14 districts by 2019 to cater to the needs of the urban population. Providing primary health care is the basic objective of the UPHCs in Kerala

Research question



How does the functioning and infrastructure of NQAS-certified and non-certified UPHCs in Rajasthan differ?



Are there notable differences in the quality-of-service delivery between NQAS-certified and non-certified UPHCs in Rajasthan, specifically in relation to the management of non- communicable diseases?

Objectives



To assess the infrastructure of NQAS-certified and non-certified UPHCs in Rajasthan.



To evaluate the service delivery in terms of quality of services, resources, and outcomes



To identify gaps in the functioning between NQAS-certified and non-certified UPHCs

Methodology

Parameters	Descriptions
STUDY DESIGN	Descriptive analytical study design which involved the analysis of the scores obtained by certified and non-certified UPHCs during the NQAS assessing process
STUDY SETTING	The study is based on the NQAS scores data obtained from UPHCs from the districts of Kota, Bhilwara, and Jaipur in the state of Rajasthan
STUDY POPULATION	5 Non-certified UPHCs and 5 certified UPHCs from the districts of Kota, Bhilwara, and Jaipur in the state of Rajasthan
ETHICAL CONSIDERATIONS	The study was approved by NHM, Rajasthan for the purpose of this thesis only. The study adheres to confidentiality terms and does not use any personal identifiable information and hence does not violate privacy

DATA ANALYSIS AND INTERPRETATION

AREA OF CONCERN – SERVICE PROVISION

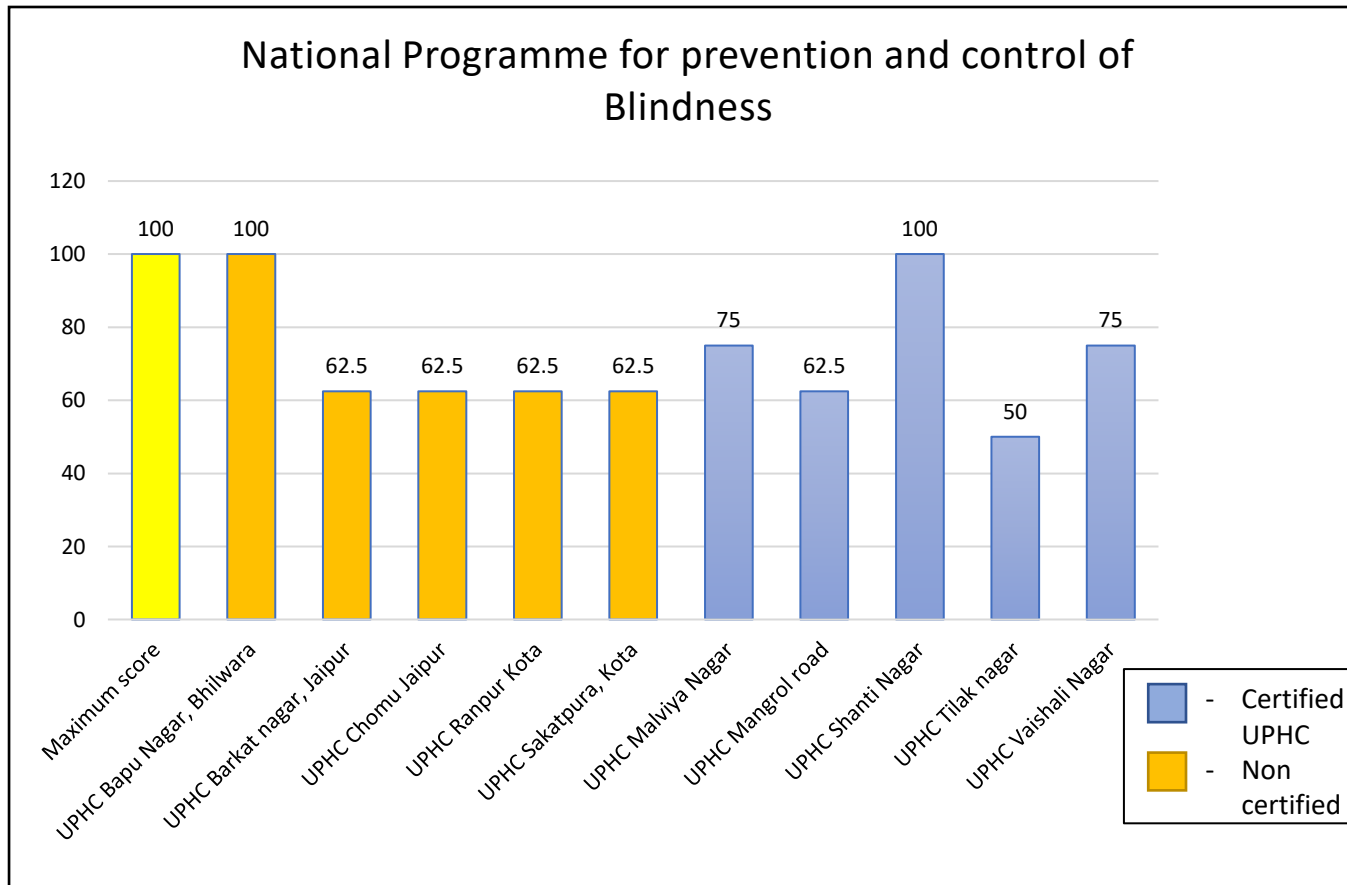
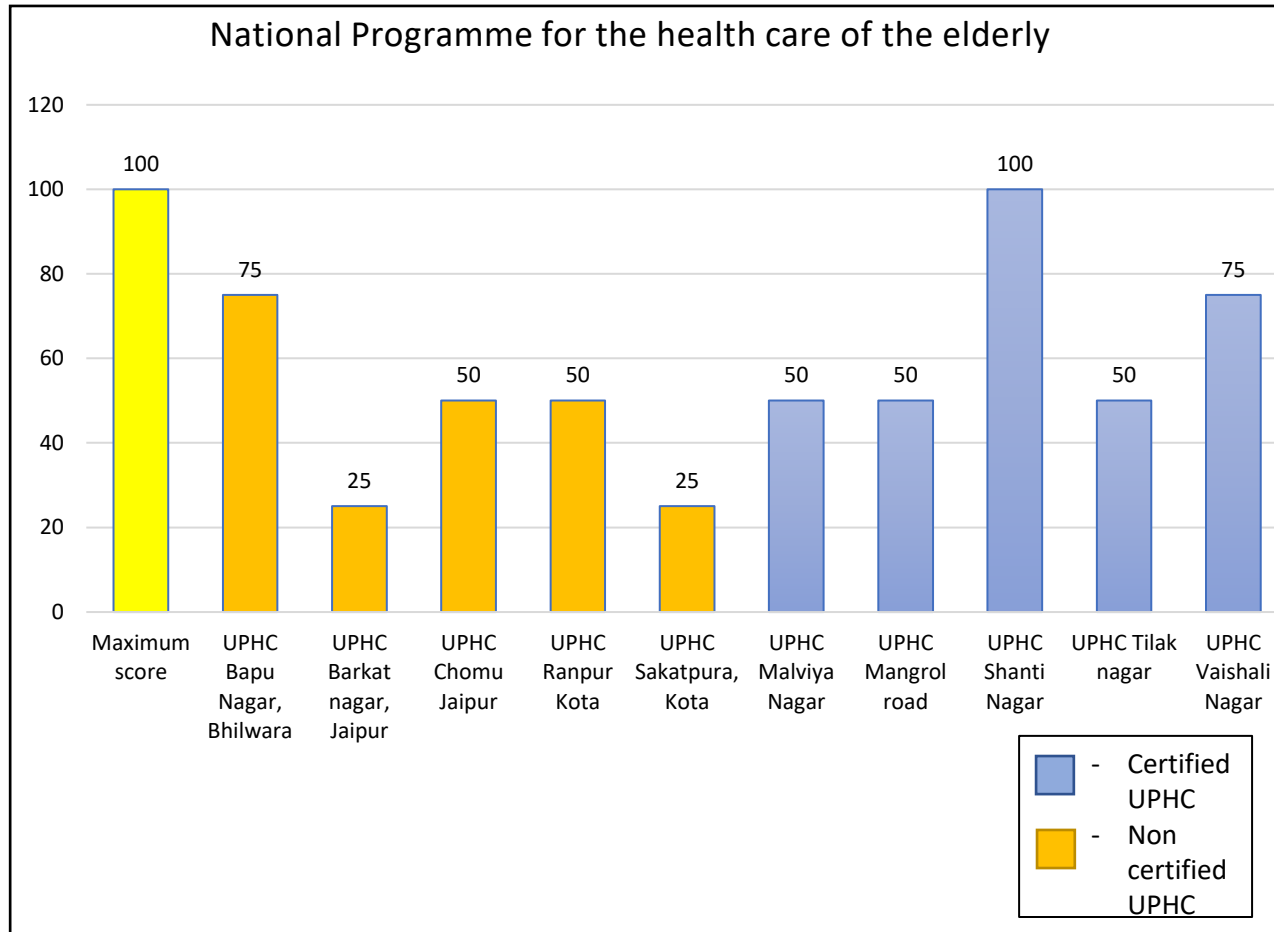


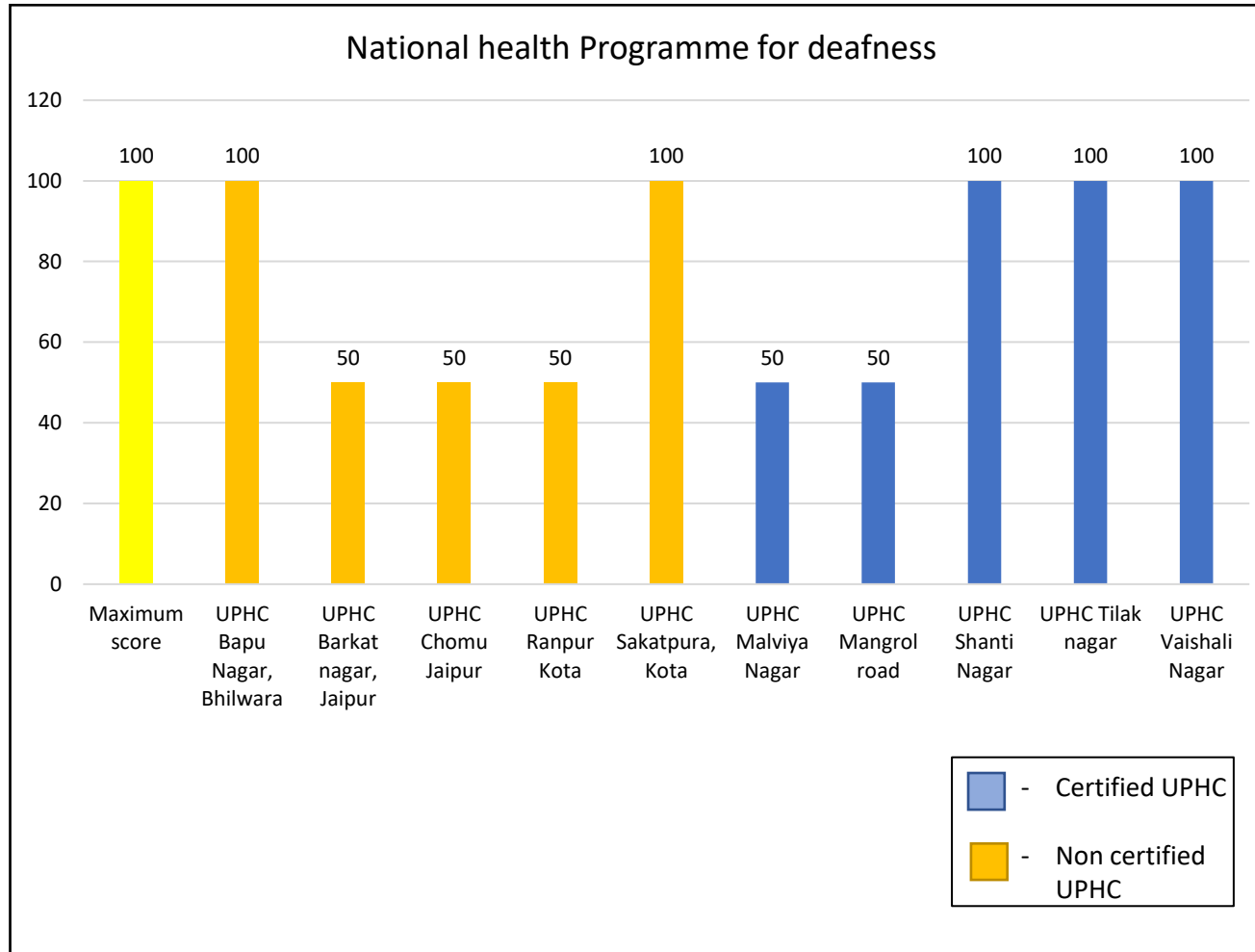
Figure depicts the maximum score for service provision under the Blindness program is 8 which has been translated to 100% and based on this the certified and non-certified UPHCs are compared. Under this, Bhilwara scores 100% equivalent to a certified UPHC. All the non-certified UPHCs score 62.5%, UPHC Tilak Nagar scores lesser than non-certified UPHC in the service delivery.

National program for the healthcare of elderly



The above graph shows that the performance of non certified ranges from as low as 25% to 75% in service delivery under this program and that of certified UPHC ranges from 50% to 100%. UPHC in Shanti nagar is the only UPHC considered under the study which scores 100% thus showing that its service delivery is up to the mark

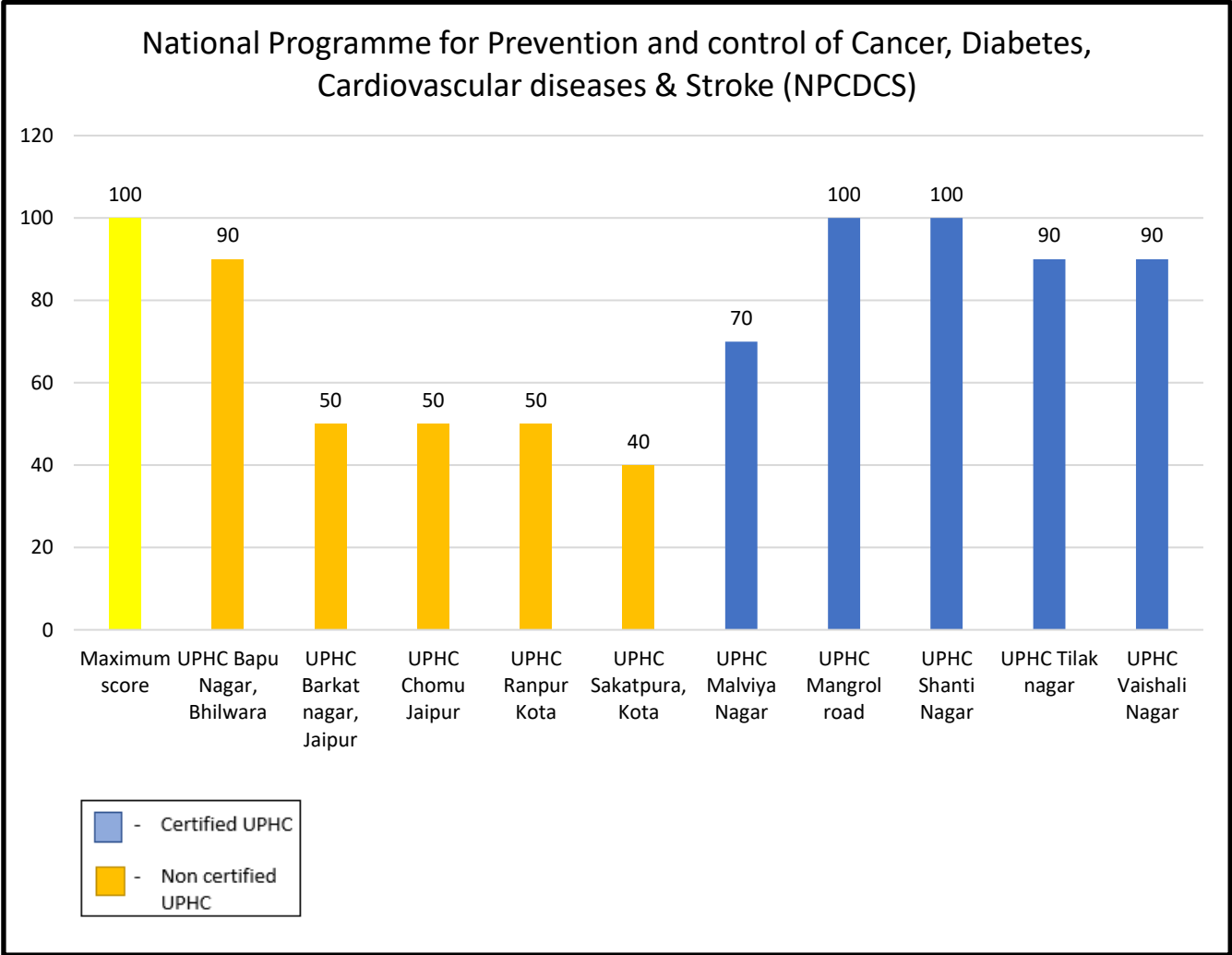
National Health Program for Deafness



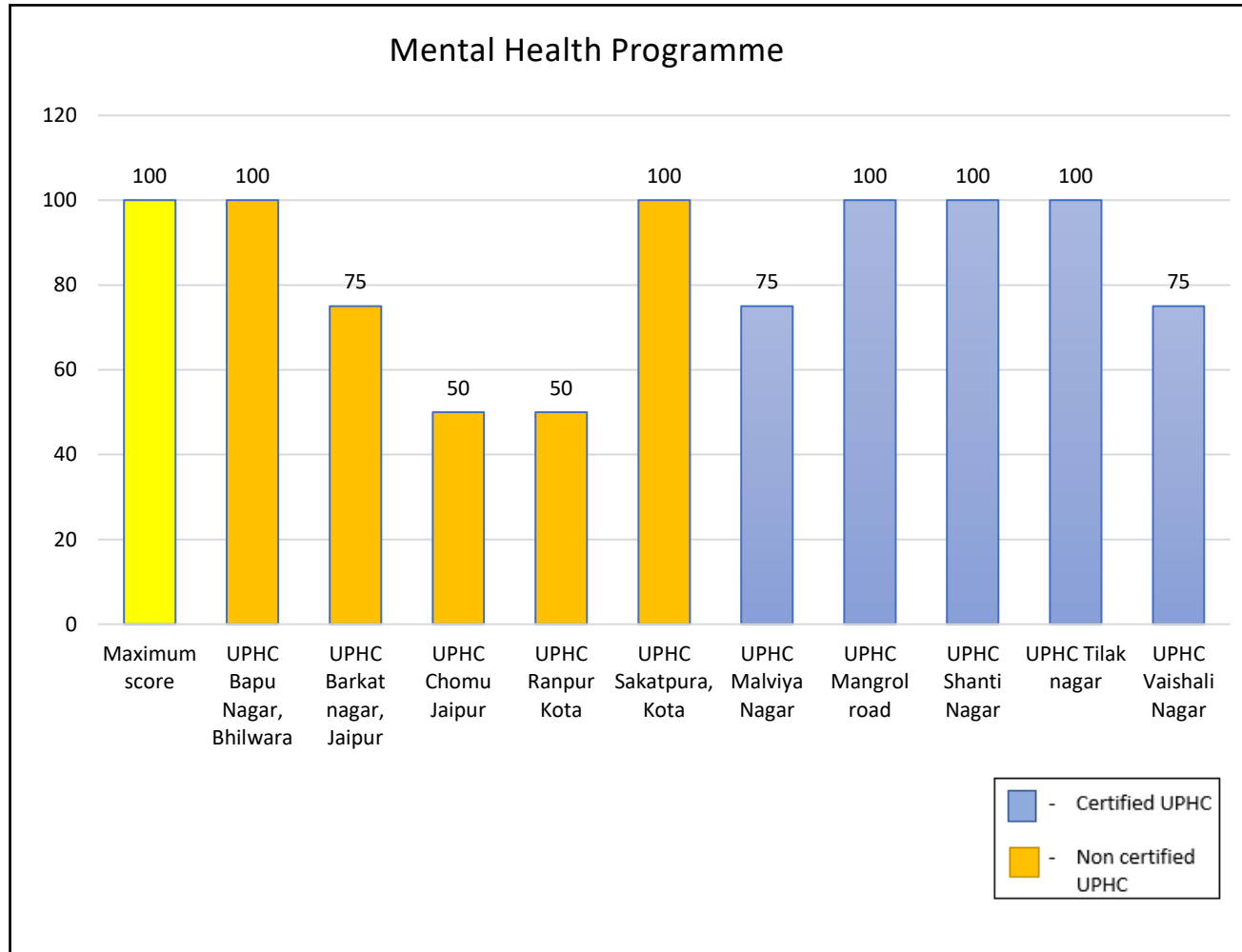
From the figure It can be seen that most UPHCs whether certified or not scores a range from 50% to 100% with 2 noncertified scoring 100% showing the provision for service delivery under this scheme which is up to the mark. 3 certified UPHCs also score centum in this service delivery.

National Programme for Prevention and control
of Cancer, Diabetes, Cardiovascular diseases &
Stroke (NPCDCS)

From this figure it can be seen that UPHC in Bapu Nagar scores 90% under this program and the other non-certified UPHC scores in a range between 40 to 50%. Certified UPHCs score in a range from 70% to 100% showing a higher performance

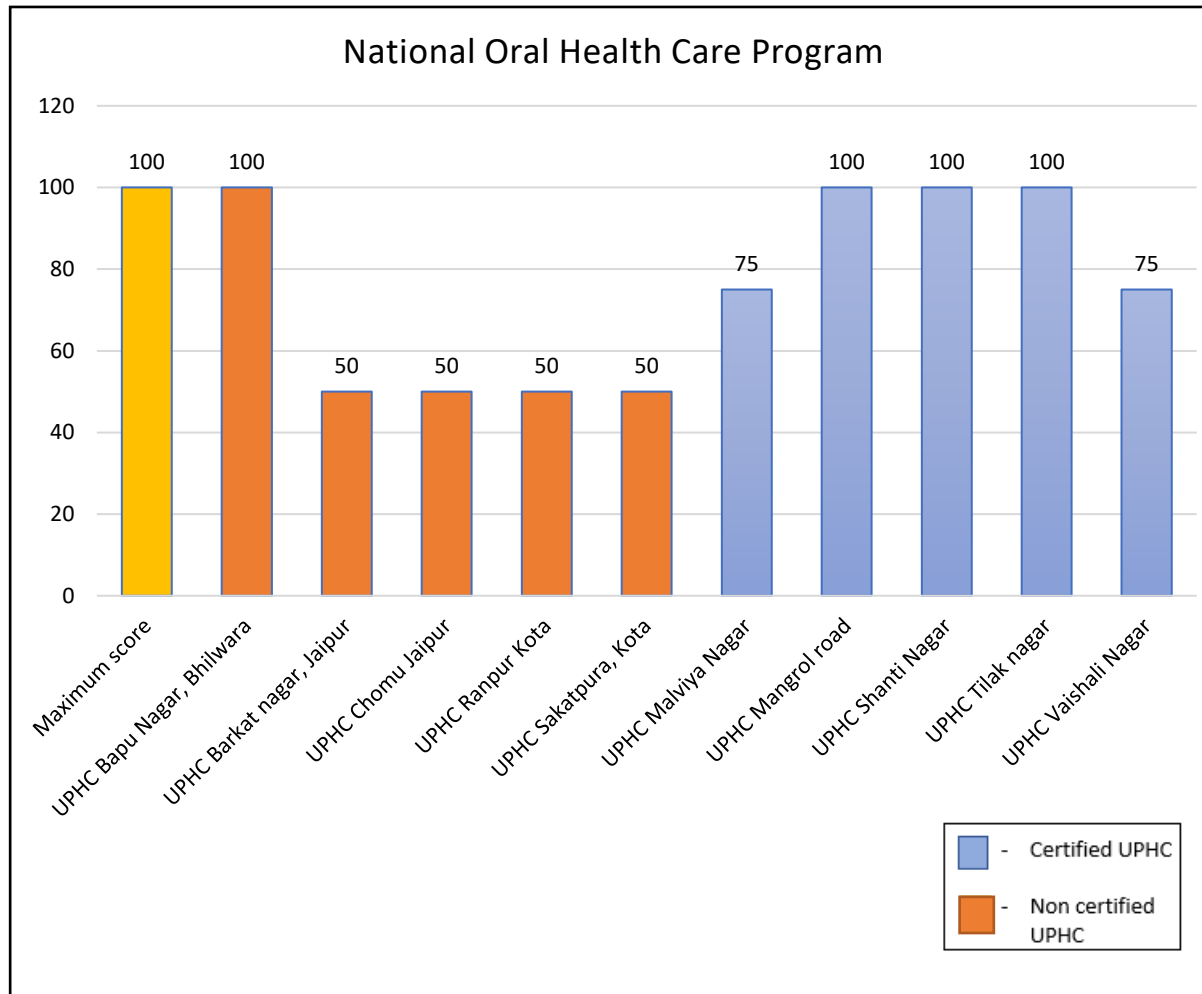


Mental Health program



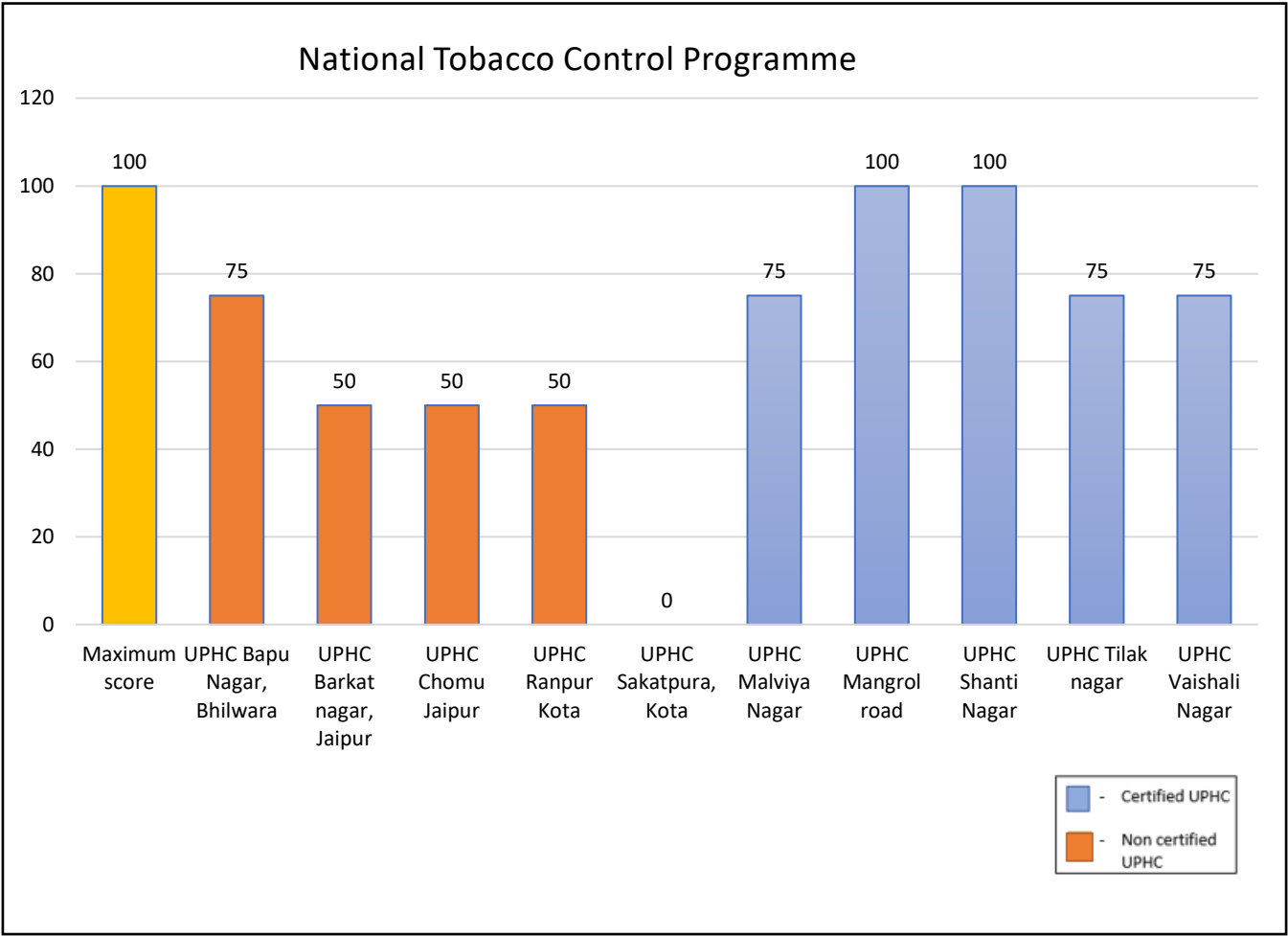
The above graph shows that UPHC in Barkat Nagar scores 75% and the other two non-certified PHCs scores 50% each. In the Certified PHCs, Mangrol road, Shanti Nagar and Tilak Nagar UPHC scores centum and the other two score 75%.

National Oral Healthcare program



From the above graph we can see that UPHC in Bapu Nagar which is non-certified performs at the level of certified UPHCs scoring centum and the other non-certified score 50% and certified UPHC score in a range from 75% to 100%.

National Tobacco Control Program



From the graph It can be seen that UPHC in Sakatpura scores 0 in terms of service provision and other non-certified UPHC scores in a range of 50 to 75%. But certified UPHCs score in a range of 75 to 100%.

QUALITY MAINTENANCE



It can be seen that non-certified UPHC performs poorly in terms of quality maintenance and the scores range from 0 to 50 % but the certified UPHC score range above 65% with 2 out of 5 UPHC scoring a 100%.

PATIENTS' RIGHTS

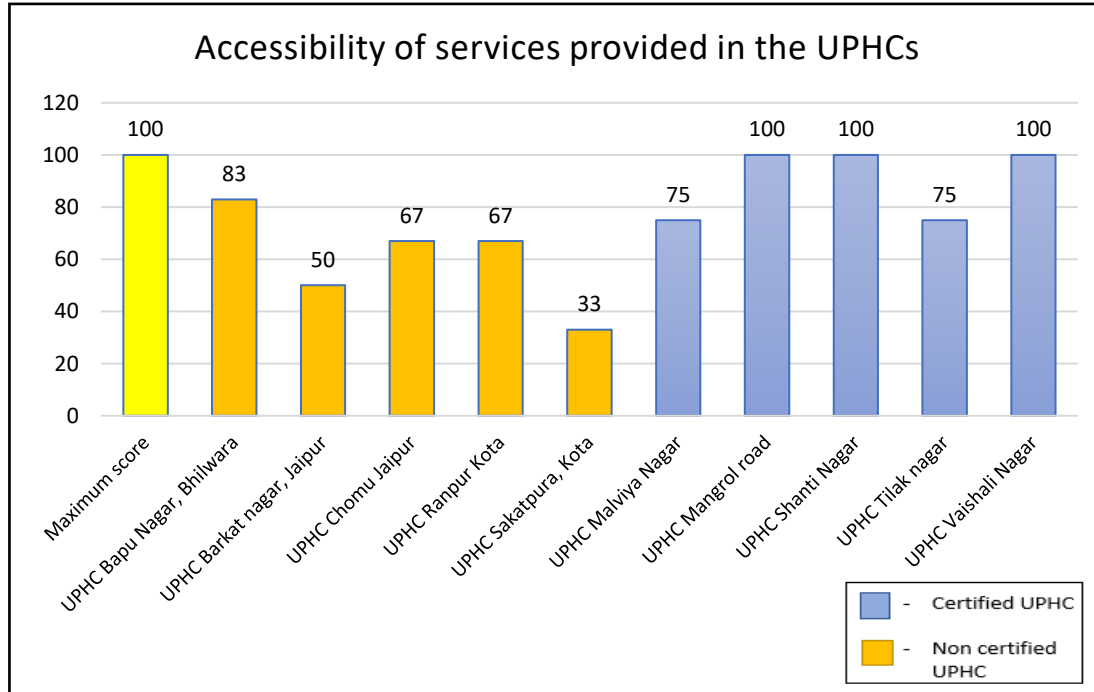


Figure shows the accessibility of the services provided by the UPHC in terms of whether IECs are displayed and if the patient is sensitized about the information. The orange columns translate to non-certified UPHC and Blue columns translate to certified UPHC. It can be seen that except UPHC in Bapu Nagar all the other non-certified UPHC perform at a range of 30 to 70%. When compared to certified which score at a range of 75% to 100%.

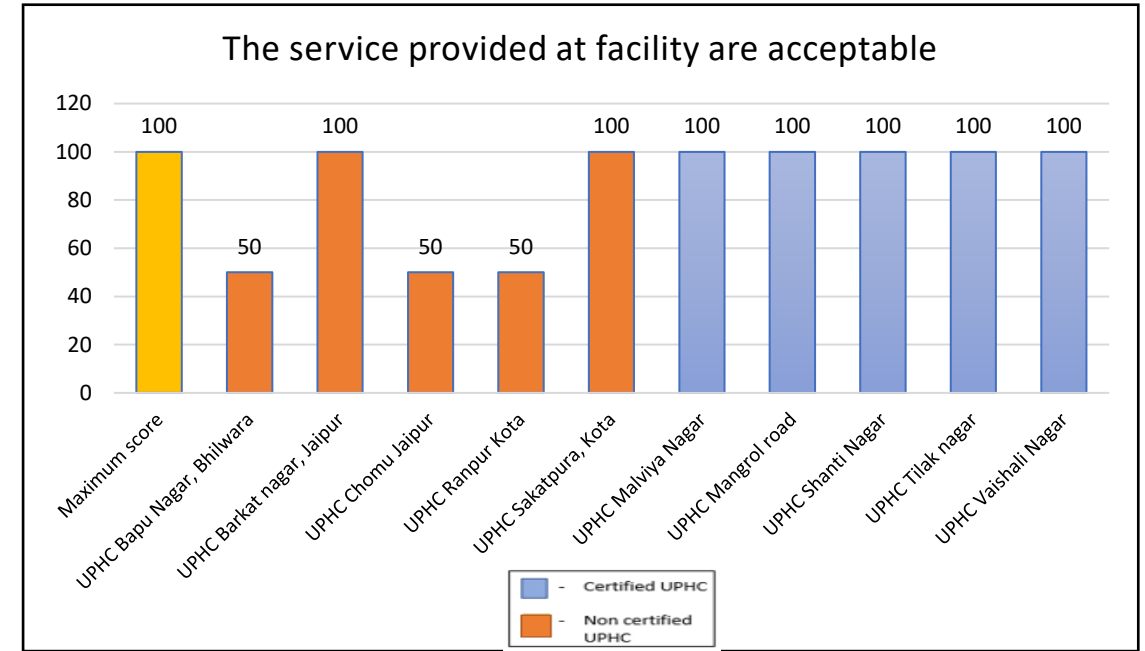


Figure shows the acceptability of the services by a patient based on the confidentiality maintained by the facility and the respect to privacy being upheld. The maximum score is 2 and is translated as 100%. The orange columns show non-certified UPHCs and blue columns show certified UPHCs. It can be noted that all the certified UPHCs rank 100% in this matter and two of the 5 non-certified UPHC also scores 100%.

CLINICAL SERVICES

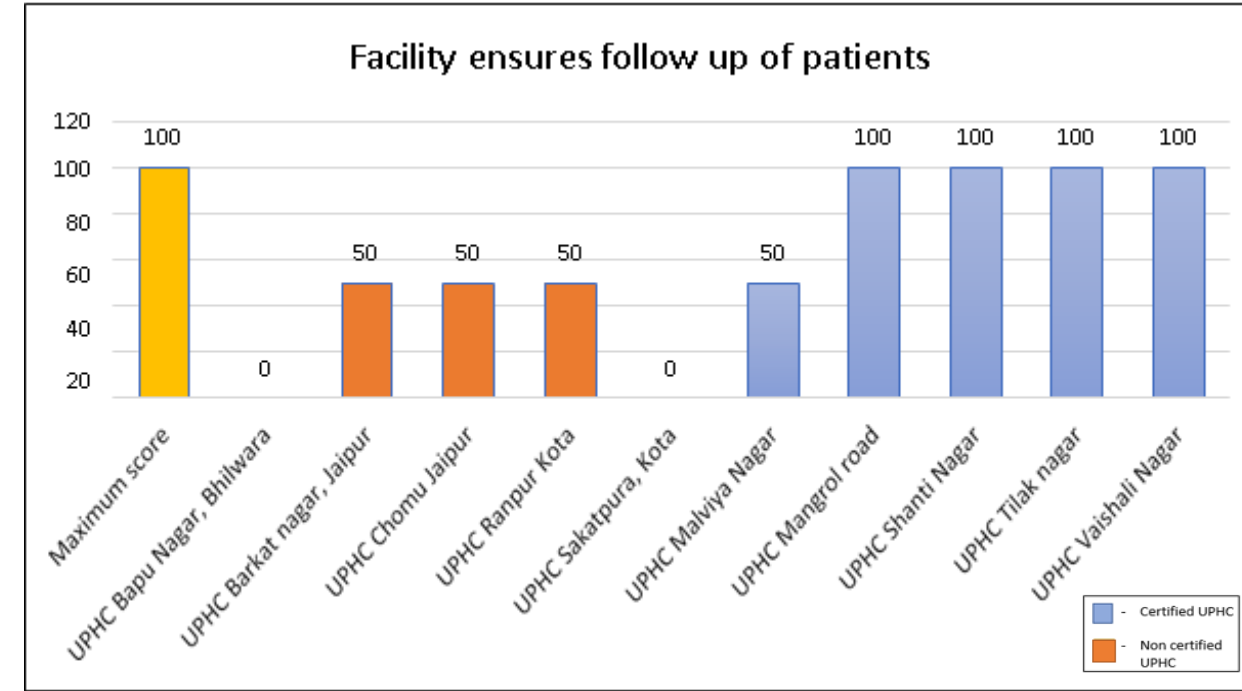
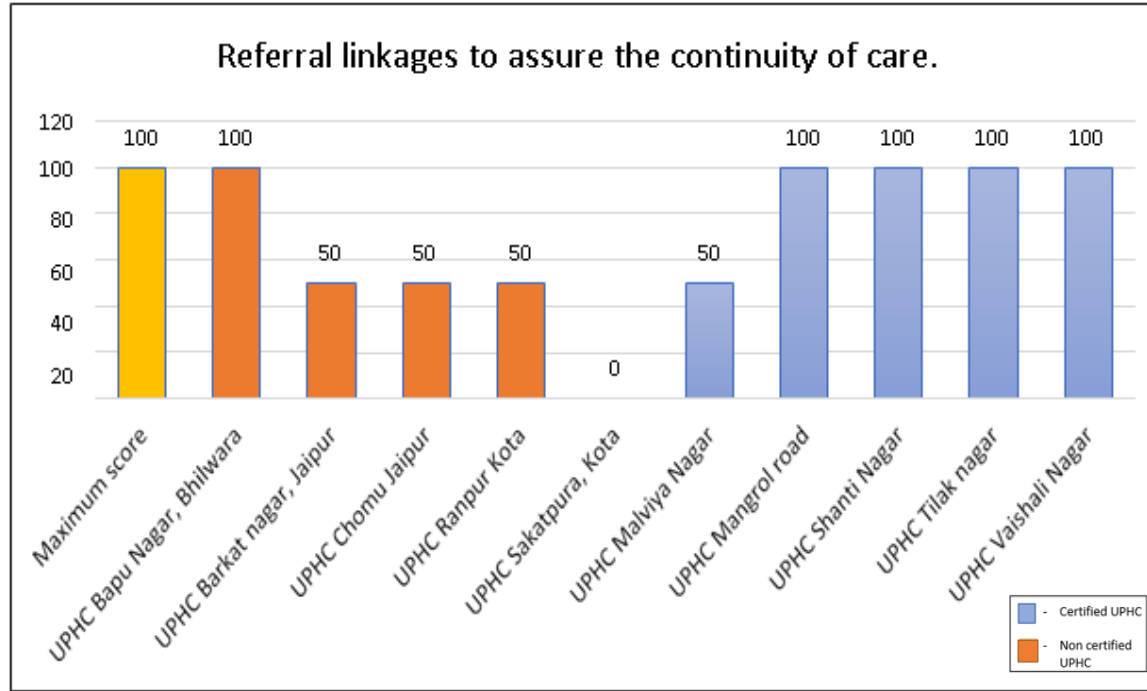


Figure shows whether the UPHC has a referral facility available which shows provides a continuum of care. It can be seen that out of 5 certified UPHCs, 4 UPHCs score a 100% in the area of referrals and one scores 50%. Non-certified UPHC Sakatpura scores 0% in this area and the rest score in a range of 50-100%.

Figure depicts whether the facility ensures follow-up of patients which have been referred by them, this helps in better prognosis. It can be seen that most non-certified UPHCs either score 0 or 50% in this area but certified UPHCs score in a range of 50% to 100%.

INFECTION CONTROL

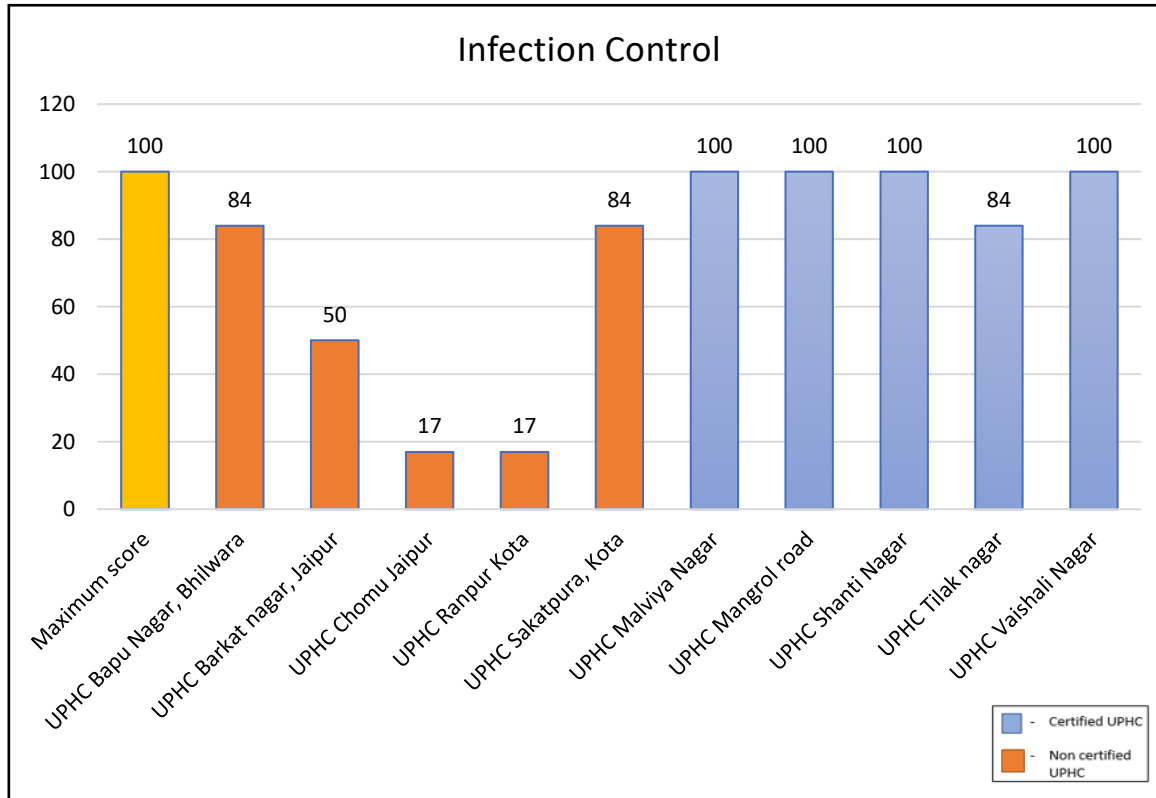


Figure assesses infection control based on hand washing technique and IEC and the bio medical waste management done by the facility. It can be seen that 3 out of 5 non-certified UPHC score less than 50% in this aspect and all the certified UPHC score in a range above 85% to 100%.

INPUTS

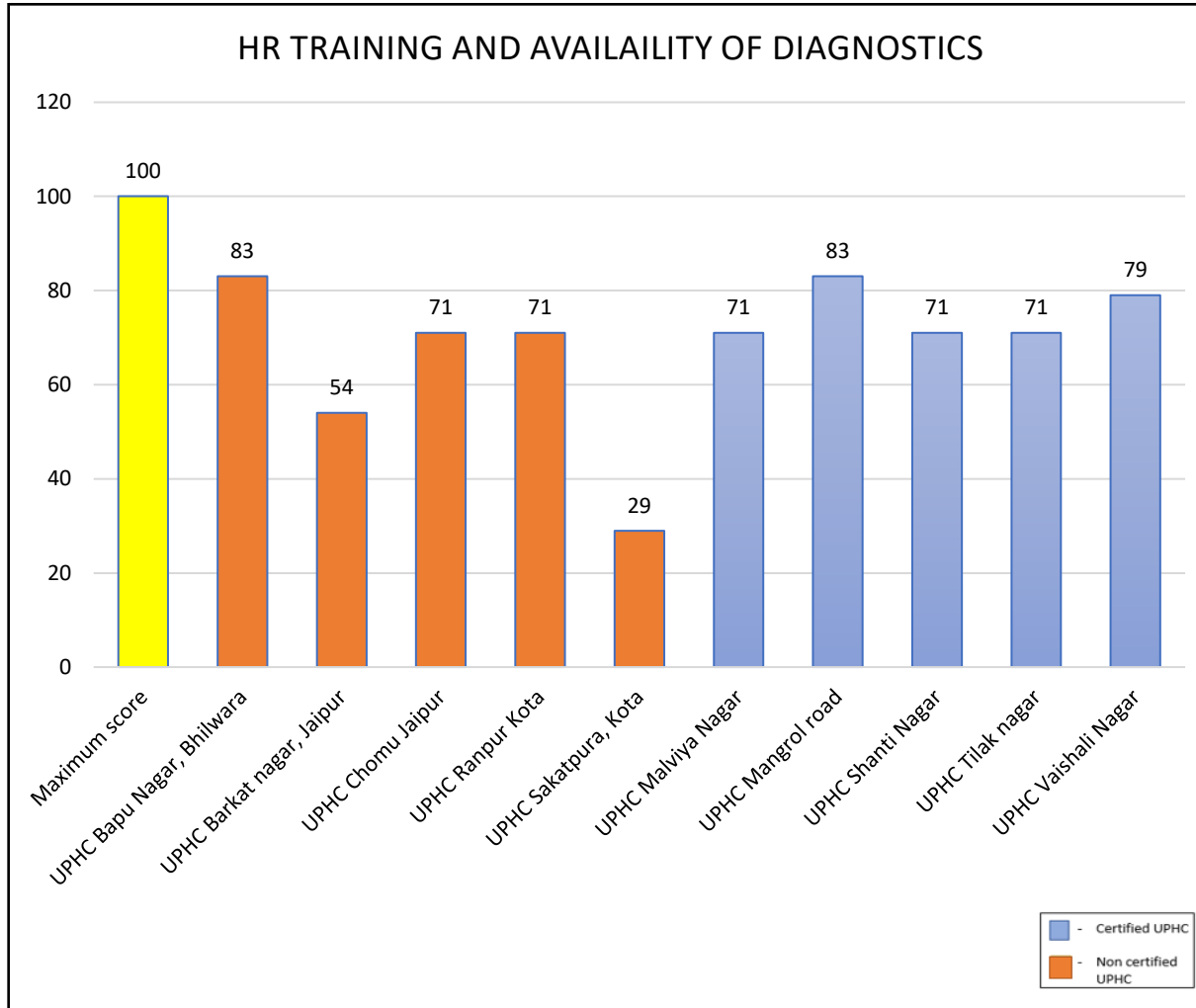


Figure shows the availability of HR and diagnostics in the certified and non-certified UPHCs taken under the study. It can be seen that availability of HR and Diagnostics in Bapu Nagar, Chomu and Ranpur is almost same as what is available in a certified UPHC in Malviya Nagar, Shanti Nagar and Tilak Nagar.

SUPPORT SERVICES

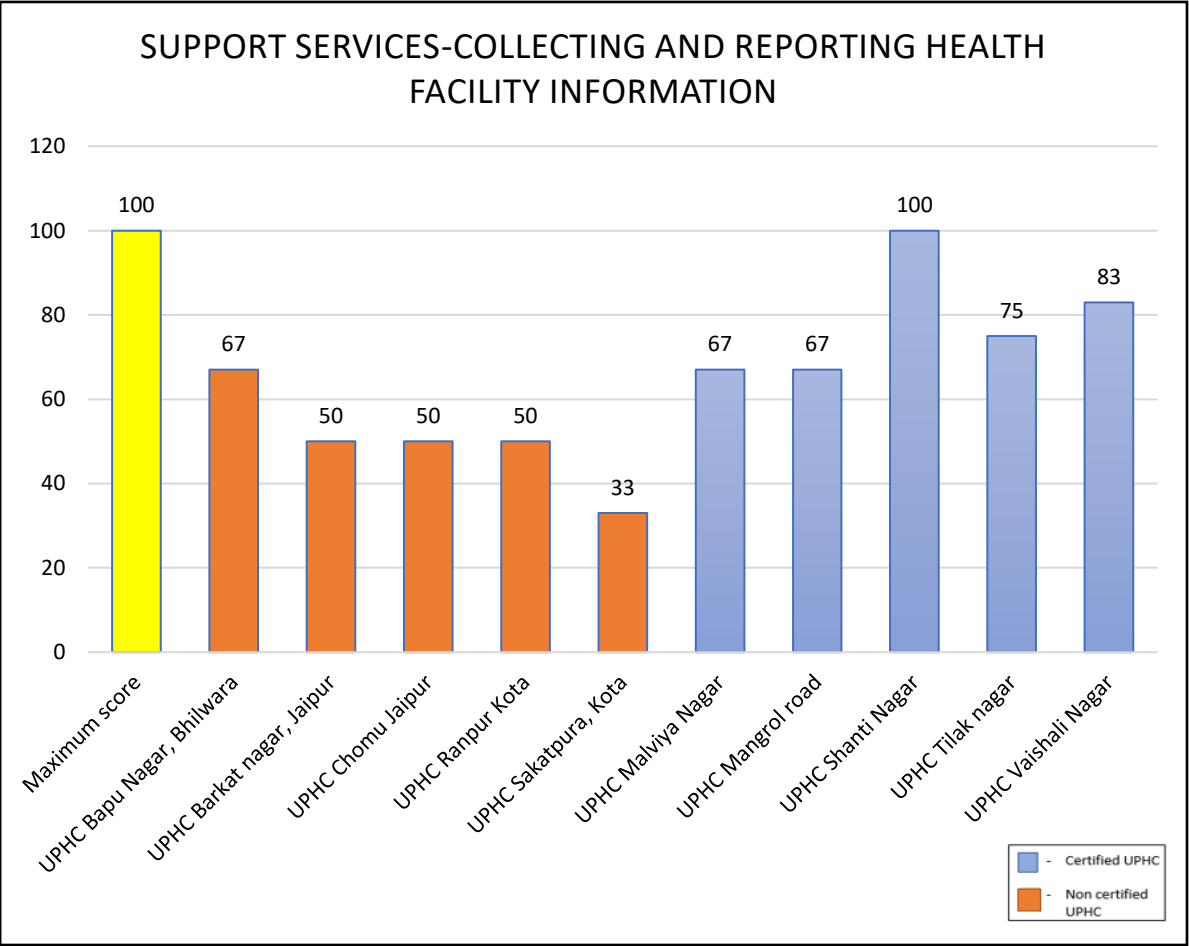


Figure shows the documentation aspect of the facilities. Non certified UPHCs are lagging behind with 4 of the UPHCs ranging from 33 to 50%. Babu Nagar UPHC fares better and almost same as certified UPHCs taken in the study. UPHC shanti Nagar scores the maximum amongst all.

OUTCOMES

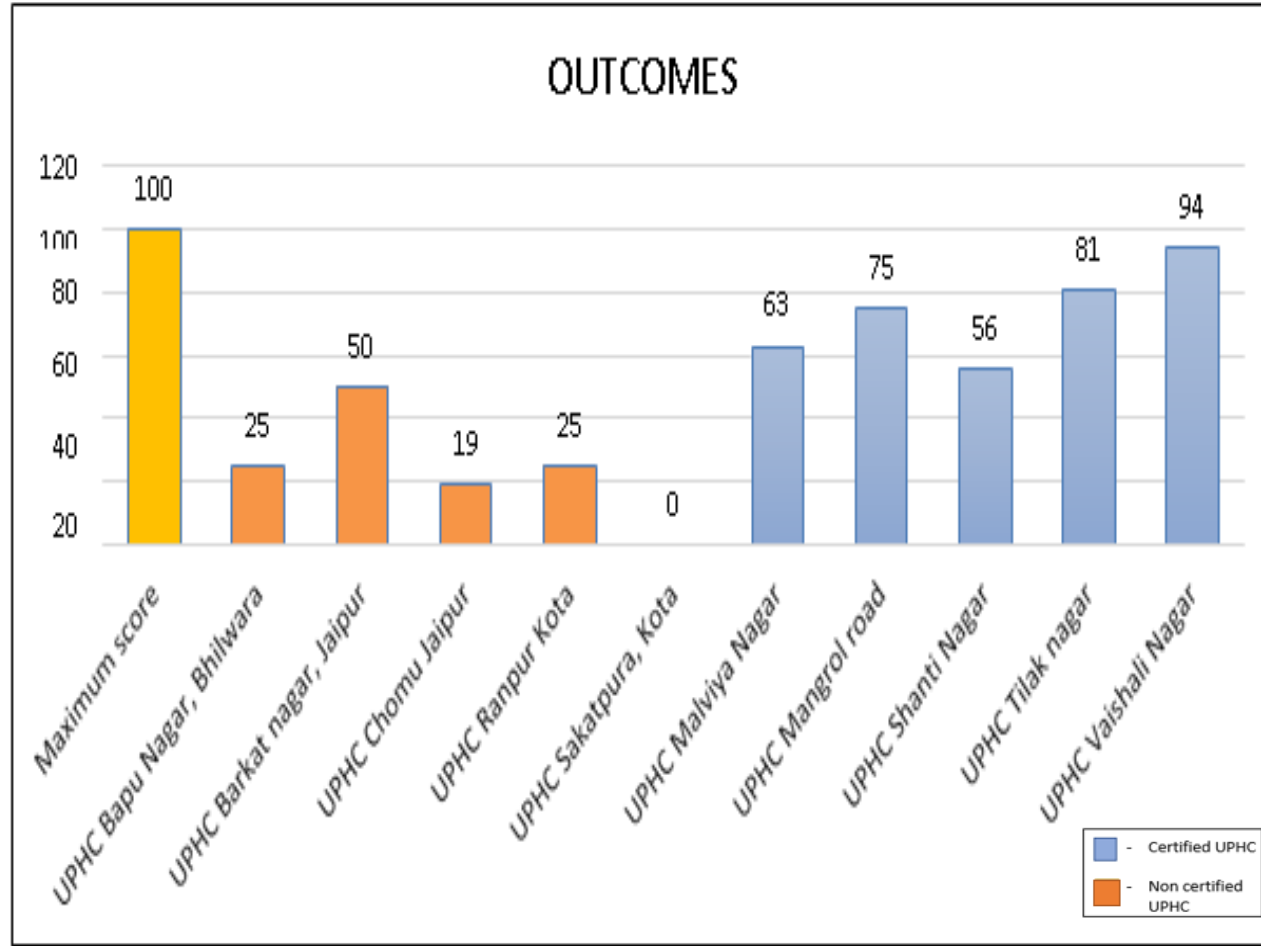


Figure shows the performance of UPHCs in terms of utilizing quality indicators and their attitude to strive towards performing to match the benchmark. All the non-certified UPHCs which are represented by orange column lag behind in this aspect showing a need for improvement in this area. All the certified UPHCs perform well showing the they do have measures to assess their services and quality indicators and strive towards delivering benchmark service

Recommendations



Infrastructure Development

From our study it was clearly seen that there was a need to invest in improving the infrastructure of UPHCs, especially non-certified ones, to bring them up to the standards set by the NQAS certification



Training and Capacity Building

Provide specialized training and capacity-building programs for healthcare professionals working in non-certified UPHCs



Standardized Treatment Protocols

Ensure that standardized treatment protocols and guidelines for NCD management are easily accessible and effectively implemented in all non-certified UPHCs

Recommendations Contd.



Encourage UPHCs to establish mechanisms for regular patient follow-up and continuity of care, facilitating long-term management and monitoring of NCDs.



There is a need for robust monitoring and evaluation mechanisms to assess the performance and quality of NCD services in both NQAS-certified and non-certified UPHCs.



Collaboration of the non-certified UPHC with certified UPHC based on the distance between these facilities can also facilitate the exchange of best practices and knowledge-sharing among healthcare providers, strengthening the overall healthcare system.

Conclusion



In conclusion, the comparative analysis of NQAS-certified and non-certified UPHCs in Rajasthan provides evidence that NQAS certification positively influences the functioning and service delivery for NCDs in urban primary healthcare settings



The findings emphasize the significance of quality assurance standards in improving infrastructure, human resources, adherence to guidelines, patient satisfaction, and health outcomes.



Policymakers, healthcare administrators, and public health practitioners should use these insights to strengthen primary healthcare systems, address gaps, and ensure equitable access to quality NCD care in urban areas of Rajasthan.

THANK YOU