



Dissertation On

Quality Assurance in Certified and Non-Certified Primary Health centers: A
Comparative Study

Mentor

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Submitted By-

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INTRODUCTION

This study compares certified and non-certified Primary Health Centres in terms of IPD and OPD services. It employs a mixed-methods approach, combining quantitative data analysis with qualitative interviews of patients, staff, and healthcare professionals in Rajasthan's PHCs over a three-month period. The study examines the quality assurance practices in certified and non-certified PHCs to evaluate the effects of certification on healthcare service delivery. Certified facilities maintain comprehensive documentation and conduct regular audits to ensure accuracy, while non-certified facilities have less standardized documentation procedures

OBJECTIVE

OBJECTIVES

- To compare the Certified and Non-certified PHC's with reference to KPI
- To analyse the quality assurance practices of the certified & Non-certified PHCs.
- To identify factors affecting the quality assurance practices.



METHODOLOGY

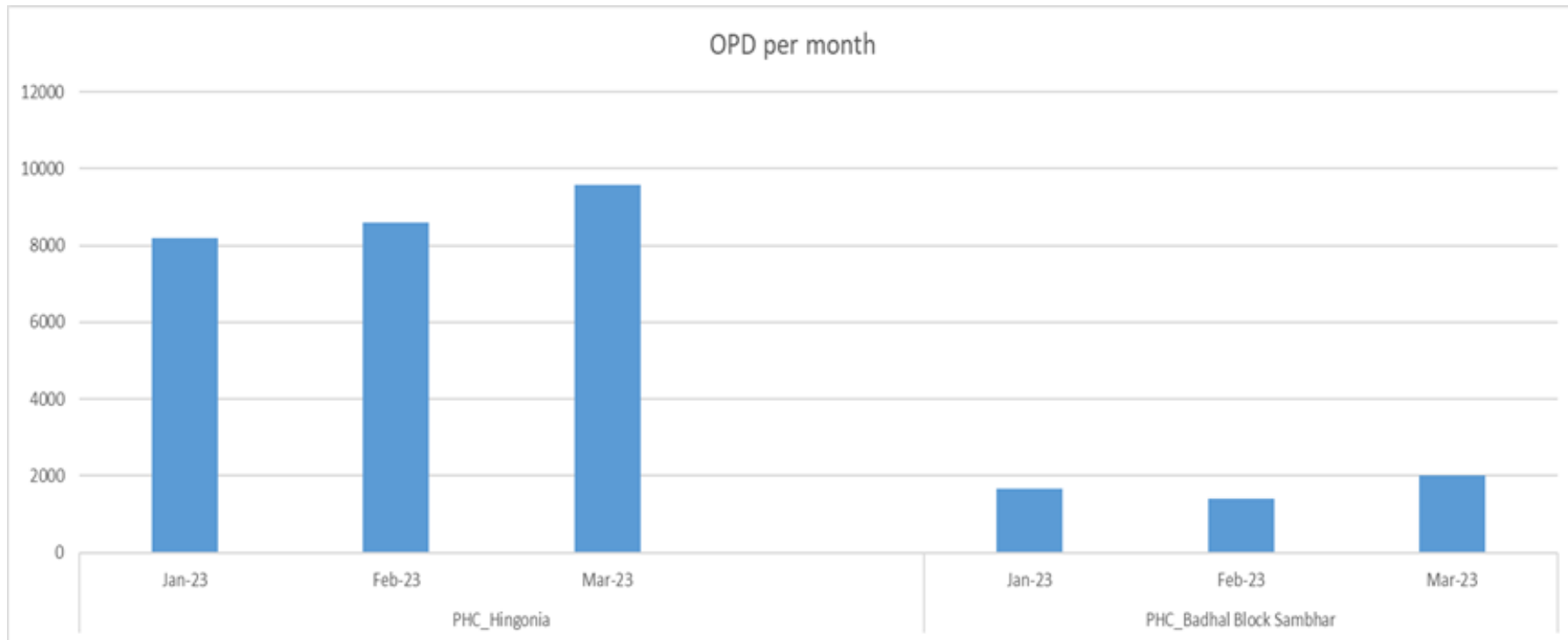
- Study Design: Descriptive study
- Type of data-primary and secondary data
- Primary Data was collected by observations; facility rounds and interviews of the key personnel involve

Using Checklist Which Was Based KPI Namely

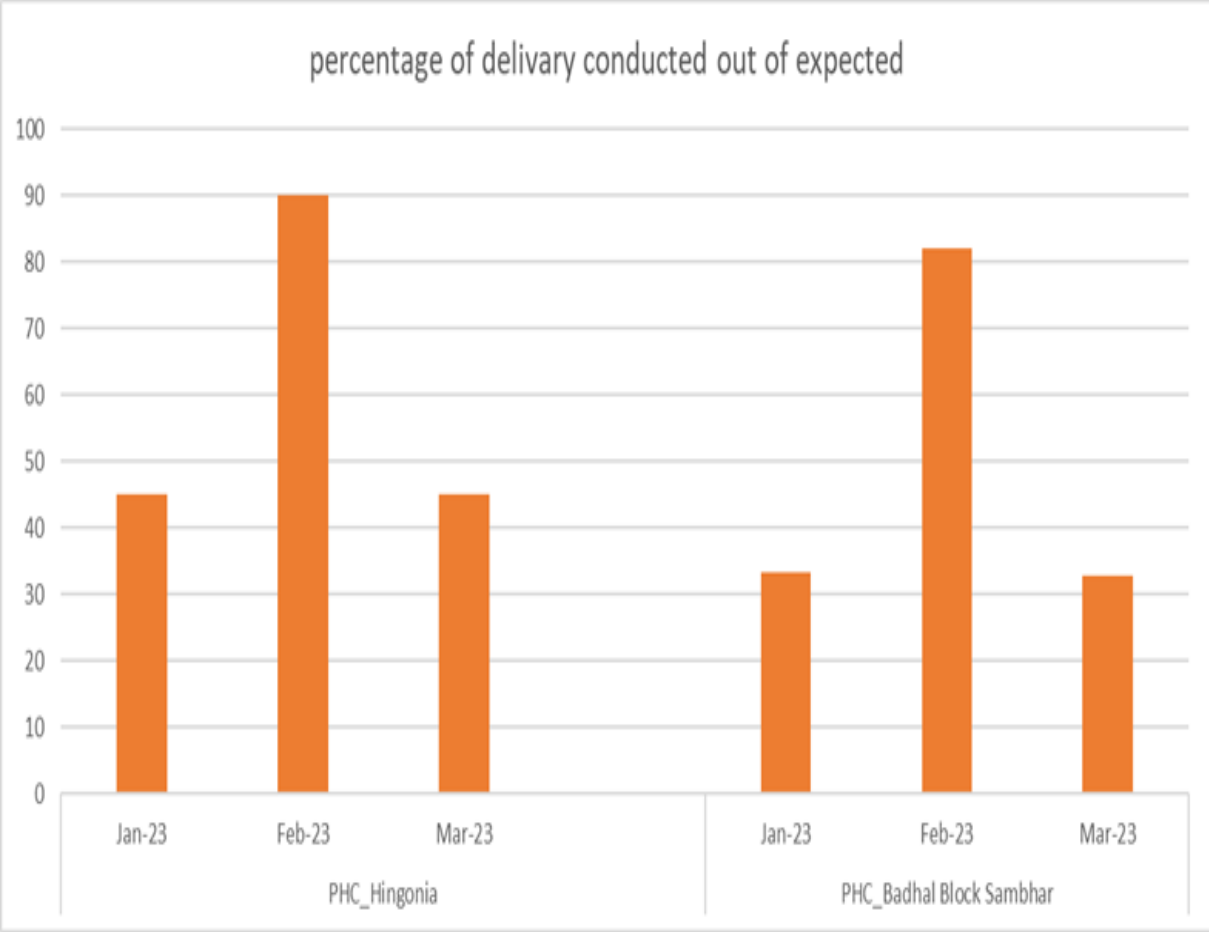
- KPI INDICATORS
- Location Of Study: Hingonia PHC, Badhal PHC and NHM Rajasthan, Jaipur.
- Duration Of Study: Study is 3 months from 15th March 2023 to 14th June 2023

RESULTS

Hingonia is certified PHC whereas Badhal is non-certified PHC, OPD per month in Hingonia PHC is higher than Badhal PHC, The difference in the OPD (Outpatient Department) performance between Hingonia PHC & Badhal PHCs can vary based on several factors, such as resources, infrastructure, staffing, quality of care, and patient demand.

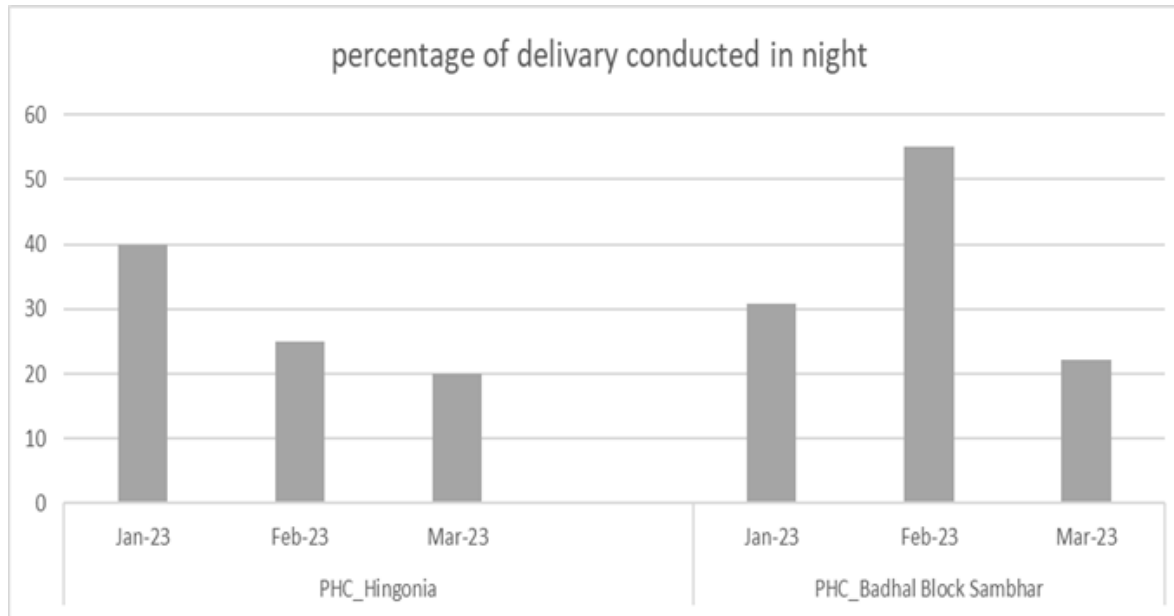


Percentage Of Delivery Conduct Out Of Expected



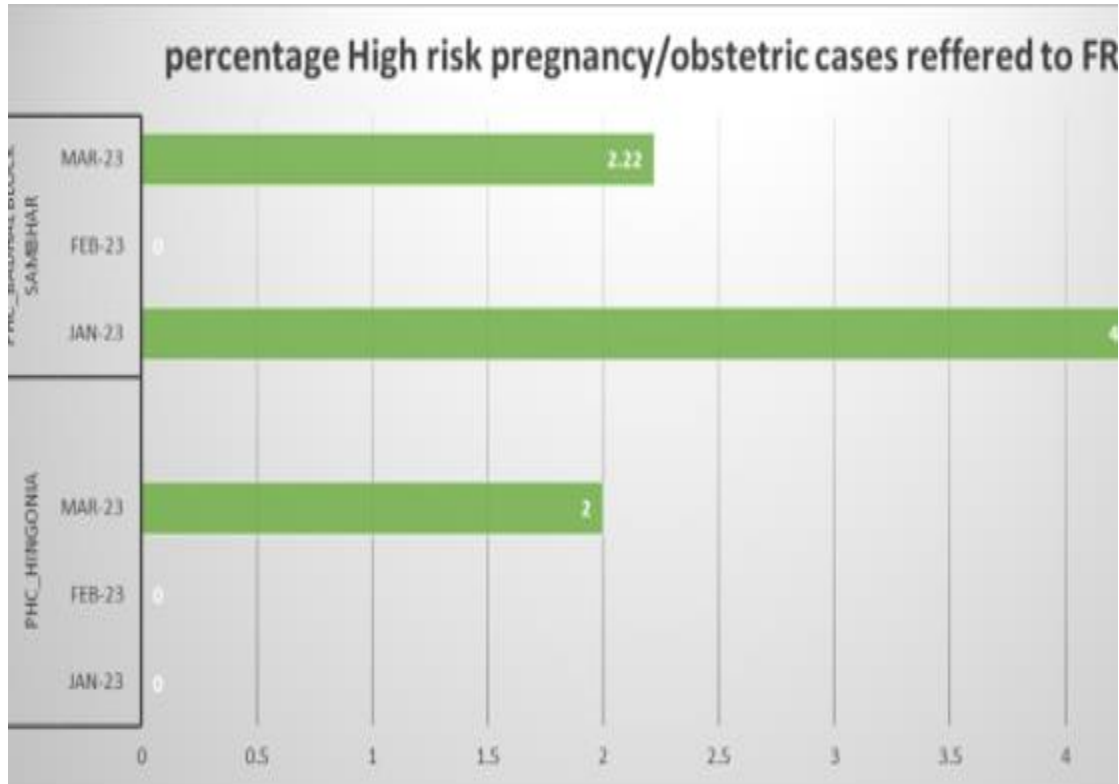
Patients and communities may have greater confidence in Hingonia PHC as compared to Badal PHC due to their recognition and compliance with standards. This trust can influence patients' preferences and lead to higher attendance at certified PHCs.

Percentage of delivery conducted in Night



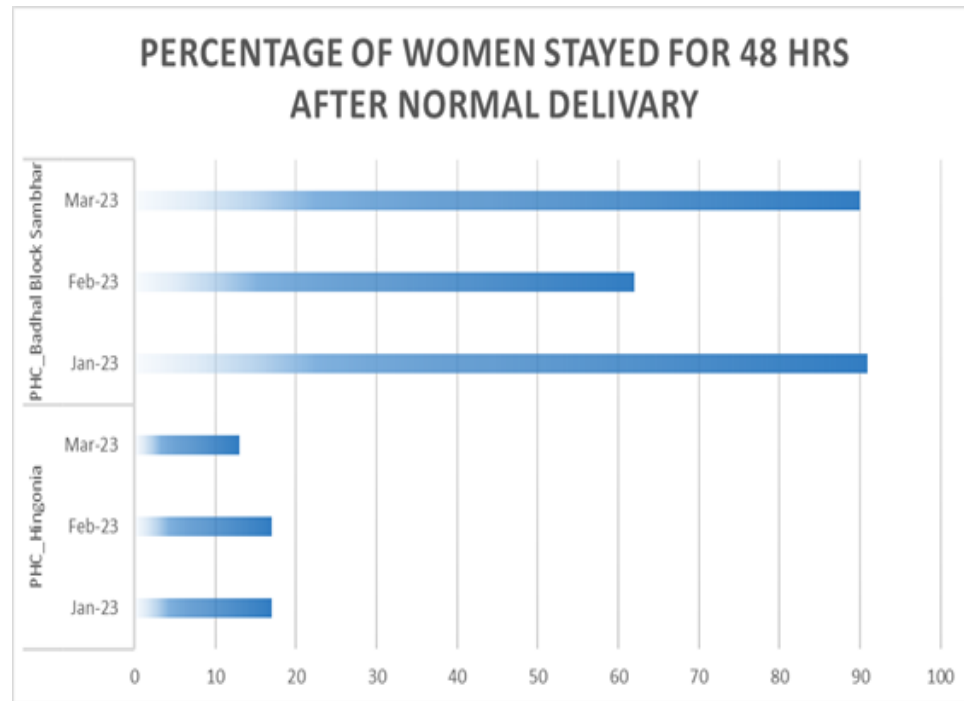
- Hingonia PHC typically adhere to higher standards of care and are equipped to handle a variety of medical emergencies, including night-time deliveries. These centers often have trained medical personnel, including doctors, nurses, and midwives, who are available 24/7 to provide obstetric care.
- Badhal PHC have limitations in terms of resources, staffing, and infrastructure. The availability of services and delivery conduct at night in badhal PHC can vary significantly depending on the specific facility, due to Limited staffing the presence of medical personnel may be limited during night-time hours, and the level of training and expertise may vary and complications beyond its capability, the mother and/or new-born may need to be referred to a certified facility.

Percentage of High-Risk pregnancy cases referred to FR



- The specific percentage of high-risk pregnancy cases referred to Hingonia PHC versus Badhal PHC can vary depending on several factors, including the healthcare system, Doctor, Nursing staff and the availability of resources. In general, high-risk pregnancy cases that are identified or suspected during routine prenatal care at a PHC may be referred to a certified facility or MFM unit for further assessment, monitoring, and specialized care.
- The actual referral percentages can vary widely and depend on factors like the expertise available at the PHC, the level of risk associated with the pregnancy, and they have specific protocols and guidelines followed by PHCs.

Percentage of Women Stayed For 48 HRS After Normal Delivery



- The health status of the mother and baby can influence the length of stay. If there are any complications or concerns, healthcare providers may decide to extend the duration of the postpartum stay to closely monitor the well-being of the mother and baby.
- Hingonia PHC have Limited percentage of woman stayed for 48 hrs after Normal delivery whereas Badhal PHC have maximum percentage of woman stay for 48 hrs after normal delivery.

RECOMMENDATION

Strategies for Quality Improvement & Training and Capacity Building Initiatives

- Training and capacity building initiatives play a crucial role in improving the quality of healthcare services provided at PHC facilities, whether they are certified or non-certified. These initiatives aim to enhance the knowledge, skills, and competencies of healthcare professionals and staff, ultimately leading to better patient outcomes and improved overall healthcare delivery. Here are some key aspects of training and capacity building initiatives in both certified and non-certified PHC settings
- Community Health Worker Training- Non-certified PHC facilities emphasize training for community health workers or healthcare volunteers who play a vital role in promoting health awareness, preventive care, and community outreach. These training programs equip them with basic medical knowledge, communication skills, and the ability to identify health risks within the community.





CONCLUSION

- In conclusion, the comparative study highlighted the significant impact of certification on quality assurance in PHCs. Certification not only ensured compliance with standards but also promote a culture of continuous improvement. Addressing the challenges faced by non-certified center's, such as resource constraints and staff training, is important for enhancing their quality assurance practices and ultimately improving the healthcare services provided to patients.
 - Certified primary health center's benefit from structured quality assurance processes, resulting in enhanced patient safety, improved service delivery, and increased trust and confidence. Non-certified centres, however, face challenges related to variable quality of care, increased risk of errors, and reduced patient confidence due to the absence of formal quality assurance protocols
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Thankyou

