Quality Gaps in Public Health Service Delivery: A Cross-Sectional Gap Analysis of NQAS-Certified and Non-Certified Facilities(84)

University Mentor - Dr. P.R Sodani (President, IIHMR University), Under the Guidance of - Dr Asutosh Parhi (Quality Assurance Officer), By : Vibhuti Gupta Roll No-2109 MBA HM 29

History, Vision & Mission

History

The National Health Mission was launched by Government of India on April 12, 2005, to provide rural people, particularly vulnerable groups, with accessible, affordable, and high-quality health care.

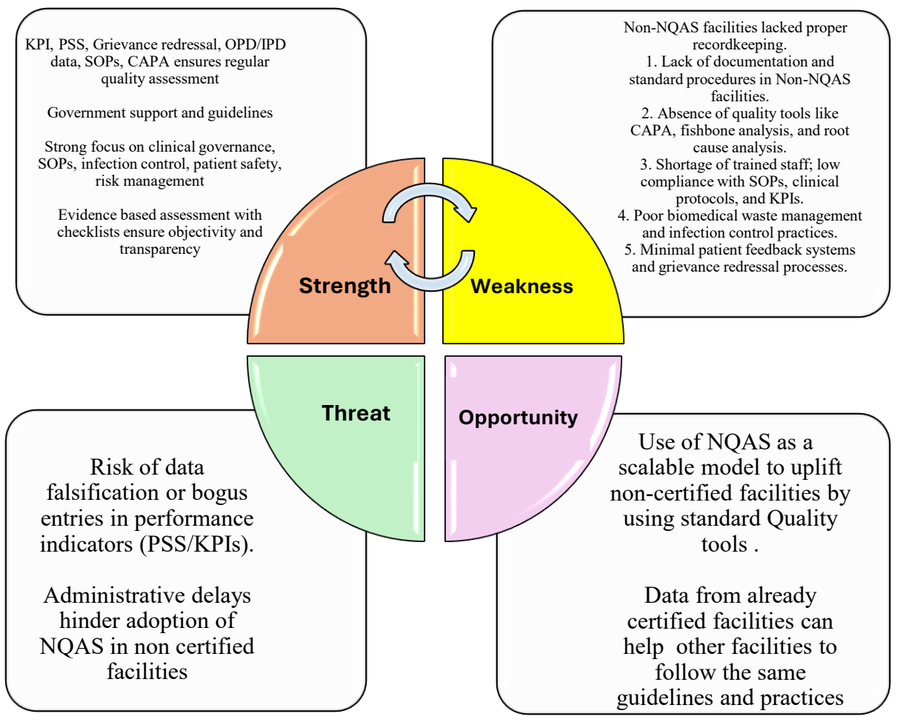
Vision

NHM Gujarat's vision is to create a health system that is accessible, affordable, and high-quality for every citizen, driving progress on national health priorities and globally aligned health goals.

Mission

To strengthen the health of our community by providing accessible, compensate quality health care through a team of committed and value based professional.

SWOT Analysis



Objective of Study

To identify key infrastructural, administrative, and service delivery gaps in Non-NQAS-certified facilities.

Methodology

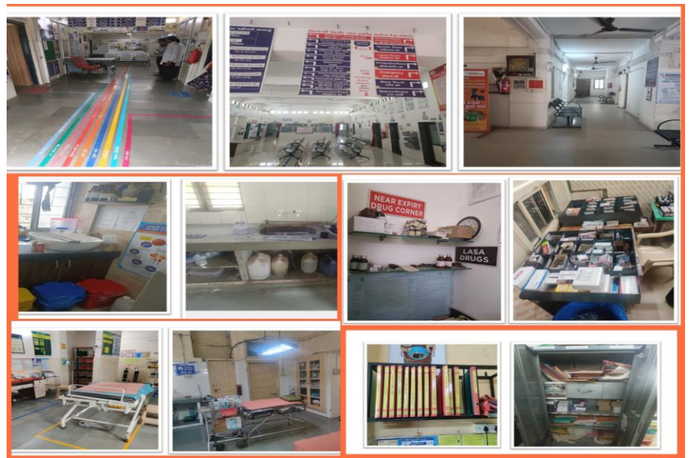
It was a mix method study. The study was conducted across three districts and one municipal corporation in the state of Gujarat. Study sites were public health facilities SC, PHC, UPHC from selected districts and corporation.

Stratified Random sampling was done to select facilities. The strata was based on NQAS certification status (certified vs. non-certified). Facilities certified under the NQAS in 2023 or 2024 whether fully certified or conditionally certified were eligible. Non-certified facilities were selected from same blocks or zones to minimize geographic and demographic variability. From each of the three districts and one corporation, 10 certified and 10 non-certified facilities were chosen.

Intervention

Based on the assessment, facilities were identified and categorized.

- For non-certified facilities, targeted counselling and training sessions were conducted to build awareness and guide them toward certification readiness.
- Certified facilities were further encouraged to maintain and enhance adherence to NQAS quality standards.



Learnings and Value Additions

1. Gained in-depth knowledge of the National Quality Assurance Standards (NQAS) and their practical application across public health facilities.
2. Critical Evaluation of Health Systems- Understood the stark differences in service delivery between certified and non-certified facilities.
3. Gained experience in conducting field visits, collecting qualitative insights, and presenting data-driven conclusions.
4. Recognized the role of supportive supervision and state-level follow-up in sustaining quality interventions.

Challenges

1.Lack of state-level capital investment, delayed renovation proposals, and absence of long-term planning for rented premises.
2. Capacity building - Lack of capacity to conduct internal assessments or quality improvement initiatives.
3. Many frontline staff, including CHOs and MOs, lacked understanding of NQAS beyond documentation compliance. This affected their engagement and motivation in sustaining quality measures post-certification.