

Gap Analysis Using NQAS Checklist at AAM-CITCO



NHM, Chandigarh



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NHM, CHANDIGARH

The National Health Mission (NHM) encompasses its two Sub-Missions, the National Rural Health Mission (NRHM) and the National Urban Health Mission (NUHM). The main programmatic components include Health System Strengthening, Reproductive-Maternal-Neonatal-Child and Adolescent Health (RMNCH+A), and Communicable and Non-Communicable Diseases. The NHM envisages achievement of universal access to equitable, affordable & quality health care services that are accountable and responsive to people's needs.



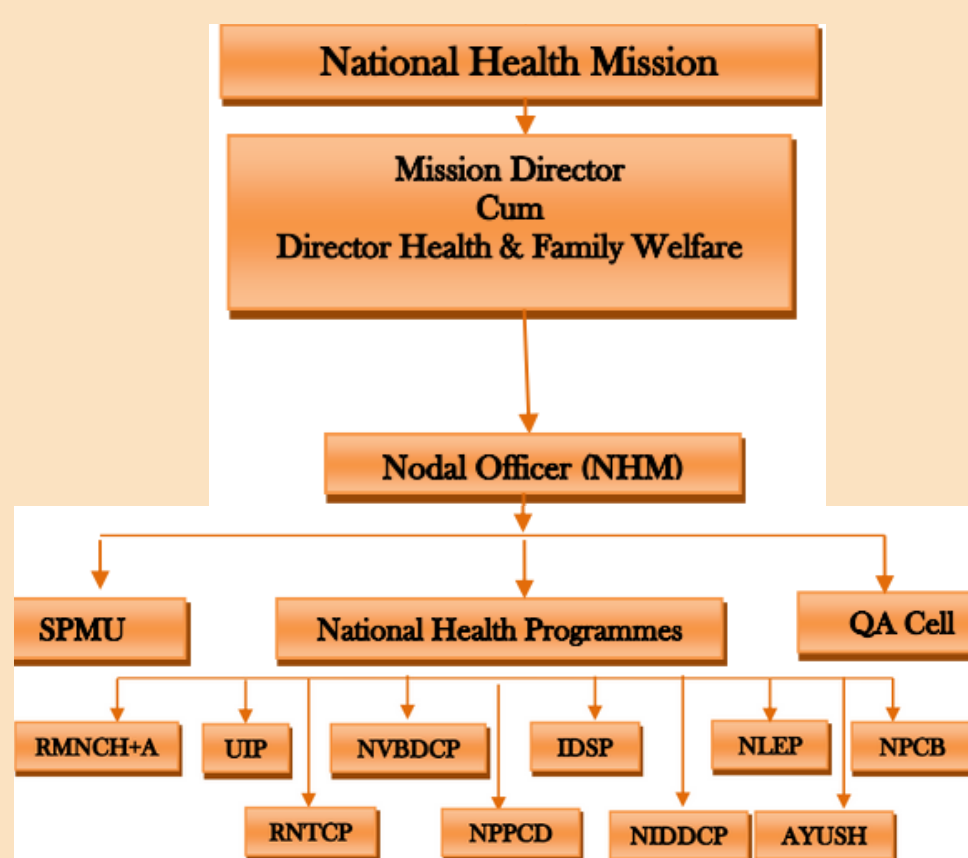
VISION

To ensure universal access to affordable, equitable, and quality healthcare services for all.

MISSION

To strengthen the public health system through decentralization, community participation, and enhanced infrastructure and service delivery.

ORGANISATION STRUCTURE



OBJECTIVES

- To understand the level of departmental compliance with the National Quality Assurance Standards (NQAS).
- To identify gaps in the delivery of service and documentation in 12 department areas.
- To develop department-wise quality scorecards using NQAS best practice

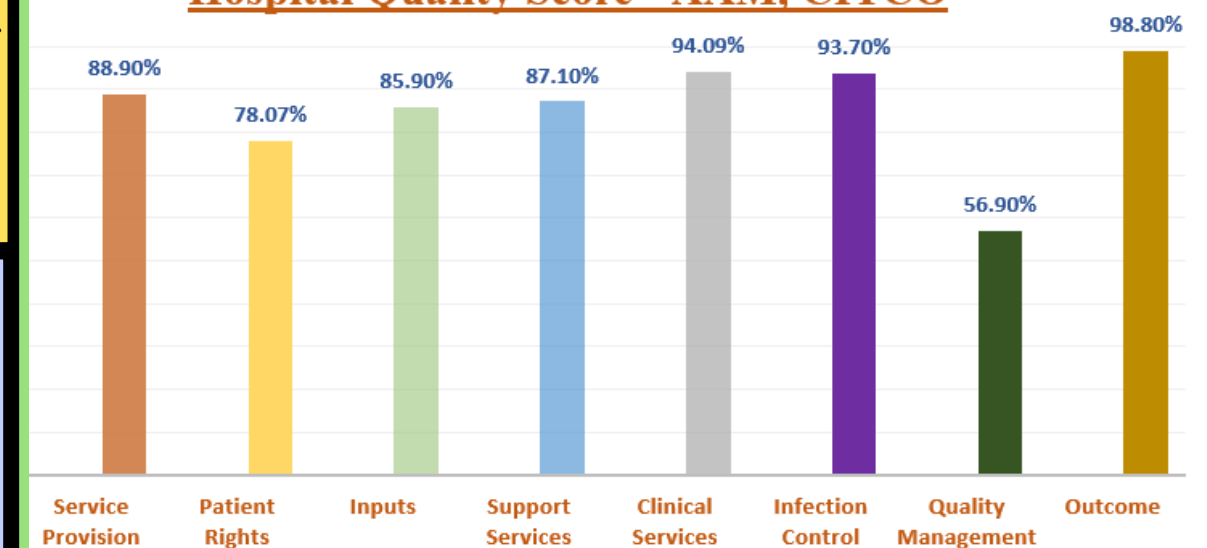
METHODOLOGY

Cross-sectional assessment of 12 departments were undertaken using the NQAS checklist through structured observations, staff interviews and review of documents. Using the findings, a UPHC department wise scorecard overall hospital quality scorecard. was developed.

RESULTS

UPHC Quality Score Card			
Dressing Room & Emergency	General Clinic	Maternity Health	Newborn & Child Health
86.4	90.3	91.0	83.3
Immunization	UPHC Score		Family Planning
93.6			88.8
Communicable Disease			92.4
95.2	87.6		Non-Communicable Disease
Outreach			80.0
83.3	Pharmacy	Laboratory	General Administration
	89.4	89.7	80.0

Hospital Quality Score - AAM, CITCO



LEARNING & VALUE ADDITIONS

- Gap analysis within the department using NQAS checklist.
- Developed department-wise and overall quality scorecards.
- Supported staff in understanding KPI indicators and their relevance in performance monitoring.
- Worked hands-on with digital health tools: NextGen e-Hospital and Scan & Share.
- Prescription audits and developing corrective action plans.
- Performed trend analysis on KPI data to track departmental performance over time.
- Calculated patient satisfaction scores through survey data.
- Understood practical challenges in government healthcare delivery.
- Leadership, change management, audit reporting and team coordination in real time.

SWOT ANALYSIS

Strengths

- Trained and supportive staff
- Functional basic infrastructure

Weaknesses

- Incomplete documentation
- Irregular internal audits
- Inadequate IEC display

Opportunities

- Capacity building through regular training
- Expansion of digital health tools (NextGen, Scan & Share)

Threats

- Human Resource constraints
- Resistance to change

CHALLENGES

- Limited staff awareness on NQAS
- Inconsistencies and gaps in documentation
- Time-bound assessment across 12 departments

SUGGESTIONS

- Monthly sensitization sessions on NQAS criteria
- Standard SOPs and KPI dashboards across the programs
- Peer-based audit feedback and CAPA discussions
- Instituting IEC and reception training to improve patient communication
- Institutionalizing internal audits and mock drills for quality preparedness

