



ASSESSING HEALTHCARE SERVICE QUALITY AND COMPLIANCE WITH KAYAKLP GUIDELINES: A STUDY IN BHOPAL DISTRICT, INDIA

Submitted by:

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INTRODUCTION

- Quality healthcare has gained global attention, and India has taken proactive measures to improve healthcare services.
- The Kayakalp program, launched by the Ministry of Health and Family Welfare, focuses on cleanliness, hygiene, and infection control.
- This dissertation aims to investigate factors that align with the Kayakalp guidelines and their impact on healthcare quality.
- A mixed-methods approach will be used, incorporating qualitative interviews and focus group discussions, as well as quantitative surveys.
- Key areas of focus include organizational culture, leadership, staff training, resource availability, and patient participation.
- The research seeks to identify factors that influence successful Kayakalp implementation and overall healthcare quality.
- Findings will contribute to existing knowledge and assist policymakers, administrators, and practitioners in improving guideline implementation.
- The study aims to enhance healthcare outcomes and patient satisfaction through evidence-based decision-making.
- The research aligns with the objectives of the Kayakalp program and aims to foster continuous improvement in healthcare services.
- Ultimately, the goal is to enhance the quality of care and align healthcare facilities with Kayakalp guidelines.



AIM

The aim of this dissertation is to study the factors that coincide with the tenets of Kayakalp guidelines and their relationship with the delivery of higher-quality services at healthcare facilities.

OBJECTIVES



IDENTIFY BEST PRACTICES
FOR CLEANLINESS AND
HYGIENE



INVESTIGATE EFFECTIVE
INFECTION CONTROL
MEASURES



EVALUATE WASTE
MANAGEMENT
PRACTICES



EXAMINE PATIENT SAFETY
PROTOCOLS



STUDY FACTORS FOR
POSITIVE PATIENT
EXPERIENCE



ANALYZE STAFF TRAINING
AND DEVELOPMENT
PROGRAMS



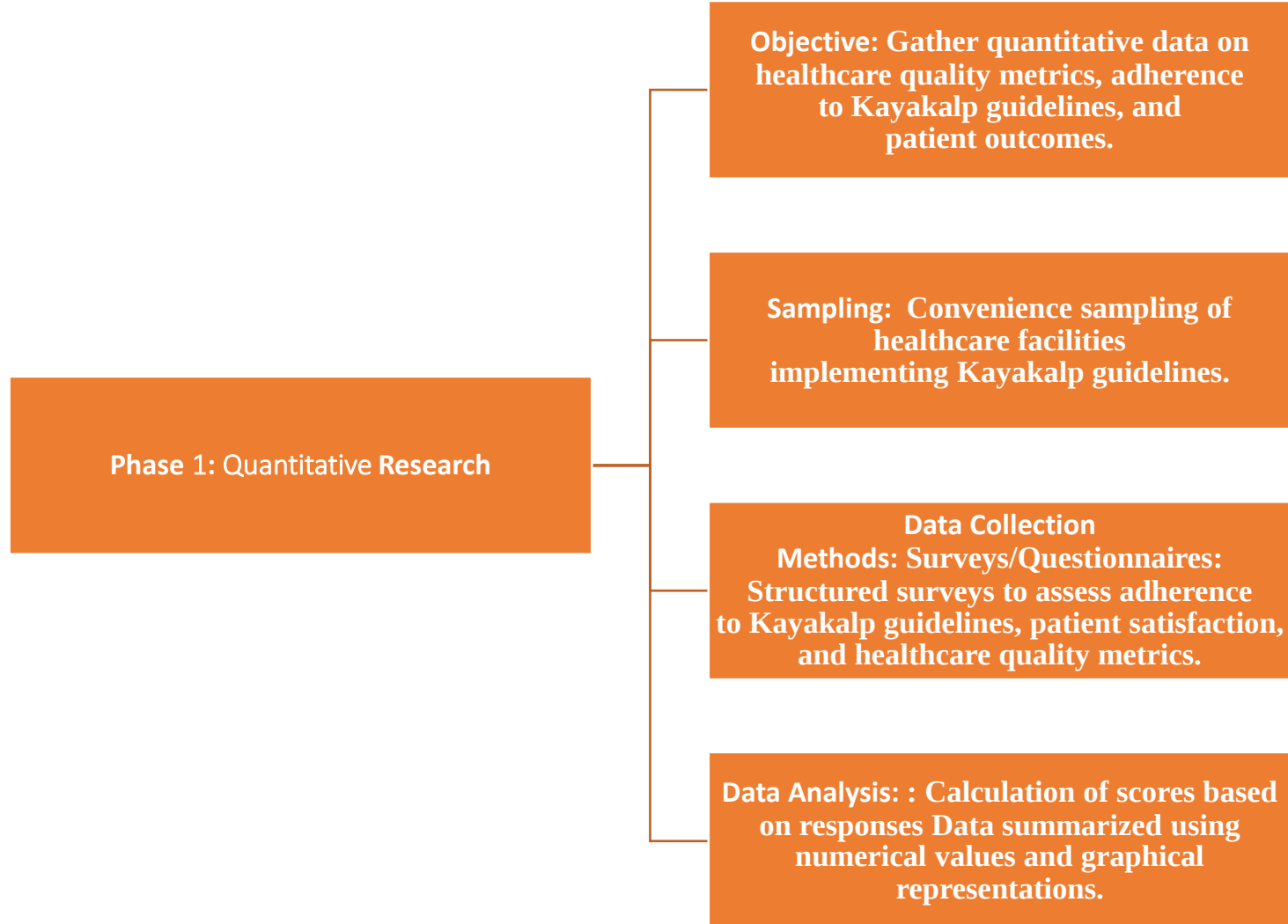
EVALUATE CONTINUOUS
QUALITY IMPROVEMENT
INITIATIVES

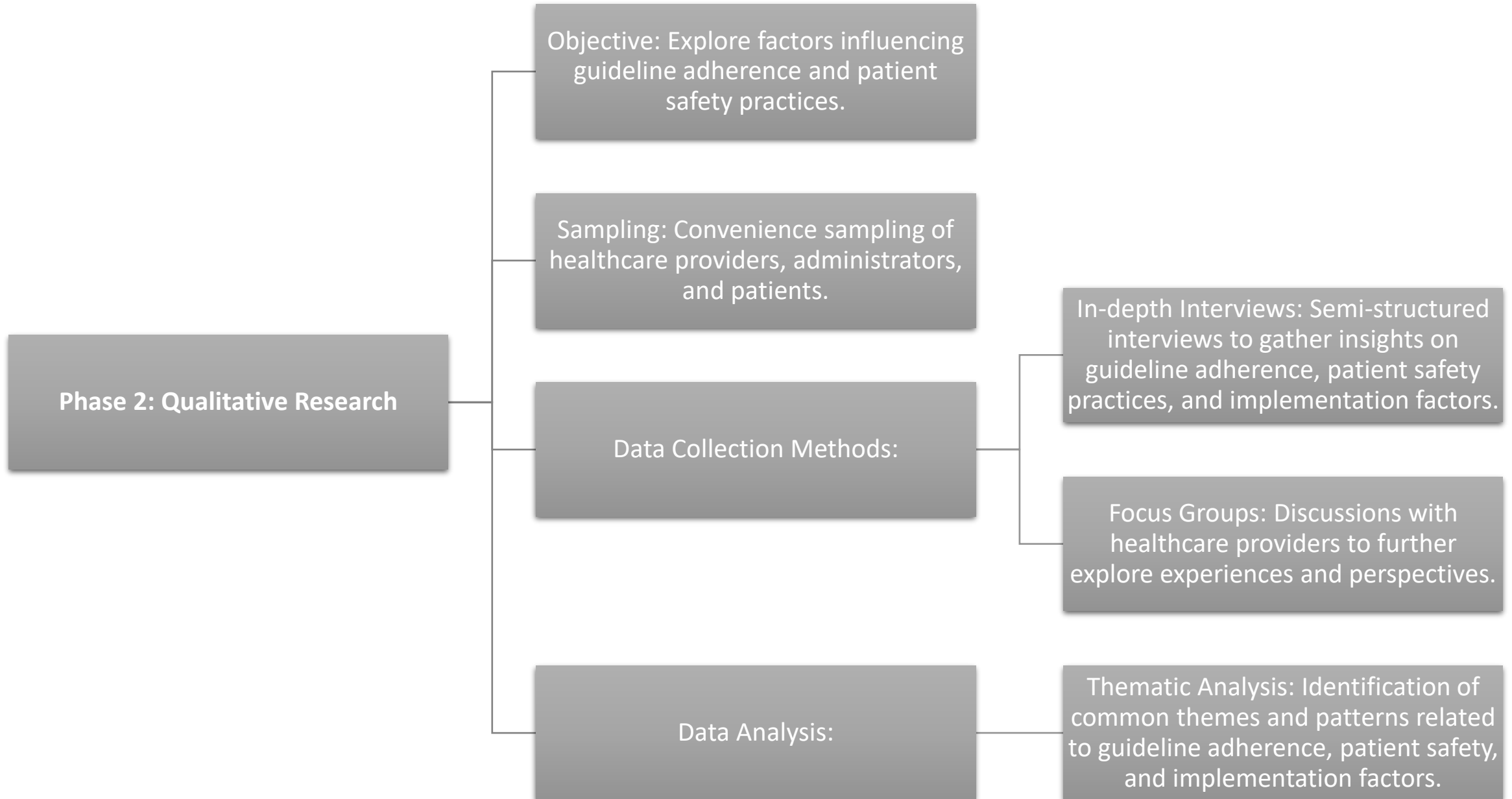
METHODOLOGY

RESEARCH QUESTIONS -

1. What is the current level of adherence to Kayakalp guidelines in healthcare facilities?
2. What are the factors influencing guideline adherence and patient safety practices?

RESEARCH DESIGN : MIXED-METHOD RESEARCH DESIGN





Study Setting:

Selection of 12 urban and rural healthcare facilities in Bhopal district awarded Kayakalp recognition.

Inclusion of diverse settings to examine factors contributing to higher-quality services.

Learning from experiences and best practices of award-winning healthcare facilities.

Study Population:

Healthcare providers, patients, ANMs, and ASHA workers associated with selected healthcare facilities.

Assessment of knowledge, attitudes, practices, and experiences regarding guideline adherence, patient safety, and quality improvement.

Sampling Technique:

Convenience sampling for efficient access to participants and addressing logistical challenges.

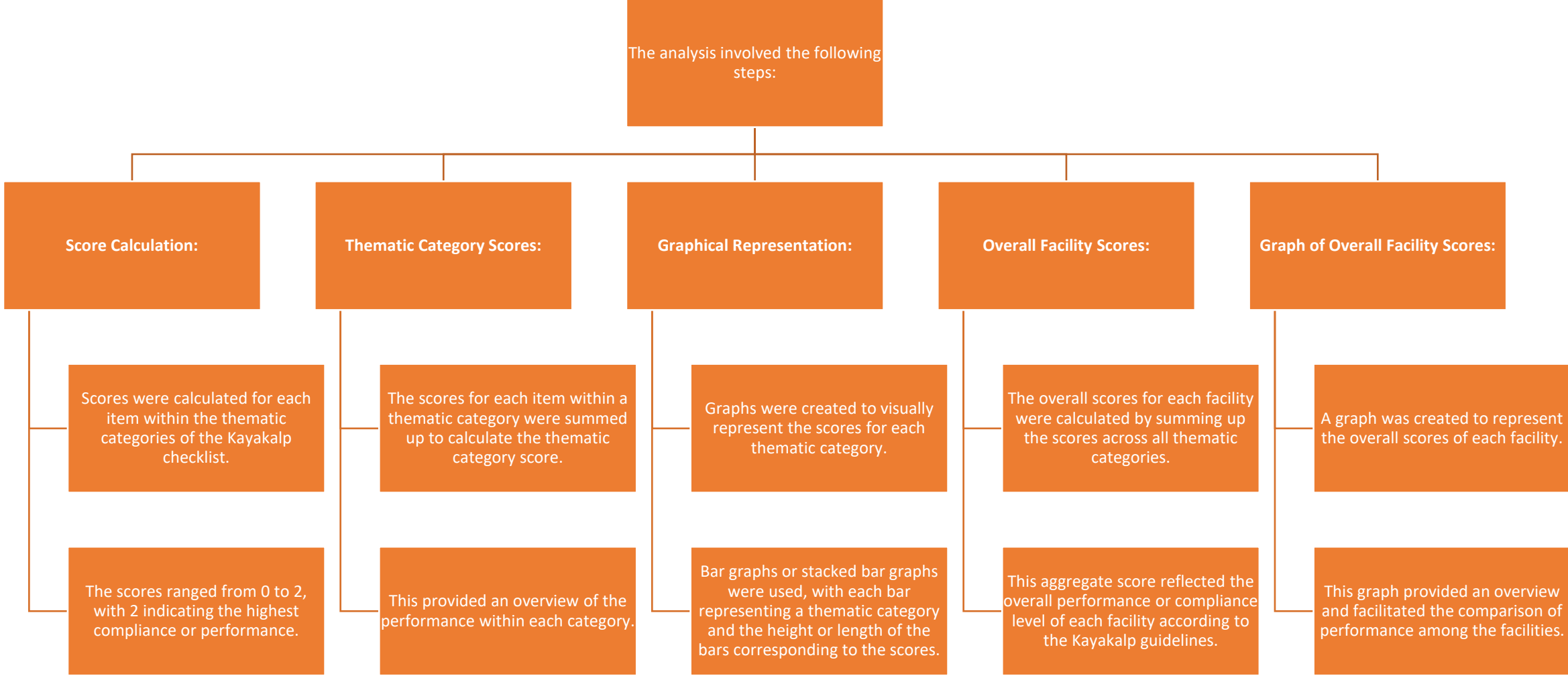
Study Tools:

- Surveys, questionnaires, in-depth interviews, direct observation, and document review.
- Kayakalp Checklist for compliance assessment and service quality measurement.
- Structured questionnaires for self-reported data.
- In-depth interviews and semi-structured interview guide.
- Direct observation and document review for additional data collection.

Scoring Criteria:

- Kayakalp Checklist scoring scale (0 to 2) and category-specific items.
- Composite score calculation for overall guideline compliance assessment.

DATA ANALYSIS



CRITERIA FOR ASSESSMENT



HOSPITAL
UPKEEP



SANITATION &
HYGIENE



WASTE
MANAGEMENT



INFECTION
CONTROL



SUPPORT
SERVICES



HYGIENE
PROMOTION

FOR IN DEPTH INTERVIEWS :

Transcription:	• Recordings of the in-depth interviews were transcribed verbatim.
Familiarization:	• The transcripts were read to gain a comprehensive understanding of the data.
Coding:	• Codes were assigned to meaningful units of data, capturing key concepts or responses.
Codebook Development:	• A codebook was created to document the codes and their definitions.
Coding Process:	• The transcripts were coded line-by-line or paragraph-by-paragraph using the predefined codes.
Theme Development:	• Codes were organized into broader themes based on similarities and patterns.
Review and Refinement:	• Themes were iteratively reviewed and refined for accuracy and consistency.
Theme Description:	• Each theme was described and defined, providing a clear understanding of the key findings.
Data Interpretation:	• Themes were analyzed in relation to the research questions and objectives.
Quotations and Examples:	• Relevant quotations were included to support and illustrate the identified themes.
Report Writing:	• Findings were summarized in a report, including detailed descriptions and interpretations.

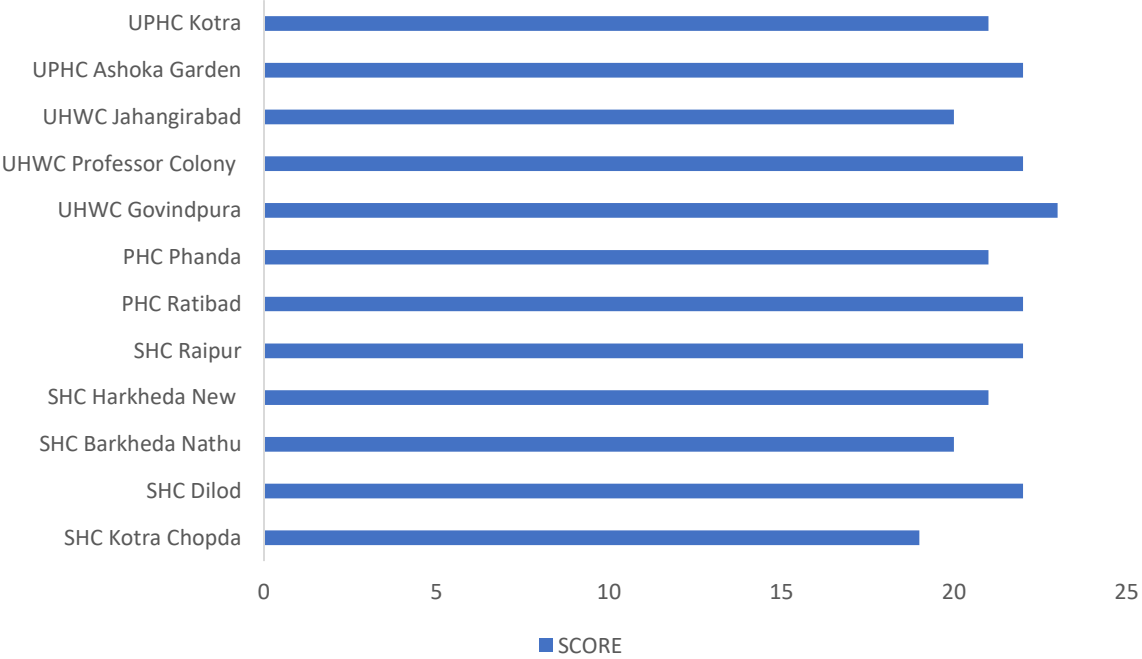
RESULTS

The research findings revealed variations in the performance of the assessed healthcare facilities based on the Kayakalp guidelines. The scores for each thematic category were calculated on a scale of 0 to 2, and then converted into percentages for an overall assessment. Here are the key results:

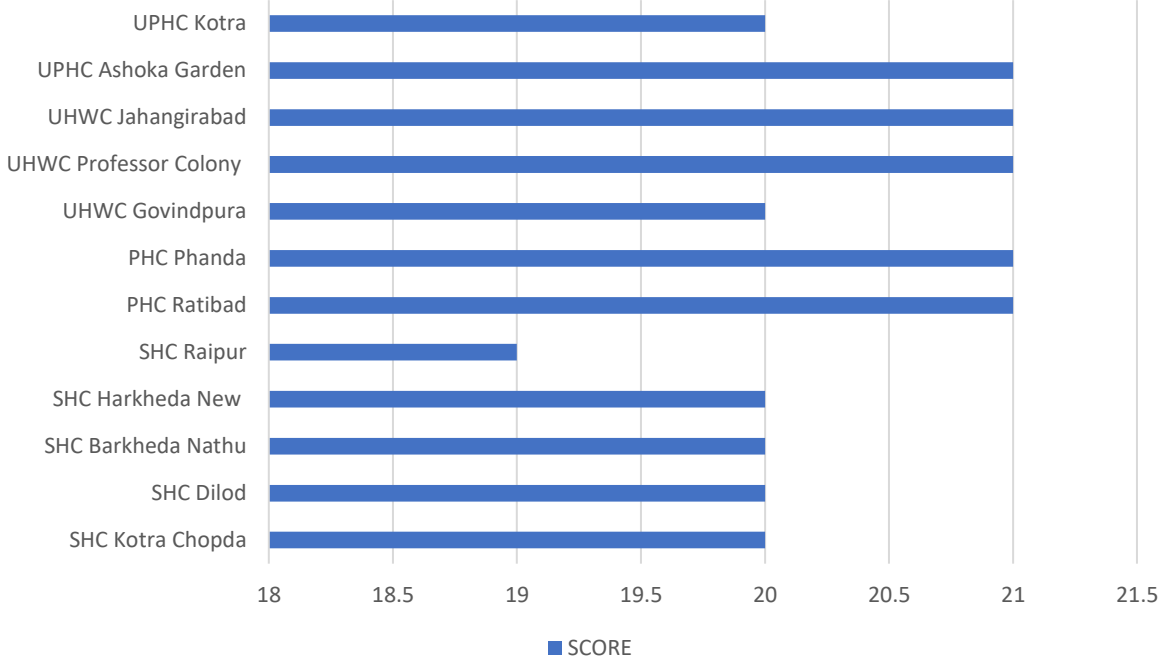
- **PHC Upkeep:**
 - Scores ranged from 19 to 23, with an average of 21.1%.
- **Sanitation and Hygiene:**
 - Scores ranged from 19 to 22, with an average of 20.2%.
- **Waste Management:**
 - Scores ranged from 19 to 22, with an average of 20.3%.
- **Infection Control:**
 - Scores ranged from 19 to 20, with an average of 19.8%.
- **Support Services:**
 - Scores ranged from 9 to 10, with an average of 9.8%.
- **Hygiene Promotion:**
 - All facilities consistently scored 10.
- **Beyond Hospital Boundary:**
 - Scores ranged from 18 to 21, with an average of 19.8%.

Overall, the facilities' compliance with the Kayakalp guidelines ranged from 47.5% to 52.1%, with an average score of 50.1%.

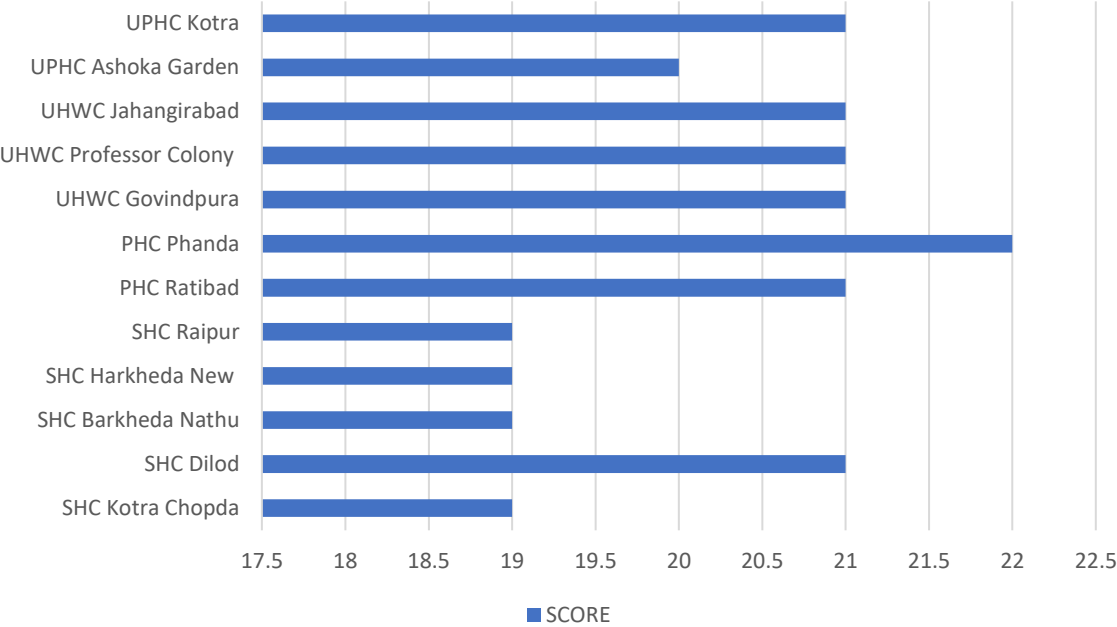
PHC UPKEEP



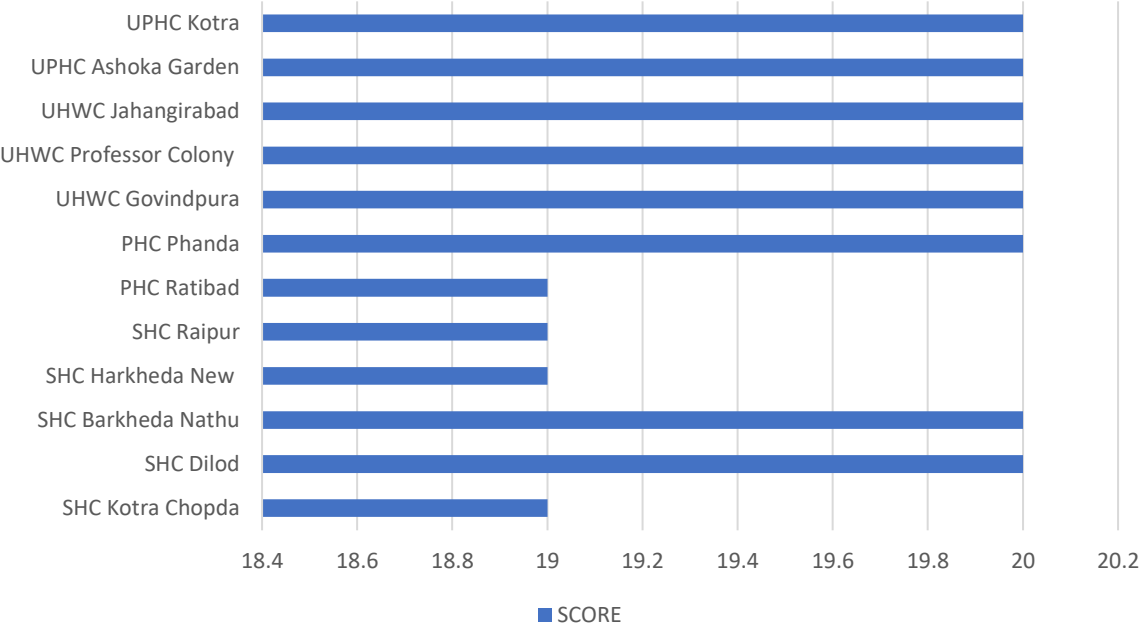
SANITATION & HYGIENE



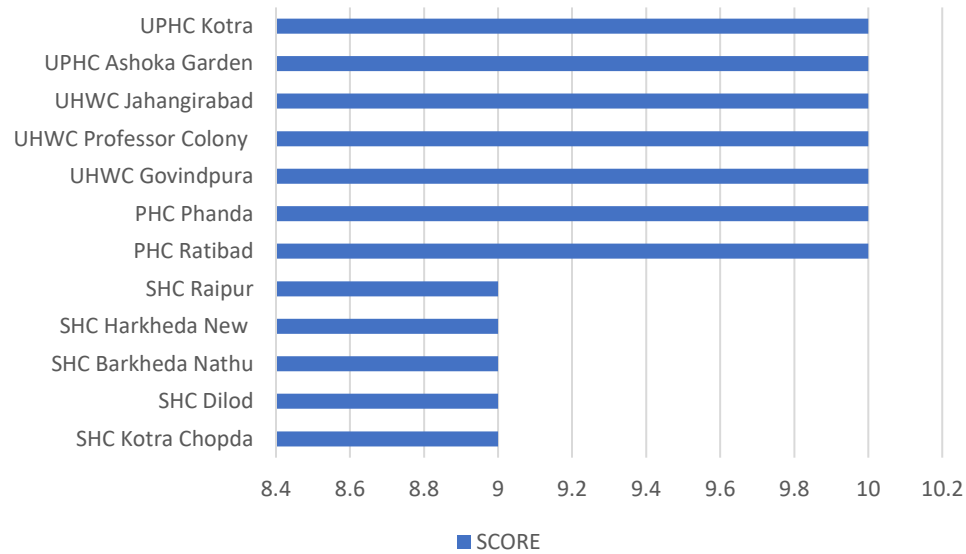
WASTE MANAGEMENT



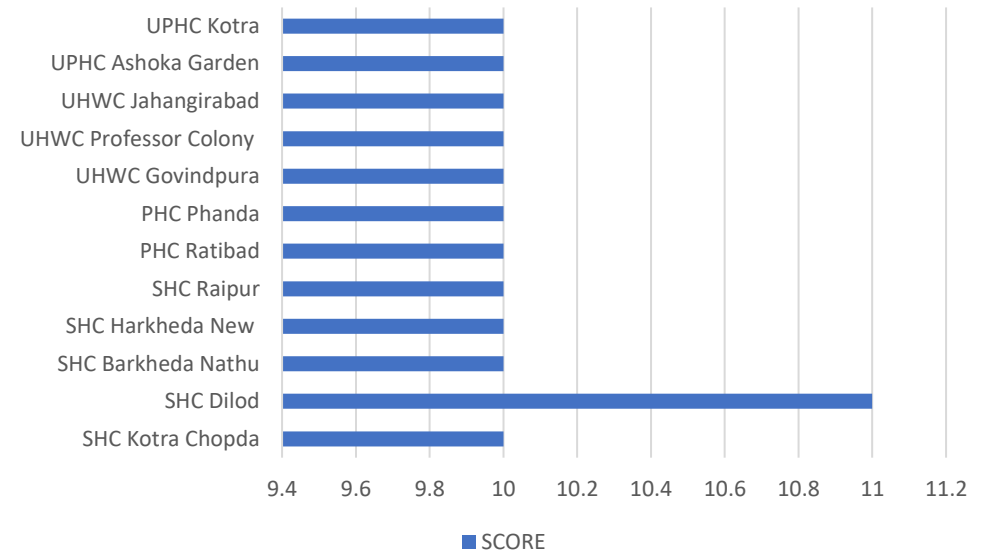
INFECTION CONTROL



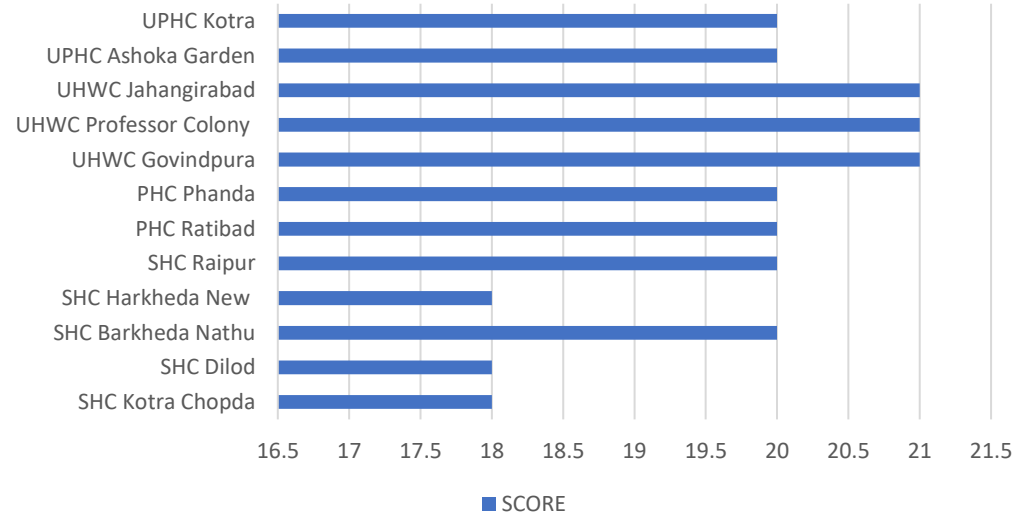
SUPPORT SERVICES



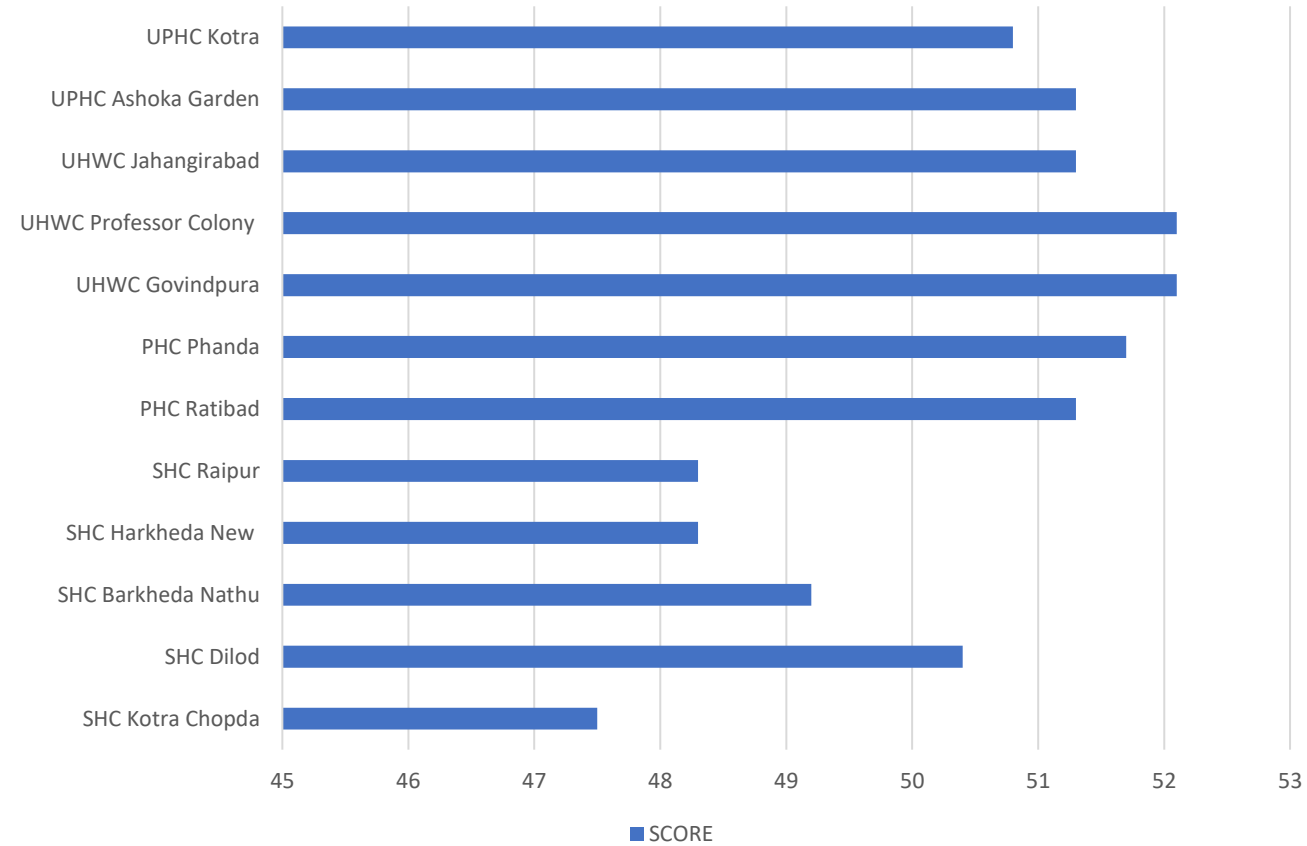
HYGIENE PROMOTION



BEYOND HOSPITAL BOUNDARY



OVERALL SCORE IN %



Questionnaire and In-depth Interview:

- **Lack of Cleaning Staff:** CHOs expressed concerns about insufficient cleaning staff, hindering proper cleanliness and maintenance of healthcare centers.
 - **Knowledge about Kayakalp Guidelines:** CHOs had limited knowledge about the guidelines, highlighting the need for improved awareness among staff.
 - **Training Satisfaction:** CHOs expressed dissatisfaction with current training methods, emphasizing the importance of practical and hands-on training.
 - **Accessibility Challenges:** Some facilities located in remote areas posed challenges for patients and staff in accessing healthcare services.
 - **Recommendations for Kayakalp Guidelines:** CHOs hesitated to recommend the guidelines due to lacking amenities and basic requirements in their own facilities.
 - **Challenges with Infrastructure:** CHOs reported issues with inconsistent electricity supply, inadequate water supply, and receiving medicines near expiry dates.
- These findings underscore the importance of addressing staffing, training, accessibility, infrastructure, and medication management challenges to enhance compliance with the Kayakalp guidelines and improve healthcare service delivery. Policymakers and stakeholders can utilize these insights to implement targeted interventions for enhancing the quality of healthcare services in the Bhopal district.

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IMPLICATIONS

STAFFING AND
TRAINING

AWARENESS AND
EDUCATION

INFRASTRUCTURE
DEVELOPMENT

ACCESSIBILITY
ENHANCEMENT

RESOURCE
ALLOCATION

MONITORING
AND EVALUATION

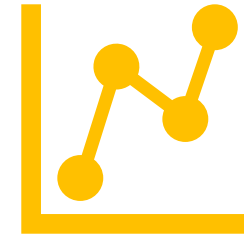
CONCLUSION



This research highlights the need for improvement in the quality of healthcare services based on the Kayakalp guidelines in Bhopal district. The study identifies challenges in various thematic categories and provides valuable insights from the Community Health Officers (CHOs) working in the healthcare facilities.



The findings emphasize the importance of increased awareness and practical training on the Kayakalp guidelines. Addressing staffing, infrastructure, and accessibility issues is crucial for creating an enabling environment for quality improvement initiatives.



While the study has limitations, such as a limited sample size and reliance on self-reported data, it underscores the significance of continuous quality improvement efforts in healthcare facilities. Implementing targeted interventions based on the findings can contribute to enhancing healthcare services and the overall quality of care provided to patients.



THANK YOU!