

Assessment of Kayakalp for Quality Assurance

By

Kanika Khare

*Dissertation submitted in partial fulfillment of the requirements of the degree
MBA Hospital and Health Management*

Academic year, 2018-2020



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The certificate is awarded to

Name Miss. Kanika Ichare.

In recognition of having successfully completed her Internship in the department of

Name of Department Health Dept.

and has successfully completed her Project on

Title of the Project -

Assessment of Kayakalp Checklist

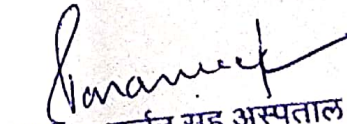
Organization D. H. Chhindwara.

She comes across as a committed, sincere & diligent person who has
a strong drive and zeal for learning

We wish her all the best for future endeavours



MENTOR



सिविल सर्जन सह अस्पताल अधीक्षक,
महिला चिकित्सालय छिंदवाडा
HOSPITAL HEAD

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled “**Assessment of Kayakalp for Quality Assurance**” and submitted by **Kanika Khare** Enrolment No. **IIHMR-U/01/2018-20/758** under the supervision of **Dr. Seema Mehta** for award of MBA in Hospital and Health/Pharmaceutical / Rural Management in health and hospitals of the university carried out during the period from **6 March 2020** to **6 June 2020** embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other institute or other similar institution of higher learning.

Kanika Khare

Signature

ABSTRACT

TITLE- An assessment of District Hospital by using Quality tool Kayakalp.

BACKGROUND-

A clean environment in a health facility is essential to the dignity and comfort of patients. Tidiness and cleanliness in general wellbeing offices are a part of a continuum of care.

The Swachh Bharat Abhiyan launched by the Prime Minister on 2nd October 2014, focuses on promoting cleanliness in public spaces. Cleanliness and hygiene in the hospitals to preventing infections and provide patients and visitors with a positive experience.

In the district hospital of Chhindwara, M.P., when check the quality by Kayakalp guidelines the result is always below the average in some areas according to Kayakalp guidelines there is many problems in the hospital in hygiene promotion and support services.

OBJECTIVE- To evaluate performance on various parameters of District Hospital Chhindwara using Kayakalp assessment tool.

METHODOLOGY-

Study Design: “Observational Cross-Sectional Study”

Study Period: 3 months

Study Area: District Hospital Chhindwara (M.P).

Methods: There is 4 assessment method in Kayakalp tool

OB- Observation,

SI- Staff Interview,

RR- Record Review,

PI- Patient Interview.

OBJECTIVE OF THE STUDY

1.To assess the performance on various parameters of District Hospital Chhindwara using Kayakalp assessment tool.

STUDY TOOL

Kayakalp assessment tool in that 10 criteria for Hospital Upkeep, Sanitation & Hygiene, Waste management and Infection Control and 5 criteria for Support Services and Hygiene Promotion.

STATICALLY ANALYSIS

Data analysis is done by Microsoft Excel Sheet given by govt.

There is different means of verification OB (observation), SI (staff interview), PI (Patient Interview), RR (Review of records and documents).

Scoring Pattern:

Non-Compliance (0),

Partially Compliance (1),

Fully compliance (2).

RESULTS-

There is 7 concern of area, all the areas are good but only 2 of them are not satisfied it is very low performance, Support system has criteria of 50 marks by assessment only 34 marks are occurred and Hygiene promotion has a criteria to fulfill 50 marks but it occurred 31 marks.

Acknowledgements

At first, I would like to thank **Dr. P. Gogiya, Civil Surgeon** of District Hospital she was munificent enough to allow me to carry out my dissertation from District Hospital Chhindwara (M.P).

My sincere and deepest gratitude to my mentor **Dr. Sushil Dubey, RMO** for their valuable and constructive suggestions during the planning and development of this research work and his willingness to give time to so generously and helped me in every step has been very much appreciated.

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BACKGROUND-

A clean environment in a health facility is necessary to the dignity and comfort of the patients. Tidiness and cleanliness in general wellbeing offices are a part of a continuum of care.

The Swachh Bharat Abhiyan launched by the Prime Minister on 2nd October 2014, focuses on the promoting cleanliness in public spaces. Cleanliness and hygiene in the every healthcare facilities to preventing from infections and provide to patients and visitors with a positive experience.

In the district hospital of Chhindwara , Madhya Pradesh, when check the quality by Kayakalp guidelines the result is always below the average in some areas according to Kayakalp guidelines there is many problems in the hospital in hygiene promotion and support services.

INTRODUCTION

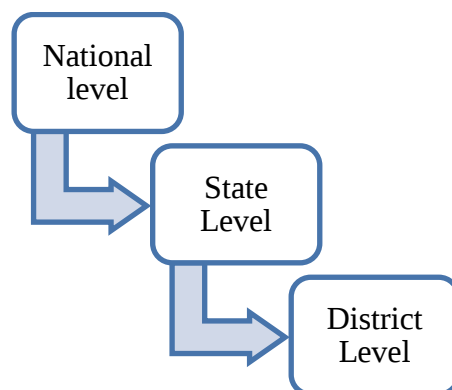
Kayakalp was launched in May 2015 as an adaptation and extension of ‘Swachh Bharat Abhiyan’. Kayakalp is a unique initiative comprising of two components:

- (1) Promoting cleanliness, sanitation & hygiene in public Healthcare facilities.
- (2) Award to public health facilities that established a high level of cleanliness and sanitation & hygiene.

“Key Feature of the Scheme”

- (A) Unified Organizational framework.
- (B) Explicit Measurement system
- (C) Training & Capacity building
- (D) Assessment & scoring
- (E) Award for Exemplary performers.

(A)- The Unified Organisation Framework



National Level	State Level	District Level
• A National Committee is established under the chairpersonship of the AS and MD NHM. QI Division of NHSRC goes about as secretariat for Kayakalp conspire for executing and checking of the Scheme. • They gives mandates and empowering requests to states for execution of plan, give estimation apparatuses to appraisals, update the instruments according to current needs, give philosophy to evaluation and rules for capability and so forth.	• State Award Committees are constituted under the chairpersonship of Health Secretary/MD & at district level, district level award nomination committees are constituted under chairpersonship of DM/CMO. At facility level, Infection control & cleanliness committees are constituted. • The state, lead training and distinguish outside assessors on characterized standards of outer appraisal, arrange procedure of evaluation, approve scores of inner evaluations, conclude rundown of awardees, congratulate grant service at the state level and resolve strife during designation and appraisal forms.	• District level honor assignment boards of trustees guarantee inner and peer evaluations of all offices in the region, guarantee to prepare of staff, distribute groups for peer appraisal, screen appraisals, audit score of appraisal and offer help to offices to full fill the recognized holes • It additionally assigns offices for outside evaluations and chooses PHCs in winner and & commendation award categories after external assessment.

(B) Explicit Measurement system

Checklist is arranged systematically in three tiers viz. Thematic Area, Criteria & Checkpoints. Each checkpoint carries maximum of “2 marks” for full compliance, “1 mark” for partial compliance and last “0 marks” for non-compliance. At the end, the assessment of overall and thematic scores can be calculated.

(C) Training and Capacity Building

Under Kayakalp various type of training provided by NHSRC,

S. No.	Training Name	Time Period	Purpose of Training
1	Kayakalp Assessment Training	1 Day	To sensitize state level officially for Kayakalp
2	External Assessor Training of Kayakalp	1 Day	Identified by assessors with theme, criteria & checkpoints and scoring system
3	Swachh Bharat Abhiyan Training	2 Day	To understand the basic concept hygiene and sanitation. How to implement them into the facilities.
4	Questions and Answering	1 Day	To understand better and doubts.

(D)Assessment and scoring

All the healthcare facilities doing their own internal assessment according Kayakalp checklist after that peer assessment done. In healthcare facilities score more than 70% in peer assessment its external assessment than from the state a group of trained assessor undergo the assessment according to Kayakalp checklist , if the result is 70% or more than state nominated for the award. Scoring pattern is 0 is for no compliance and 1 is for partial compliances and 2 is for full compliance.

(E)Award for Exemplary performers.

State award committee will according to the score, rank of health facilities and classified the highest scoring facilities for award, the state committee would declare qualified facilities for award for Winner, runner & commendation.

Methodology of Study

Study Design : “Observational Cross-Sectional Study”

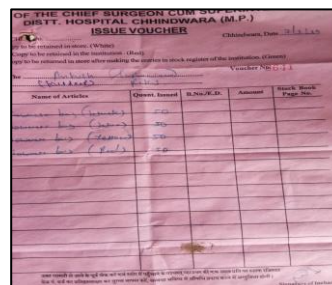
Study Period : 3 months

Study Area : District Hospital Chhindwara (Madhya Pradesh).

Methods : There is 4 assessment method in Kayakalp tool

1. OB- Observation,
2. SI- Staff Interview,
3. RR- Record Review,
4. PI- Patient Interview.

Direct observation was done in wards, landscaping and gardening, roads and paths, furniture, trolley, stretcher, wheelchair, lights, water system, three bucket system, drains, posters about hygiene and bio-medical waste in hospitals. I have done 25 staff interviews and 10 patient interviews who was admit in hospital, and record review was done of many documents like of different types of issue voucher (like instruments sterilization, maintain cleanliness, etc.), Pest Control Instant, Instrument register, OT cleaning/instrument register, wards cleaning register, toilets cleanliness maintain register and monitoring housekeeping checklist.





- **OBJECTIVE OF THE STUDY**

1. To assess the performance on various parameters of District Hospital Chhindwara using Kayakalp assessment tool.

Seven Areas of Assessment in Kayakalp

1. **Hospital Upkeeping**
2. **Sanitation and Hygiene**
3. **Bio-Medical waste management**
4. **Infection Control**
5. **Support Services**
6. **Hygiene Promotion**
7. **Beyond Boundary Wall**

1.

HOSPITAL UPKEEP

- Pest and Animal
- Land scaping and Gardening
- Maintain open area
- Hospital Appearance
- Infrastructure
- Illumination
- Maintenance of Furniture
- Removal of junk material
- Water conversation
- Work Place management

2.

Sanitation And Hygiene

- Clean And Circulation
- Clean Wards
- Clean procedure area
- Clean Auxiliary area
- Clean Ambulatory area
- Clean Toilets
- Standardized Material and Equipment's for clean
- Standard Method of cleaning
- Monitoring The cleaning Activities
- Drainage and Sewage Management

3.

Waste Management

- Segregation
- Collection and transportation
- Sharp Management
- Storage of BMW
- Disposal of BMW
- Management of hazards waste
- Solid General ward management
- Liquid Waste Management
- Equipment's supplies of BMW
- Statutory Compliances.

4.

Infection Control

- Spill Management
- Isolation and Barrier nursing
- Infection Control Programme
- Hospital Acquired Infection Surveillance
- Environment Control

5.

Support Services

- Laundry
- Water And Sanitation
- Kitchen Food
- Security
- Outsources

6.

Hygiene Promotion

- Community Monitoring and Patient Participation
- Information, Education, and Communication
- Leadership and Team work
- Training, Capacity Building and Standardization
- Staff Hygiene and Dress Code

7.

Beyond the Boundaries

- Promotion of Swachhata in surrounding area
- Co-ordinate with local institution
- Alternative Financing and support mechanism
- Leadership and governance in surrounding area
- Approach road to health facilities
- Cleanliness of surrounding area
- Public Amenities in surrounded area
- Aesthetics of surrounded area
- General waste management in surrounding
- Maintenance of surrounding

Study Tool

- Kayakalp assessment tool in that 10 criteria for “Hospital Upkeep”, “Sanitation & Hygiene”, “Waste management” and “infection Control” and 5 criteria for the “Support Services” and in “Hygiene Promotion.”

Statically Analysis

- Data analysis is done by Microsoft Excel Sheet given by govt.
- There is different means of verification by the observation, staff interview, Patient Interview and Review from the records and documents.
- **Scoring Pattern:**
Non-Compliance (0),
Partially Compliance (1),
Fully compliance (2).
- In assessment arrangement and scoring system for Kayakalp includes three categories
 1. **Thematic Area-** Thematic area is Seven area's where the assessment was done
 2. **Criteria-** There is fixed number of criteria that have specific aspect to individual themes.
 3. **Checkpoints-**each checkpoint have different criteria in every facility.
- Kayakalp tool have an assessment checklist according to thematic areas and checkpoints,

In the seven different areas table as shown in below.

1. **Hospital Upkeeping** - It has 100 marks criteria and 10 main components, that is in the table no.17.1.

Table No.- 17.1

Ref No.	Components	Compliances	Compliance by assessment
A	Hospital Upkeeping	100	96
A1	Pest & Animal Control	10	8
A2	Landscaping & Gardening	10	10
A3	Maintenance of Open Areas	10	10
A4	Hospital / Facility Appearance	10	10
A5	Infrastructure Maintenance	10	10
A6	Illumination	10	10
A7	Maintenance of Furniture & Fixture	10	10
A8	Removal of Junk Material	10	10
A9	Water Conservation	10	8
A10	Work Place Management	10	10

2. **Sanitation and Hygiene**- It has 100 marks criteria and 10 main components, that is in the table no.17.2

Table No- 17.2

Ref No.	Components	Compliances	Compliance by assessment
B	Sanitation & Hygiene	100	79
B1	Cleanliness of Circulation Area	10	9
B2	Cleanliness of Wards	10	8
B3	Cleanliness of Procedure Areas	10	9
B4	Cleanliness of Ambulatory Area	10	8
B5	Cleanliness of Auxiliary Areas	10	7
B6	Cleanliness of Toilets	10	6
B7	Use of standards materials and Equipment for Cleaning	10	5
B8	Use of Standard Methods Cleaning	10	10
B9	Monitoring of Cleanliness Activities	10	9
B10	Drainage and Sewage Management	10	8

3. **Waste Management** - It has 100 marks criteria and 10 main components, that is in the table no 18.3

Table No-18.3

Ref No.	Components	Compliances	Compliance by assessment
C	Waste Management	100	
C1	Implementation of Biomedical Waste Rules 2016	10	8
C2	Segregated Collection and Transportation of Biomedical Waste	10	8
C3	Sharp Management	10	7
C4	Storage of Biomedical Waste	10	9
C5	Disposal of Biomedical waste	10	8
C6	Management Hazardous Waste	10	7
C7	Solid General Waste Management	10	10
C8	Liquid Waste Management	10	10
C9	Equipment and Supplies for Bio Medical Waste Management	10	8
C10	Statuary Compliances	10	7

4. **Infection Control**- It has 100 marks criteria and 10 main components, that is in the table no 18.4

Table no. 18.4

Ref No.	Components	Compliances	Compliance by assessment
D	Infection Control	100	84
D1	Hand Hygiene	10	7
D2	Personal Protective Equipment (PPE)	10	10
D3	Personal Protective Practices	10	9
D4	Decontamination and Cleaning of Instruments	10	8
D5	Disinfection & Sterilization of Instruments	10	10
D6	Spill Management	10	10
D7	Isolation and Barrier Nursing	10	9
D8	Infection Control Program	10	9
D9	Hospital Acquired Infection Surveillance	10	4
D10	Environment Control	10	8

5. **Support Services** - It has 50 marks criteria and 5 main components, that is in the table no.19.5

Table No 19.5

Ref No.	Components	Compliances	Compliance by assessment
E	Support Services	50	34
E1	Laundry Services & Linen Management	10	6
E2	Water Sanitation	10	7
E3	Kitchen Services	10	10
E4	Security Services	10	7
E5	Out-sourced Services Management	10	4

6. **Hygiene Promotion**- It has 50 marks criteria and 5 main components, that is in the table no.19.6

Table No. 19.6

Ref No.	Components	Compliances	Compliance by assessment
F	Hyegine Promotion	50	31
F1	Community Monitoring & Patient Participation	10	4
F2	Information Education and Communication	10	4
F3	Leadership and Team work	10	5
F4	Training and Capacity Building and Standardization	10	10
F5	Staff Hygiene and Dress Code	10	8

7. Beyond the Boundaries -It has 100 marks criteria and 10 main components, that is in the table no.20.7

Table No.20.7

Ref No.	Components	Compliances	Compliance by assessment
G	Beyond The boundaries	100	86
G1	promtion of swashhata in surrounding area	10	10
G2	Coordination with local Institutions	10	5
G3	Alternative Financing and support Mechanism	10	6
G4	Leadership & Governance in Surrounding area	10	10
G5	Approach Road to Health facility	10	10
G6	Cleanliness of Surrounding areas	10	10
G7	Public Amenities in Surrounding Area	10	6
G8	Aesthetics of Surrounding area	10	9
G9	General Waste Management in surrounding	10	10
G10	Maintenance of Surrounding Area	10	10

In the table no.20.8 there is seven different areas marks according to Kayakalp Checklist and there is different marks for different criteria like, in hospital upkeeping, sanitation and hygiene, waste management, infection control and beyond the boundaries have a criteria of 100 marks

but in support services and hygiene promotion have 50 marks criteria. The total no. of marks of overall all the area's is 600.

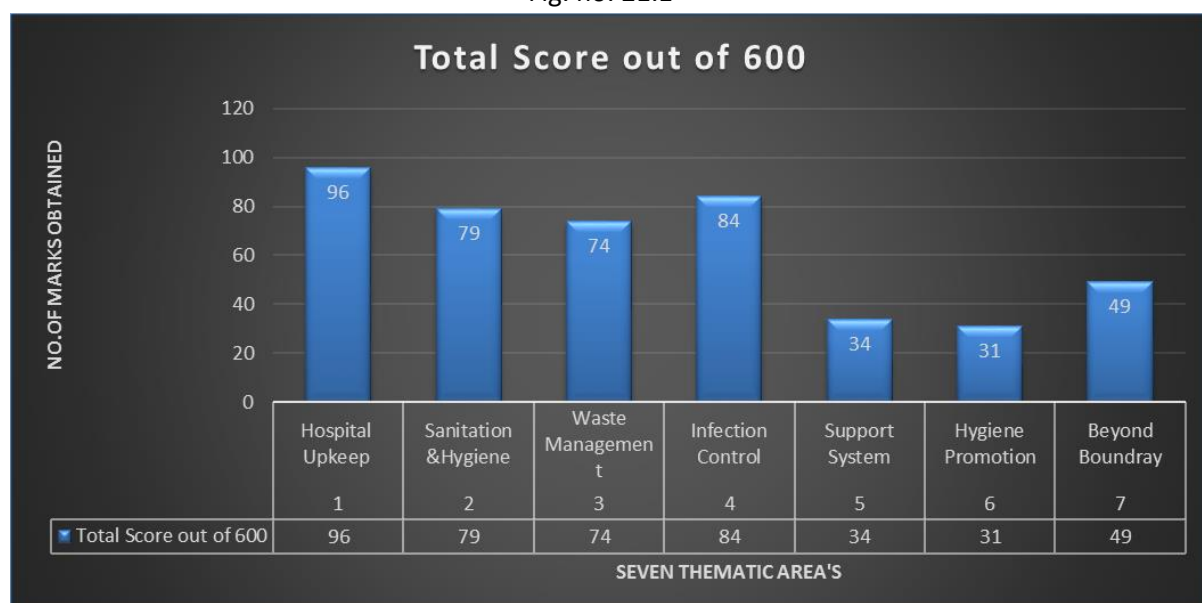
There is graphical representation of this table is given below fig. no. 08

In this graph and table shown all the seven thematic areas with their score.

Table No 20.8

S.No.	Area of Concern	Total Score out of 600
1	Hospital Upkeep	96
2	Sanitation & Hygiene	79
3	Waste Management	74
4	Infection Control	84
5	Support System	34
6	Hygiene Promotion	31
7	Beyond Boundray	49
		447

Fig. no. 21.1



In the figure no. 21.2 is the result of overall areas in percentange . The result evaluted result of hospital by kayakalp checklist and tool is **80.7%**

Fig. No. 21.2

Kayakalp Clean Hospitals Awards			
Checklist for Assessment(DH)			
Dist.Hospital chhindwara m.p.			
The Cleanliness Score Card			
Name of Facility	80.7%	Level of Assessment	
DH&Medical College chhindwara		internal assesment	
Grading		Improvement	
Thematic Scores			
			
A. Hospital Upkeep		B. Sanitation & Hygiene	E. Support Services
96		79	34

In figure no. 22.3 these are the seven thematic areas with there marks according to kayakalp checklist

Fig.No. 22.3

A. Hospital Upkeep		B. Sanitation & Hygiene	E. Support Services
96		79	34
			
C. Waste Management		D. Infection Control	F. Hygiene Promotion
74		84	31
			
			G. Beyond Hospital Boundary
			86

● **RESULT**

The assessment result of Kayakalp tool is as shown in table no. 01 of hospital upkeeping has scored 96 out of 100 marks This shows that there was an increase in the level of hospital upkeep maintenance. In the second table no.02 of Sanitation and Hygiene has scored 79 out of 100 marks due to the proper cleaning and maintenance of the toilets, wards, patient circulation areas, ambulatory areas like OPD, laboratory, procedure areas as well as standard cleaning procedure was followed. A committee had been constituted in the hospital for periodic monitoring of the cleanliness activities. The table no.03 waste management has scored 82 out of 100 marks because of the staffs were oriented properly regarding segregation and collection, storage, transport, and disposal of different infectious as well as hazardous wastes. Fourth Infection control table no. 04 is scored 84 out of 100 marks because due to awareness among the staff regarding personal protective practices and use of PPE during any kind of hospital procedures as well as strict adherence to hand hygiene. There was restriction to the visitors & external foot wears to the isolation and critical areas. Fifth is Support System table no.5 it has scored 34 out of 50 marks was not satisfied due to un-availability of proper kitchen services, security services also proper laundry services. Sixth is Hygiene Promotion has 31 marks scored out of 50 marks shown in table 06 because hygiene promotion was also lagging due to improper monitoring and deficit in routine review of the cleanliness initiatives. No feedback system was there for the public regarding maintenance of cleanliness of the facility. IEC display regarding use of toilets, maintaining hygiene and its importance were not in place. And the last area seventh area Beyond the boundaries table no.07 is scored 86 out of 100 marks because due to evidences of water quantity, dust, garbage, developed weeds, , Check the area for parking for auto, rickshaw, etc., They are not parked and the municipal corporation these all are proper. At the end, the assessment of overall and thematic scores can be calculated so the result is 80.7% shown in the 21.2.

● **Conclusion**

At the end of the report conclusion is that Kayakalp tool is very helpful tool to maintain the quality of hospital in every area, it is very effective tool for healthcare facilities launched by Swachh Bharat Abhiyan. Organised the workshop, seminars in the hospitals by the delegates from different groups. Poster exhibition in hospitals at strategic points, using colourful diagram which will convey messages to even illiterate people who make regular, frequent visits to hospitals. Information about the risk involved in dirty hospital premises, lack of sanitation can be conveyed in the form of messages, and pictorial representation. The need of the hour is to bridge the gap if any which exist between the awareness and in practice and the SOP (Standard operative procedure and defined management techniques like, TQM (total quality management) needs to be highlighted and with supportive supervision.

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