

# Kayakalp

Assessment of Kayakalp for Quality Assurance



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# 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 , 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 demonstrate high levels of cleanliness, 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**

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**National  
level**

**State  
Level**

**District  
Level**



## (B) Explicit Measurement system

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- Checklist is arranged systematically in three tiers viz. Thematic Area, Criteria & Checkpoints. Each checkpoint carries maximum of 2 marks on full compliance, 1 for partial compliance and 0 for non-compliance. At the end of assessment, 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

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- 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.**

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- 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”



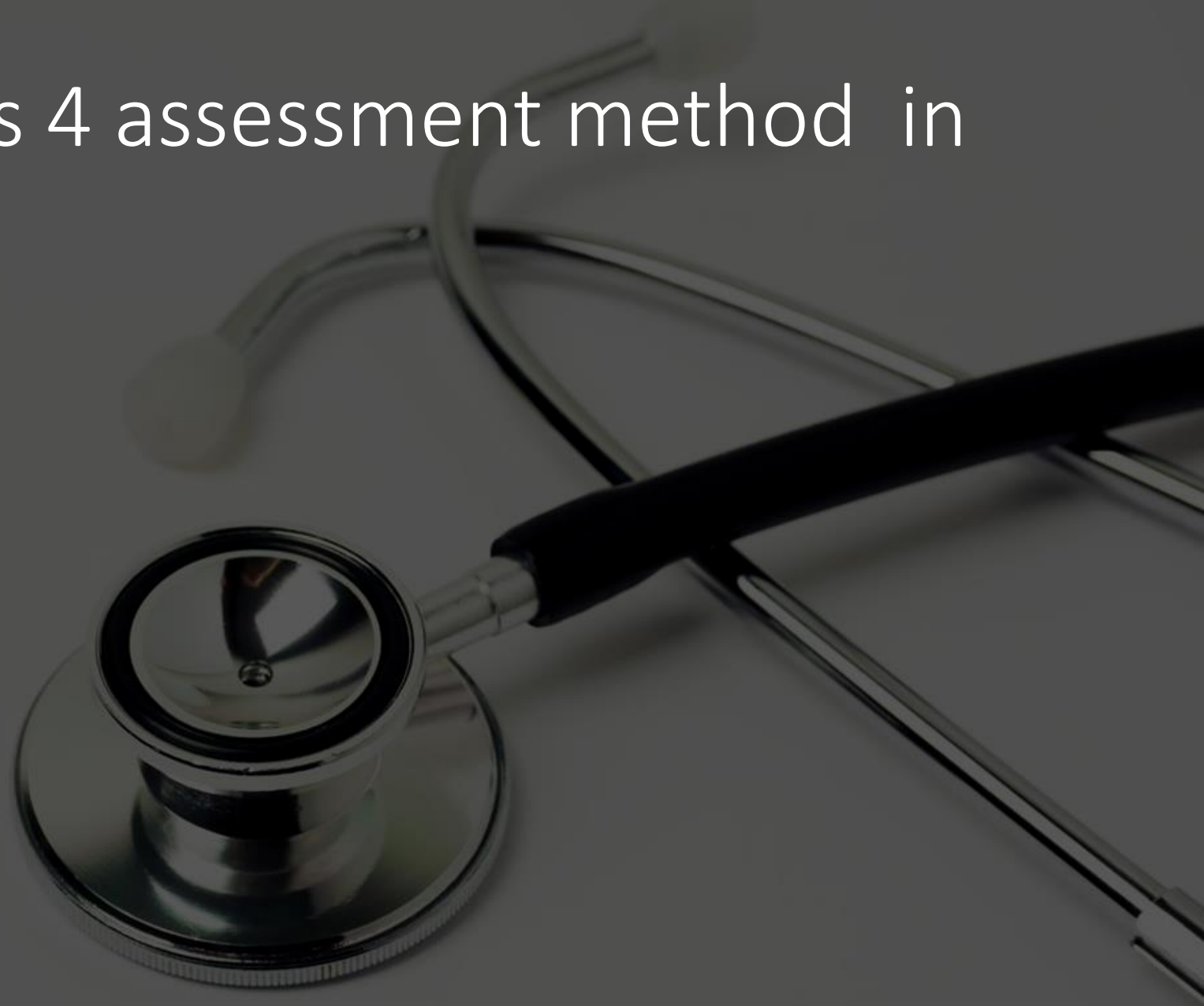
**Study Period :** 3 months



**Study Area :** District Hospital Chhindwara (Madhya. Pradesh).

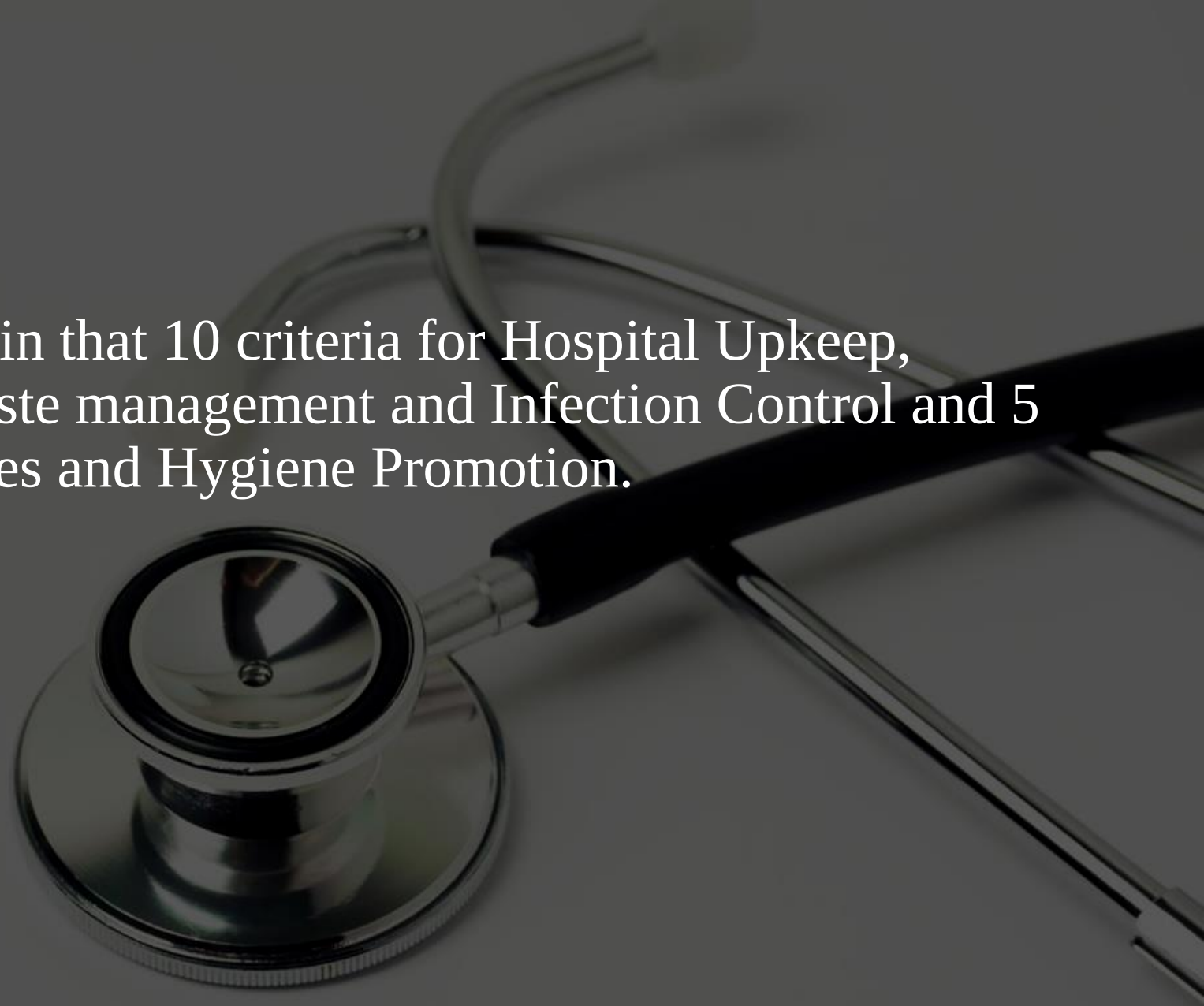
# Methods : There is 4 assessment method in Kayakalp tool

- OB- Observation,
- SI- Staff Interview,
- RR- Record Review,
- PI- Patient Interview.



# 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).
- 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.

**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.

| Ref No.  | Components                         | Compliances | Compliance by assessment |
|----------|------------------------------------|-------------|--------------------------|
| <b>A</b> | <b>Hospital Upkeeping</b>          | <b>100</b>  | <b>96</b>                |
| 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                       |

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

| Ref No.  | Components                                            | Compliances | Compliance by assessment |
|----------|-------------------------------------------------------|-------------|--------------------------|
| <b>B</b> | <b>Sanitation &amp; Hygiene</b>                       | <b>100</b>  | <b>79</b>                |
| 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                        |

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

| Ref No.  | Components                                                   | Compliances | Compliance by assessment |
|----------|--------------------------------------------------------------|-------------|--------------------------|
| <b>C</b> | <b>Waste Management</b>                                      | <b>100</b>  | <b>82</b>                |
| 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                        |

## Infection Control-

It has 100 marks criteria and 10 main components, that is in the 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                        |

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

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| 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                        |

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

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| 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                        |

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

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| Ref No.  | Components                                  | Compliances | Compliance by assessment |
|----------|---------------------------------------------|-------------|--------------------------|
| <b>G</b> | <b>Beyond The boundaries</b>                | <b>100</b>  | <b>86</b>                |
| 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. In this graph and table shown all the seven thematic areas with their score.

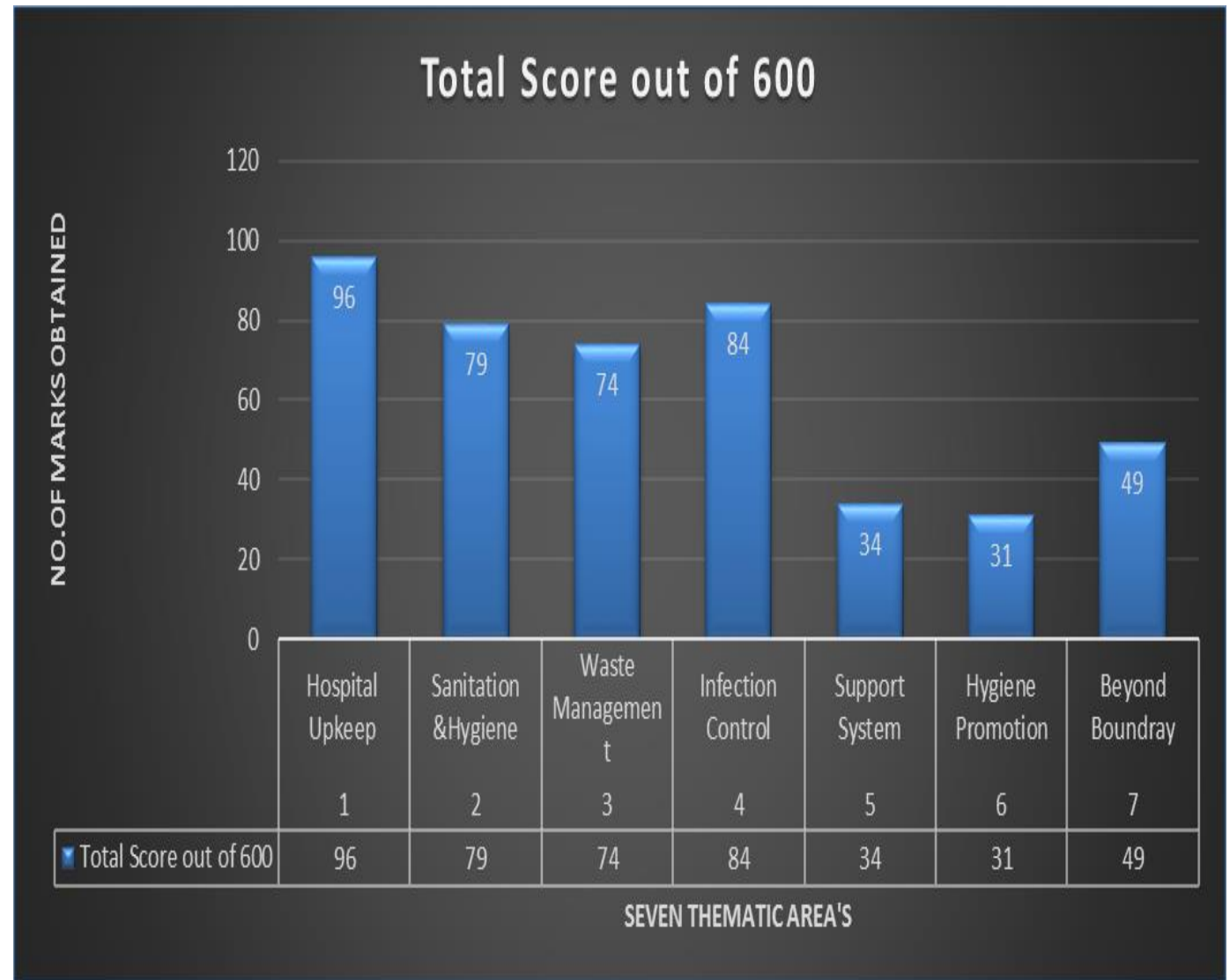
Table No- 20.8

| 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                    |

There is graphical representation There is graphical representation of this table is given below fig. 20.1

In this graph and table 20.8 shown all the seven thematic areas with their score.

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



In the picture is the result of overall areas in percentage . The result evaluated result of hospital by Kayakalp checklist and tool is **80.7%**

| 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                                                                                    |
|                                                                                     |       |                                                                                     |                                                                                       |
| 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

- 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 fulfil 50 marks but it occurred 31 marks. At the end, the assessment of overall and thematic scores can be calculated so the result is 80.7% .

# Conclusion

- At the end of the report I want to conclude 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.

# References

- ✓ Kayakalp Book By govt.
- ✓ Guidelines of Kayakalp.
- ✓ Assessment of Kayakalp.
- ✓ <https://www.nhp.gov.in/kayakalp>
- ✓ <http://www.nitrn.nic.in/>
- ✓ <https://tciurbanhealth.org/courses/india-services-supply/lessons/quality-assurance/>
- ✓ [https://www.nhp.gov.in/kayakalp-swacchta-guidelines-for-public-health-facilities\\_pg](https://www.nhp.gov.in/kayakalp-swacchta-guidelines-for-public-health-facilities_pg)

THANK YOU