



Maharashtra State Quality Assurance Program Short Note

- Govt. of India initiated a system of monitoring quality of RCH services at health facilities and outreach services as a part of RCH II/NRHM.
- UNFPA provided technical assistance for implementation of quality assurance project on a pilot basis in selected districts of the country including Ahmednagar in Maharashtra during 2006-07.
- **Evolution of Quality Assurance Program in Maharashtra:
Pilot Project (2006-07) – Ahmednagar District**

Phase I (2009-2010)

Akola, Ahmednagar, Aurangabad, Kolhapur, Raigad, Chandrapur

Phase II (2010-2011)

Jalna, Wardha, Amravati, Nashik, Thane, Satara

Phase III districts (2011-2012)

Beed, Parbhani, Osmanabad, Jalgaon, Bhandara, Buldhana

Phase IV (2013-2014)

Pune, Solapur, Sangli, Sindhudurg, Ratnagiri, Nandurbar, Dhule, Yavatmal, Washim, Nanded, Latur, Hingoli, Gadchiroli, Gondia, Nagpur

- Government of India has issued revised guidelines for implementation of Quality Assurance Program in Nov. 2014
- Accordingly NHM has issued Circular on dt. 16.04.2015 & Government of Maharashtra has issued G.R. on dt. 22.05.2015
- For implementation of Q A Program, State Quality Assurance Committee and Cell, Regional Quality Assurance Committee, District Quality Assurance Committee and Cell have been reconstituted as per provisions in G.R.
- Sensitization for implementation of Q A Program has been done through provision of revised Q A guidelines, during state level meetings and through video conference.
- The training for implementation of revised Q A guidelines has been arranged during 06 to 09 July, 2015 with the help of NHSRC, Delhi for Q A Program Coordinators, M.O., DTT, Principal, PHI & HFWTC, Civil Surgeons and Addl. Civil Surgeons of District/General Hospitals.
- The Q A Program overview–
 - Use of appropriate standardized tools developed by Govt. of India & UNFPA
 - Selection of Health Facilities for Periodical Quality Assessments
 - Periodical field visits, identification of short comings & Preparation of Action Plan for improvement.
 - Bridging the gaps through a series of actions
 - Periodical review & Monitoring
 - Ensuring Quality improvement through regular field visits
 - Assessors themselves are the mentors too.

- **Quality Assurance Health Facilities covered upto March 2015**

Facilities	RH/SDH	PHC	SC	Total
Old (upto Phase III)	211	589	415	1215
New (Phase-IV)	149	418	134	701
	360	1007	549	1916

- **ACHIEVEMENT IN GRADATION OF HEALTH INSTITUTES**

Grade	No. of Institutes		Improvement
	Initial	Final	
A	187	816	INCREASE 4.36 TIMES
B	776	310	INCREASE 2.50 TIMES
C	240	47	DECREASE 5.10 TIMES
D	11	2	DECREASE 5.5 TIMES

- The information regarding Quality Assurance Program has been hosted on Public Health Department Website under New Initiatives.
- A Facebook page has been created and linked to Quality Assurance Program on Public Health Department Website.
- **LOKPRATINIDHI Visits –**
 - This is an innovative scheme to involve Lokpratinidhis including MP, MLA, and MLC etc. for improvement of functioning of health institutes.
 - It involves visits of Lokpratinidhis on every third Wednesday of every month to health institutes and evaluation is done by using Check-list.
 - A checklist including following parameters for objective evaluation has been developed
1. Infrastructure 2. Cleanliness 3. Human resource 4. Service availability 5. Medicines 6. Equipment's 7. Health services delivery 8. Performance improvement
 - Evaluation format with suggestions will be handed over to institute I/c.
 - As per the remarks given by Lokpratinidhi, corrective actions at local, block, district, regional or state level are taken to improve the function of health institutes.
 - Pre & post corrective action taken report, with evidence like photo, video, and document are uploaded on Facebook.
 - Lokpratinidhi participation will lead to upgradation of quality of health care services & will reduce the issues / questions raised during assembly & GB meetings.

- **KAYAKALP –**

- Detailed guidelines are given in "SWACHHATA GUIDELINES FOR PUBLIC HEALTH FACILITIES" and "AWARD TO PUBLIC HEALTH FACILITIES KAYAKALP" by Government of India and are to be followed by ALL HEALTH INSTITUTIONS.
- A State level workshop was conducted with the help of NHSRC, Delhi for all stakeholders including all Bureau Chiefs, Dy. Directors, Civil surgeons, DHO and Program Coordinators
- Awards Criteria
 - The awards would be distributed based on the performance of the facility on the following parameters.
 - Hospital/Facility Upkeep
 - Sanitation and hygiene
 - Waste Management
 - Infection control.
 - Support Services
 - Hygiene Promotion

- Selection of facilities

The awards for individual public health facility will be given to those that score the highest based on a set of defined criteria. There will be three sub categories:

Type of Facility	Assessment Score	Amount
		(Rs. in Lakhs)
DH	Highest (Best)	Rs. 50.00
	Runner-up	Rs. 20.00
SDH/ CHC	Highest (Best)	Rs 15.00
	Runner-up	Rs. 10.00
PHC	One in each District	Rs. 2.00
Commendation & Cash Award		
DH	More than 70% Score	Rs. 3.00
SDH/CHC		Rs. 1.00
PHC		Rs 0.50

- **NABH ACCREDITATION -**

To achieve an advanced standard of National quality in health institutes in the Maharashtra State, the state has decided to undergo process of NABH ACCREDITATION of selected health Institutes (based on criteria of DELIVERY POINT, more no. of OPD, IPD, DELIVERIES & OPERATIONS AND IPHS FACILITY) in Phase wise manner.