

Quality Assurance

Quality Assurance Program was launched in November 2014 under National Health Mission. The program was started in the state of Mizoram since December 2015.

Objectives:

- Facilitate establishment of an inbuilt and sustainable Quality Assurance Mechanism in the Public Health Facility where patients are provided prompt & effective healthcare with privacy and dignity.
- Setting up quality standards, Measurable Elements & Checklists to provide consistently high quality services. The foremost requirement is to set quality standard -National Quality Assurance Standard (**NQAS**) against which the performance can be measured.
- Certification of all Public Health Facilities for **NQAS**
- Provide Quality Health care to all citizens of the country in an equitable manner.

Vision: By the year 2030, QA aims in making all health facilities within the state to achieve the National Accreditation (National Quality Assurance Standards Certification).

Achievements 2018-19

- **National Quality Assurance Standards Certification**
QA aims in making the health facilities within the State to achieve National Accreditation by abiding with the National Quality Assurance Standards. Two facilities –
 - 1) **Aizawl East District Hospital (Civil Hospital, Aizawl)** had achieved more than 70% in the latest 2019 surveillance assessment retaining the NQAS certification.
 - 2) **ITI UPHC** (with conditionality) has achieved **National Accreditation**.
- Two days Internal Assessors training and three days Service Provider Training were conducted for Chief Medical Officers of each District, Medical Superintendents, one Senior Medical Officers from each 9 District, Two Senior most Medical Officers of each District Hospital, one Nursing Superintendent of each 9 District Hospital, One Senior Staff Nurse of each 9 District Hospital, One Pharmacist of each 9 District Hospital, One Laboratory Technician of each 9 District Hospital. The total number of participant will be 90. Field visits and monitoring of 9 DH within the state were completed.
- Aibawk and Reiek PHC scored more than the minimum required points ie 70% in the State level QA external assessment
- Lunglei District Hospital also achieved the minimum required points in the internal assessment.

Kayakalp

Award to public health facilities was launched in October 2015 by the Health & Family Welfare Dept, Government of India. It is a National Initiative to give awards to those public health facilities that demonstrate high levels of cleanliness, hygiene and infection control. There are categories – District Hospital (DH), Sub-District Hospital/Community Health Centre (SDH/CHC), Primary Health Centre (PHC) and Urban Primary Health Centre (UPHC).

Objectives:

- To promote cleanliness, hygiene and infection control practices in public health care facilities.
- To incentivize and recognize such public healthcare facilities that show exemplary performance in adhering to standard protocols of cleanliness and infection control.
- To inculcate a culture of ongoing assessment and peer review of performance related to hygiene, cleanliness and sanitation.
- To create and share sustainable practices related to improved cleanliness in public health facilities linked to positive health outcomes.

Achievements 2018-19

- Master Training on Swachh Bharat Abhiyan and One day Awareness cum Internal Assessors Training were conducted at State level and also One Day Swachh Bharat Abhiyan training is conducted at all facilities.
- Out of 9 DH, 8 DH (89%) achieved more than 70% and received Kayakalp Award.

Out of 11 SDH/CHC , 5 SDH/CHC (46%) achieved more than 70% and received Kayakalp Award.

Out of 57 PHC , 48 PHC (85%) achieved more than 70% and received Kayakalp Award.

Out of 8 UPHC, 5 UPHC (63%) achieved more than 70% and received Kayakalp Award.

During the year 2018-19, 78% of public health facility achieved Kayakalp Awards

Details of Kayakalp winners 2018-19:

District Hospital

1st Prize- Rs 5 lakhs (Lawngtlai District Hospital)

2nd Prize-Rs 4 lakhs (Champhai District Hospital)

3rd Prize- Rs 3.5 lakhs (Civil Hospital, Aizawl)

Commendation Award- Rs 2lakhs each for 5 hospitals

Special Award- Most Improved (Siaha DH)

Most Beautiful (Lawngtlai DH)

Rs 0.75 lakh each is given for each health facility for the special award.

Community Health Center

1st Prize - Rs 8 lakhs (Biate CHC)

2nd Prize- Rs 4 lakhs (Thenzawl CHC)

3rd Prize- Rs 2 lakhs (Vairengte CHC)

Commendation Award- Rs 1 lakh each for 2 health facilities

Special Award – Most Improved (Thenzawl CHC)

Most Beautiful (Sakawrdai CHC)

Rs 0.75 lakh each is given for each health facility for the special award

Primary Health Center (PHC)

1st Prize- Rs 2 lakhs

2nd Prize- Rs 94000

3rd Prize – Rs 81100

Commendation Award - Rs 20000 to 22 PHC scoring more than 70% in PHC

Urban PHC

Best UPHC- Rs 2 lakhs (ITI UPHC)

2nd Prize - Rs 1 lakh (Chawlhmun UPHC)

Commendation Award –Rs 50000 given to 3 UPHCs

Special Award - Most Inspiring (Sazaikawn UPHC)

Most Beautiful (ITI UPHC)

Cash prize of Rs 25000 is given for each special award



Pic: Biate CHC , Winner Of Kayakalp 2017, 2018.



Pic: Sakawrdai CHC



Pic : Lawngtlai DH Winner 2018 Kayakalp



Pic : ITI UPHC , QA Certified Facility



Pic: Civil Hospital Aizawl, NQAS Certified District Hospital



Pic : Aibawk PHC