# **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 Acrreditation.
- 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 hat 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 Trainingon Swachh Bharat Abhiyan and One day Awareness cum Internal Assessors
  Trainingwere conducted at State leveland also One Day Swachh Bharat Abhiyaan trainingis
  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** 

1<sup>st</sup> Prize- Rs 5 lakhs (Lawngtlai District Hospital)

2<sup>nd</sup> Prize-Rs 4 lakhs (Champhai District Hospital)

3<sup>rd</sup> 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

1<sup>st</sup> Prize - Rs 8 lakhs (Biate CHC)

2<sup>nd</sup> Prize- Rs 4 lakhs (Thenzawl CHC)

3<sup>rd</sup> 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)

1<sup>st</sup> Prize- Rs 2 lakhs

2<sup>nd</sup> Prize- Rs 94000

3<sup>rd</sup>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)

2<sup>nd</sup> 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





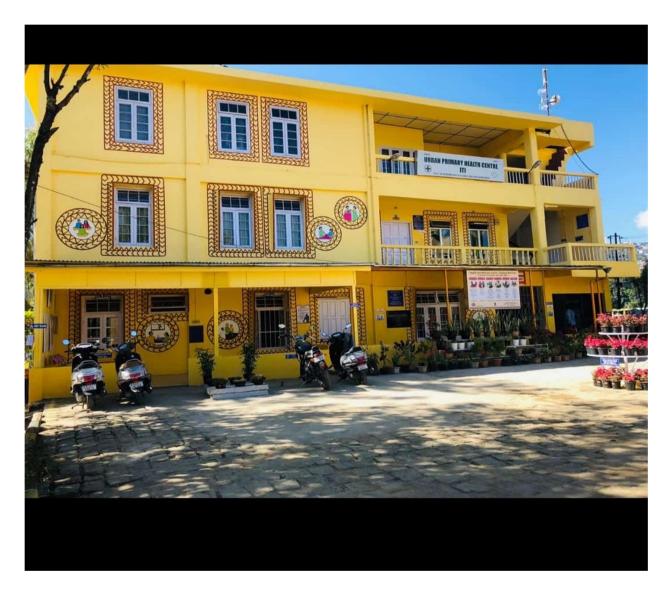
Pic: Biate CHC, Winner Of Kayakalp 2017, 2018.



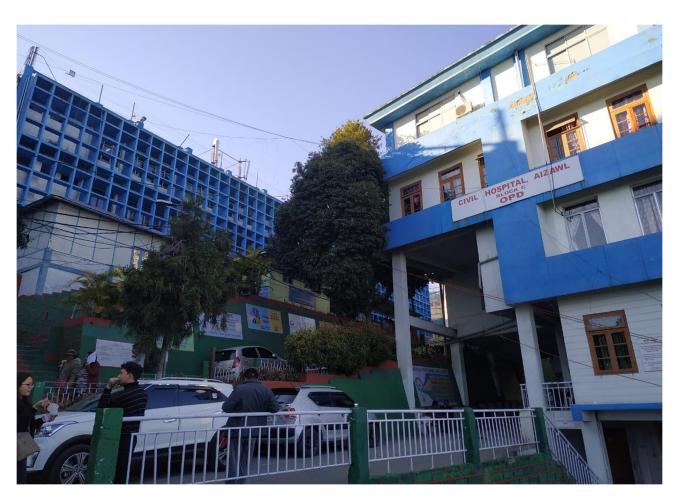
Pic: Sakawrdai CHC



Pic: Lawngtlai DH Winner 2018 Kayakalp



Pic: ITI UPHC, QA Certified Facility



Pic: Civil Hospital Aizawl, NQAS Certified District Hospital



Pic : Aibawk PHC