

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 2019-20

- Mizoram has two NQAS certified facility – Civil Hospital Aizawl (Aizawl East District Hospital) and ITI Urban Primary Health Centres (UPHC). The validity of accreditation is for 3 years. Civil Hospital Aizawl (Aizawl East District Hospital) will expired in April, 2021.
- Seven (7) Primary Health Centres namely – Aibawk PHC, Bilkhawthlir PHC, Haulawng PHC, Reiek PHC, Kawlkulh PHC, Khawruhlian PHC and Tawipui S' PHC had Scored 70% or more in internal(Self) Assessment and State Level External Assessment is in the process. If they still score 70% or more in the State Level Assessment, National Level External Assessment will be applied.
- **LaQshya**, Labour room and Maternity OT improvement initiative, checklist for assessment is formulated by GoI, where Labour room and Maternity OT should score 70% or more. Under this new initiative, Labour rooms of all District Hospitals except Aizawl West DH, State Referral Hospital, Falkawn had qualified for State Level External Assessment and scored 70% or more. The Facilities will be awarded State Certification, Mamit DH labour room was awarded earlier. Then National Level External Assessment will be applied.

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 2019-20

Cleanliness activities where Public Health Facilities are having cleanliness competition. Under these activities during 2019-20 financial years - 8 DH out of 9 DH, 8 SDH/CHC out of 11 SDH/CHC, 48 PHC out of 57 PHC and 5 UPHC out of 8 UPHC qualified for Kayakalp Award. Out of 85 facilities, 69 facilities scored more than 70 %. The following table shows district wise facility scored more than 70% during 2019-20.

District	No. of Facility	No. of Facility scored $\geq 70\%$	Percent
Aizawl East	12	10	83.4
Aizawl West	11	8	72.8
Champhai	14	10	71.5
Kolasib	7	7	100
Lunglei	14	11	78.6
Lawngtlai	7	6	85.8
Kawrthah	8	6	75
Serchhip	7	7	100
Siaha	5	4	80
Total	85	69	81.2

Details of Kayakalp winners 2019-20:

DISTRICT HOSPITAL KAYAKALP RESULT:	
1 st PRIZE - LAWNGTLAI DH	600000
2 nd PRIZE - CHAMPHAI DH	500000
3 rd PRIZE - SERCHHIP	400000
S.Total	1500000
COMMENDATION AWARD:	
AIZAWL EAST DH	200000
KOLASIB DH	200000
LUNGLEI DH	200000
MAMIT DH	200000
SIAHA DH	200000
S.Total	1000000
SPECIAL AWARD:	
Mera - Aspataal Award : Mamit DH & Lawngtlai DH	55000
Best Team Work :	55000
S.Total	110000
COMMUNITY HEALTH CENTRE :	
1 st PRIZE - SAKAWRDAI CHC	500100
2 nd PRIZE - KAWRTHAH CHC	300000
3 rd PRIZE - BIATE CHC	200000
S.Total	1000100
COMMENDATION AWARD:	
CHAWNGTE CHC	100000
KULIKAWN SDH	100000
SAITUAL CHC	100000
THENZAWL CHC	100000
VAIRENGTE CHC	100000
S.Total	500000
SPECIAL AWARD:	
MOST IMPROVED : CHAWNGTE CHC	55000
Best Team Work : KULIKAWN SDH	55000
S.Total	110000
PRIMARY HEALTH CENTRE , AIZAWL EAST DISTRICT :	
1 st PRIZE - DARLAWN PHC	200000
2 nd PRIZE - THINGSULTHLIAH PHC	94000
3 rd PRIZE - SUANGPUILAWN PHC	81100
S.Total	375100
COMMENDATION AWARD:	
KHAWRUHLIAN PHC	20000
PHULLEN PHC	20000
S.Total	40000

PRIMARY HEALTH CENTRE , AIZAWL WEST DISTRICT :	
1 st PRIZE - LENGPUI PHC	200000
2 nd PRIZE - AIBAWK PHC	87550
2 nd PRIZE - REIEK PHC	87550
S.Total	375100
COMMENDATION AWARD:	
SAIRANG PHC	20000
SIALSUK PHC	20000
S.Total	40000
PRIMARY HEALTH CENTRE , CHAMPHAI DISTRICT :	
1 st PRIZE - HNAHLAN PHC	200000
2 nd PRIZE - KHAWHAI PHC	94000
3 rd PRIZE - SIALHAWK PHC	81100
S.Total	375100
COMMENDATION AWARD:	
KHAWBUNG PHC	20000
KHAWZAWL PHC	20000
KAWLKULH PHC	20000
N.E KHAWDUNGSEI PHC	20000
RABUNG PHC	20000
S.Total	100000
PRIMARY HEALTH CENTRE ,KOLASIB DISTRICT :	
1 st PRIZE - BILKHAWTHLIR PHC	200000
2 nd PRIZE - KAWNPUI PHC	94000
3 rd PRIZE - BUKPUI PHC	81100
S.Total	375100
COMMENDATION AWARD:	
LUNGDAI PHC	20000
BAIRABI PHC	20000
S.Total	40000
PRIMARY HEALTH CENTRE ,LUNGLEI DISTRICT :	
1 st PRIZE - HAULAWNG PHC	200000
2 nd PRIZE - CHHIPPHIR PHC	94000
3 rd PRIZE - BUARPUI PHC	81100
S.Total	375100
COMMENDATION AWARD:	
PANGZAWL PHC	20000
TAWIPUI S PHC	20000
LUNGSEN PHC	20000
S. VANLAIPHAI PHC	20000
CHERHLUN PHC	20000
BUNGHMUN PHC	20000
S.Total	120000

PRIMARY HEALTH CENTRE ,LAWNGTLAI DISTRICT :	
1 st PRIZE - BUNGTLANG S PHC	200000
2 nd PRIZE- SANGAU PHC	94000
3 rd PRIZE- BUALPUI PHC	50550
3 rd PRIZE- SOUTH LUNGPHER PHC	50550
Total	395100
PRIMARY HEALTH CENTRE ,MAMIT DISTRICT :	
1st PRIZE - KAWRTETHAWVENG PHC	200000
2 nd PRIZE - RAWPUICHHIP PHC	94000
3 rd PRIZE - WEST PHAILENG PHC	81100
S.Total	375100
COMMENDATION AWARD:	
ZAWLNUAM PHC	20000
S.Total	20000
PRIMARY HEALTH CENTRE ,SERCHHIP DISTRICT :	
1 st PRIZE - CHHINGCHHIP PHC	200000
2 nd PRIZE - EAST LUNG DAR	94000
3 rd PRIZE - N VANLAIPHAI	81100
S.Total	375100
COMMENDATION AWARD:	
KHAWLAILUNG PHC	20000
NGENTIANG PHC	20000
S.Total	40000
PRIMARY HEALTH CENTRE ,SIAHA DISTRICT :	
1 st PRIZE - PHURAZAWL PHC	200000
2 nd PRIZE - CHHAOLO PHC	94000
3 rd PRIZE - TIPA PHC	81100
S.Total	375100
S.Total	
URBAN PRIMARY HEALTH CENTRE (UPHC)	
1 st PRIZE - HLIMEN UPHC	200000
2 nd PRIZE - SAZAIKAWN UPHC	94000
3 rd PRIZE - CHAWLHHMUN UPHC	81100
S.Total	375100
SPECIAL AWARD:	
MOST IMPROVED : HLIMEN UPHC	55000
BEST TEAM WORK : SAZAIKAWN UPHC	55000
S.Total	110000
COMMENDATION AWARD:	
ITI UPHC	20000
SIHPHIR UPHC	20000
S.Total	40000
Grant total	7640900