

# 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 2016-17

1. Internal Assessors training was conducted.
2. Service Providers training was conducted.
3. SQAU monitoring visits – Civil Hospital Aizawl (Aizawl East District Hospital)
4. State Quality Assurance Committee meeting – two times
5. Civil Hospital Aizawl (Aizawl East District Hospital) had scored 70% or more in internal (self) assessment and scored 70% or more in the state level external assessment then awarded state level certification. 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 2016-17**

1. Awareness training was conducted.
2. Master Training on Swachh Bharat Abhiyaan was conducted.
3. Awareness cum Internal Assessors training was conducted.
4. Facility Level Training on Swachh Bharat Abhiyaan Civil Hospital Aizawl (Aizawl East District Hospital) was conducted.
5. Internal – Peer – External assessment (CHA) was conducted.
6. Civil Hospital Aizawl was the only facility participated in Kayakalp activity in the year 2016-17 and awarded 1<sup>st</sup> prize winner (50 lakhs).