



CAPACITY BUILDING WORKSHOP ON QUALITY UNDER AB PM-JAY



Implemented by





Context & Expectation Setting



About Quality




Why Quality



Benefits of Quality Systems



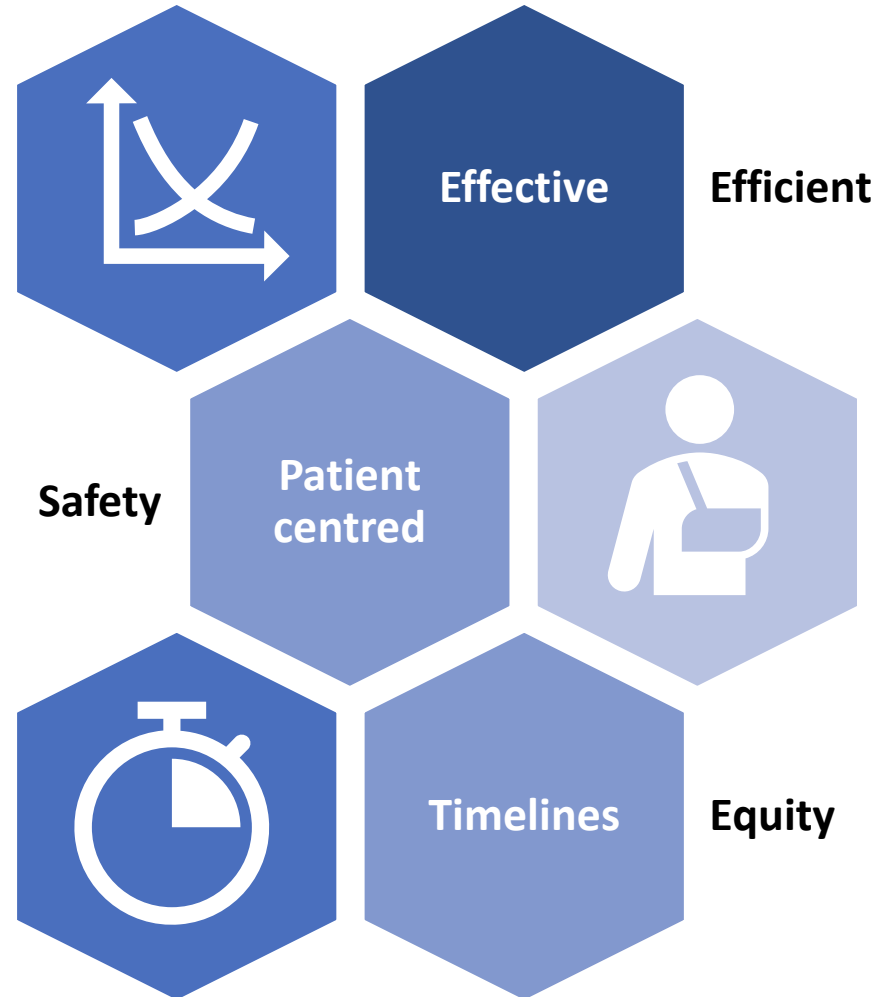
Next Steps



**What Do You Understand By
Quality?**

KEY DIMENSIONS OF QUALITY

- *Patient centred is an approach towards service provision considering the importance of the patient's perspective*
- *Safety refers to taking steps to protect the patients from harm*



- *Effective services indicate how well the healthcare service achieves the purpose*
- *Efficient services reflect how well the resources are used to produce an output*

- *Timelines refers to giving care as per the schedule without any delays*
- *Equitable care means that no one group receives better or worse care than others*

ABOUT QUALITY IN HEALTHCARE

World Health Organization:

“Degree to which health services for individuals and populations increase the likelihood of desired health outcomes”

Alternative definitions:

- ✓ *“Assessment and provision of effective and safe care”**
- ✓ *“A level of value provided by any health care resource, as determined by some measurement”***



* Healthcare Quality: A Concept Analysis - Allen-Duck - 2017 - Nursing Forum - Wiley Online Library

** Quality of the Healthcare Services During COVID-19 Pandemic in Selected European Countries - PMC (nih.gov)



Why Quality Is Important?

*In the US, more than 1 million times in a year, patients are given the wrong medication or wrong dose of medication (while being in the hospital)***



U.S. spends more than \$40 billion each year on patients who have been affected by medication errors

Translates to ~2,740 errors/ day

*400,000 needlesticks occurring annually among the 4 million health care workers in the United States**



Needlestick injury was estimated at \$5,000 (~4.15 lakh) in the year.

Translates to ~1,096 NSI/ day

** Medication errors statistics 2022 | SingleCare

*<https://pubmed.ncbi.nlm.nih.gov/10633592/>

INSTANCES IN INDIA

India has a staggering 12.9 billion units of antibiotic consumption, which was the highest among all the countries. ~ 2 out of 3 healthy persons in India have antibiotic-resistant organisms in their digestive tracts

Overuse of antibiotics^^

*Hospital Acquired Infections!**

HAIs account for 2 million cases and about 80,000 deaths a year in India

A cross sectional observational study conducted in Meerut showed that 20% of the 384 paramedical, technical, auxiliary and sanitary staff were exposed to NSI

*Needle stick injuries***

According to a study in Indian context each occupational exposure (NSI) costs to the institution ~ INR 5,000- 10,000



^^ Antibiotic resistance burden in India: The bitter truth - DailyRounds

* About Nosocomial Infections in India (viatrisconnect.in)

** (PDF) Prevalence of needle stick injuries among health care workers of various hospitals: a cross sectional study in an urban district of North India (researchgate.net)

^ <https://www.dnaindia.com/viral/report-mosambi-juice-instead-of-plasma-dengue-patient-dies-due-to-alleged-medical-negligence-in-up-2994406>

BENEFITS OF ADOPTING QUALITY

 Intangible Benefits	 Tangible Benefits
<p>Patient-focused care</p> <ul style="list-style-type: none"> • Patient Safety during interventions and procedures • Improved Patient Satisfaction and positive feedback <ul style="list-style-type: none"> • Reduction of risk (Safety) 	<p>Cost Reduction</p> <ul style="list-style-type: none"> • Reduction in waste • Lesser litigation • Judicious use of resources (medicines and consumables)
<p>Public information (choice, transparency, accountability)</p> <ul style="list-style-type: none"> • Patients Charter • Patients' Rights and Responsibility 	<p>Incentives for Adopting Quality Certifications under AB PM-JAY</p> <ul style="list-style-type: none"> • Bronze- 5% incentive over and above package rate • Silver-10% incentive over and above package rate • Gold- 15% incentive over and above package rate
<p>Recognition and Brand Building</p>	
<p>Improved staff efficiency</p> <ul style="list-style-type: none"> • Staff safety in clinical and non-clinical areas • Evidence-based practice (appropriateness) • Accountability across all staff categories 	

WHY QUALITY



**WHAT DO YOU NEED TO
IMPLEMENT QUALITY?**



COMMON SENSE



QUALITY CULTURE

IMPLEMENTING QUALITY SYSTEMS



IMPLEMENTING QUALITY SYSTEMS



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IMPLEMENTING QUALITY SYSTEMS





Q. Why Must I Use a Helmet?

I need it for safety!

I need to follow the rules!

Who can tell you “in your hospital”

01

Which is the best
disinfectant for
cleaning facility?

02

Who is a good
vendor for
stationary
supplies?

03

Which mattress
has bed bugs?

04

Where does most
of the
consumable
pilferage happen?

*To improve the system, make the systems simple!- Instill a **'culture of quality'**!!*

Build a skilled 'quality circle' at hospital level to assess, implement and sustain quality efforts

Create a skilled and competent team of health workers teams according to areas of priority (clinical and non-clinical)

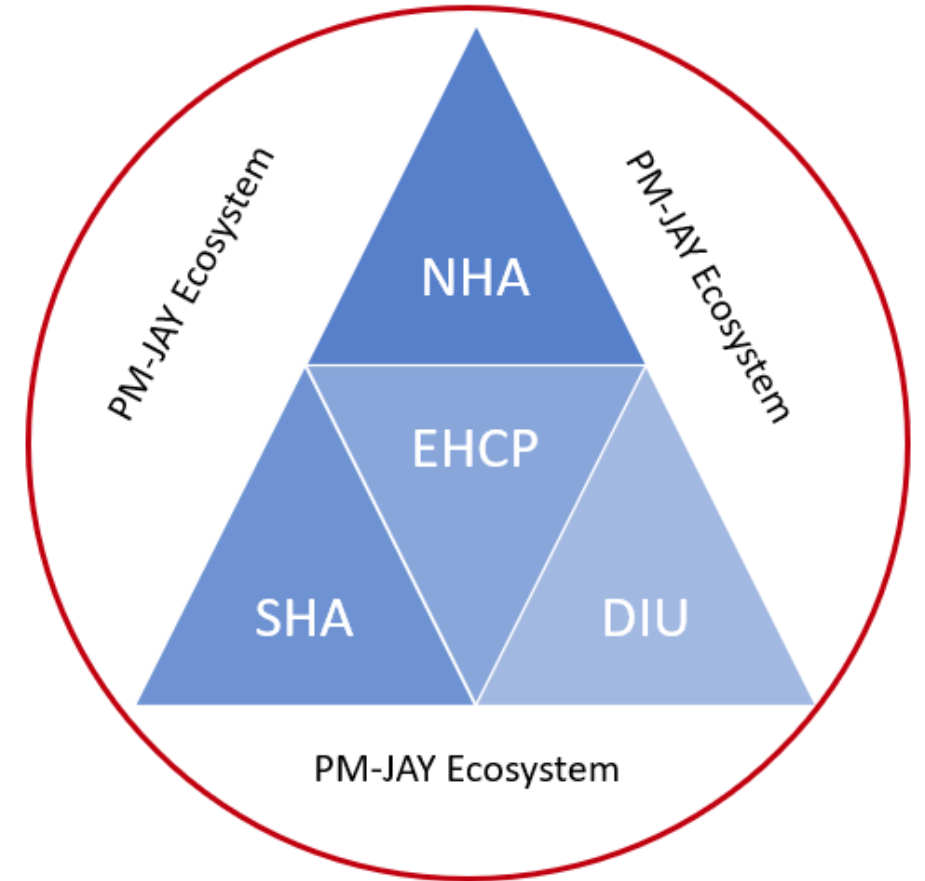
'Bottoms- up approach' : encourage participation from staff involved in clinical and non-clinical areas (nurses, HK staff, technicians, coordinators, etc.)

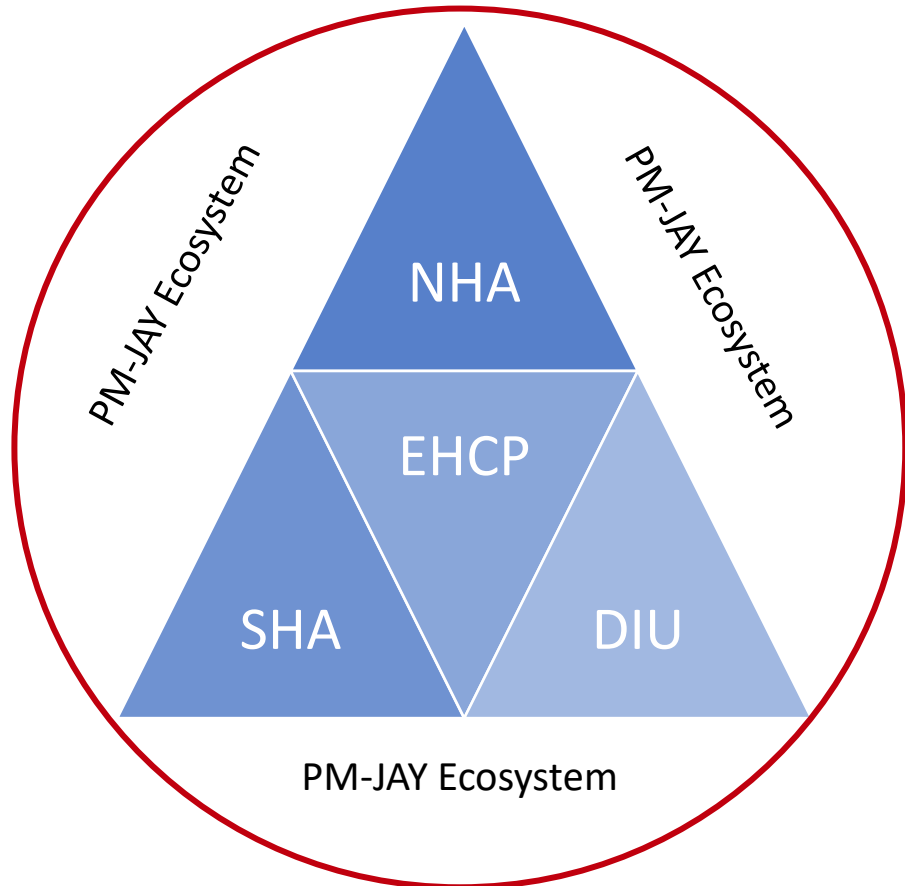


How Can SHA & DIU Support?

DIU

- ✓ Provide hand holding support to the SHA and EHCPs for getting them AB PMJAY quality certification
- ✓ Assist/ conduct the quality audits using supervisory audit checklist
- ✓ Monitoring and validation of the quality data at district level
- ✓ Ensuring that standard safety protocols are followed at all the empanelled healthcare providers
- ✓ Ensuring legal compliances to the guidelines specific to an area
- ✓ Strengthening capacities of the PMAM and Medcos related to quality





SHA – Quality Cell

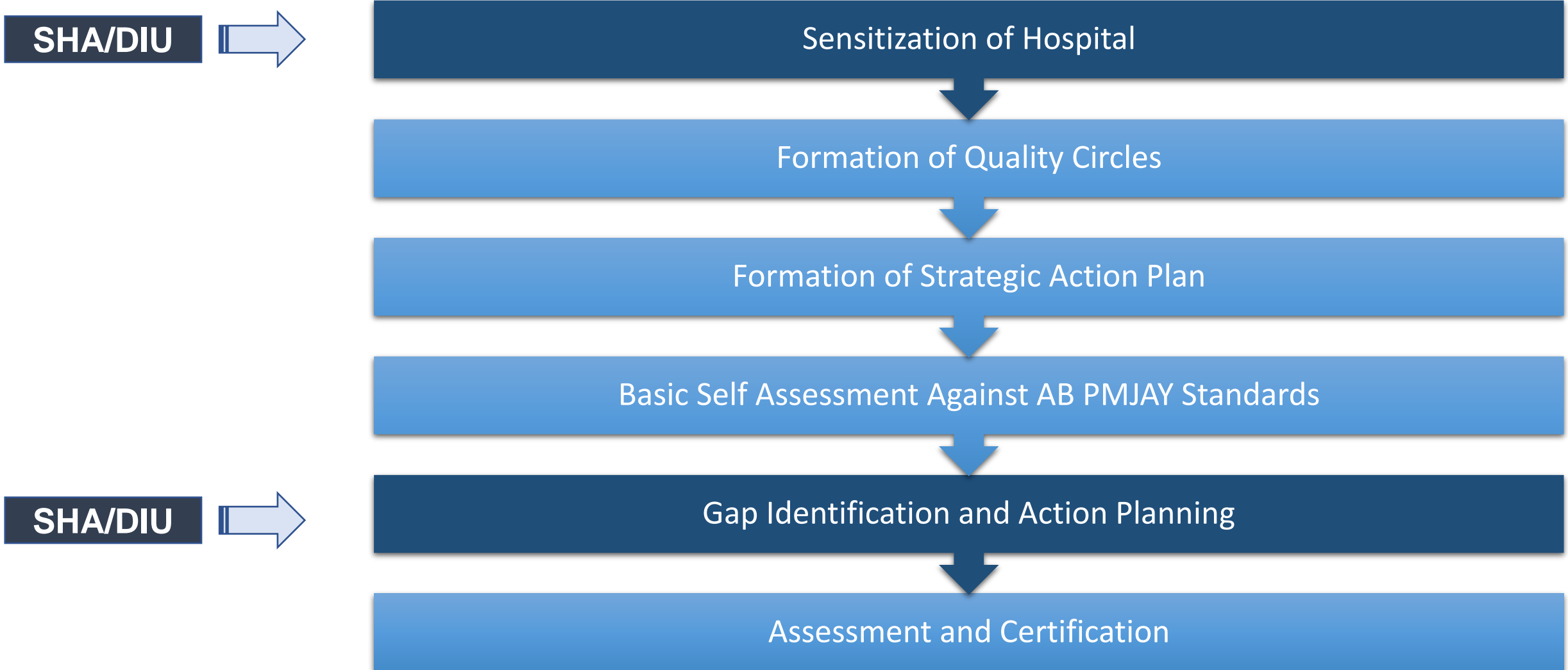
- ✓ Assist the EHCPs and the NHA at the centre in creating a seamless and harmonious mechanism of quality assurance
- ✓ Serve as a liaison between the EHCP- SHA- NHA
- ✓ Support in the implementation of quality initiatives and policies in the state

NHA – HPQA

- ✓ Steer and monitor the quality of care which is being provided by the network hospitals to the beneficiary of the scheme and to promote a quality centric approach
- ✓ Develop quality and safety standards for hospitals which the States/UTs can follow and provide support in adhering to the defined quality parameters

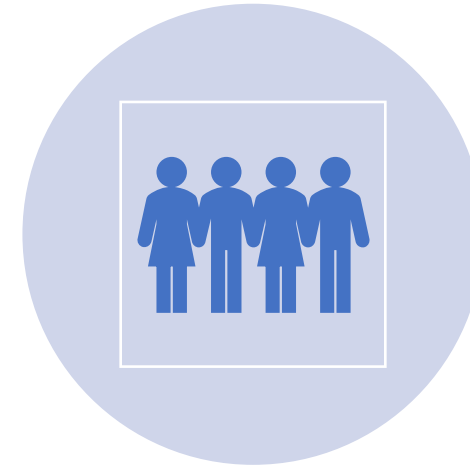


How To Proceed Further?





**QUALITY IS NOTHING BUT
COMMON SENSE!!**



**INTRODUCE A CULTURE OF
QUALITY**



Thank You!!!!