







# <u>Capacity Building Workshop regarding Quality under AB-PMJAY</u> <u>for EHCPs in Kerala</u>

### **Details of the Workshops**

SI. No.	Date	Venue	Districts	
1	01-Nov-2022	Hotel Apollo Dimora,	Thiruvananthapuram, Kollam,	
	Tuesday	Thiruvananthapuram	Pathanamthitta, Alappuzha	
2	03-Nov-2022	Manuelsons Malabar Palace Hotel,	Kozhikode, Malappuram,	
	Thursday	Kozhikode	Kannur, Wayanad, Kasargod	
3	04-Nov-2022	The Avenue Regent Hotel.	Ernakulam, Kottayam, Thrissur,	
	Friday	Ernakulam	Idukki, Palakkad	

### Role of Quality in Healthcare:

An interactive ice-breaking and context setting with the hospitals wherein their understanding towards quality and the reasons for adopting quality certifications shall be discussed. With the background context of evolution of quality over the years, the empanelled hospitals shall be informed about the importance of quality systems for medium and small sized hospitals with an emphasis on the introduction of 'culture of quality'. The benefits of adopting the quality systems and those specific under AB PM-JAY shall be highlighted.

### ➤ AB PMJAY Quality Certification for EHCPs:

This Session shall focus on the AB PMJAY Quality certification. For this initiative NHA has developed three levels of standards for certification in collaboration with QCI. The process of quality certification ensures that the hospitals are demonstrating commitment towards quality care and raising the bar for other network hospitals to follow.

Three levels of AB PMJAY quality certifications that are, Bronze, Silver and Gold in the said chronological order. The levels differ in terms of their certification criteria, financial incentivization, and provides leverage to the empanelled hospitals that are already certified by nationally recognized accreditation body (NQAS, NABH & NABH Entry Level). The hospitals which are not certified by any accreditation body can apply for bronze certificate to get the quality certification.

The session shall also outline other initiatives undertaken by NHA which are in pipeline for improving quality of care provided under PMJAY.









#### Application process for AB-PMJAY Quality certification, technical specifications & Activity:

### a. Steps of certification process for AB -PMJAY Quality Certification

- Steps on registration process
- Steps on application process
- Types of questions in the application form
- Steps for payment
- Steps to check status of application
- · Steps to reply NCs
- Steps to check status post NCs reviewed
- Steps to reply to Onsite NCs
- How to login in app
- Steps to upload evidence
- Steps to save & sync
- How to download certificate

### b. Glitches that may be encountered while applying for AB-PMJAY Quality Certification and how to overcome them

- Frequently asked questions (FAQ's) can be asked fill be discussed during this session.
- c. Interactive activity (MCQ based Exercise)

## Types of Non – Compliances observed during Assessment for AB-PMJAY Quality Certification & Methodology to comply with the Non – Compliances:

To give overview regarding the frequent non-compliances during the AB-PMJAY Quality Assessment like invalid claim process documentation, non-availability of annual infrastructure maintenance plan, non-availability of MOU with BMW Collecting agency etc.

### Overview on Standard Treatment Guidelines and their impact on improving Quality of Care

A minimum standard of care is needed by every individual seeking medical treatment in a healthcare facility or by a healthcare professional. For any clinical condition, healthcare providers must be aided by standard care guidelines/pathways to complement them in providing adequate and quality patient care. The session shall consist of background and the rationale for rolling out STGs, process flow in rolling out new STGs, STG documentation, importance of adherence to STGs and impact of STGs on the Quality of Care.









### Potential Next Steps to kickstart the process at the hospitals:

A way forward session with the suggested steps that may be taken to initiate the culture of quality through the process of creating quality committees, carrying out self-assessments, and using quality tools for monitoring quality system implementation. Session to also include the support that the DIUs and SHA shall provide to the EHCPs in adopting the quality standards.

### Experience Sharing Session:

In this session we encourage the hospitals to share their experience of implementing quality standards and parameters in their respective hospitals.









### **Agenda of the Workshop**

	Session	Facilitators	Time			
1.	Registration and Tea		09:30 am – 10:30 am			
2.	Inaugural session		10:30 am – 11:15 am			
	✓ Welcome address and context setting	SHA	10:30 am – 10:40 am			
	✓ Inaugural Address by Executive Director, SHA	ED, SHA	10:40 am – 10:50 am			
	✓ Keynote Address by ED, NHA	ED, NHA	10:50 am – 10:55 am			
	✓ Address by Officials from Department of Health	DMO	10:55 am – 11:05 am			
	✓ Remarks by Partner Agencies	GIZ / QCI	11:05 am – 11:15 am			
3.	Role of quality in UHC and AB PM-JAY					
	✓ Overview of Quality	GIZ	11:15 am – 11:40 am			
	✓ Tangible & Intangible benefits of quality systems					
	Tea Break	11:40	am – 11:50 am			
4.	Quality initiatives under AB PM-JAY	NHA	11:50 am – 12:10 pm			
5.	Application process for AB-PMJAY Quality certification,					
	the technical specifications & Activity					
	To discuss the steps of registration for AB -PMJAY	0.01	40.40			
	Quality Certification	QCI	12:10 pm – 12:50 pm			
	✓ To discuss regarding glitches that may be encountered while applying for AB-PMJAY Quality					
	Certification and how to overcome them					
6.	Types of Non – Compliances observed during Assessment					
	for AB-PMJAY Quality Certification &					
	Methodology to comply with the Non – Compliances					
	✓ To give overview regarding the frequent non-	QCI	12:50 pm – 01:45 pm			
	compliances during the AB-PMJAY Quality Assessment					
	✓ To give an insight in order to prevent or comply with					
	the frequently encountered non compliances					
	Lunch	01:45 pm – 02:30 pm				
7.	Overview on Standard Treatment Guidelines and their	NHA	02:30 pm – 03:00 pm			
	impact on improving Quality of Care		•			
8.	Potential Next Steps to kickstart the process at the	GIZ	03:00 pm – 03:30 pm			
9.	hospitals  Q&A Session & Experience sharing	NHA & GIZ	03:30 pm – 03:45 pm			
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10.	Closing Remarks and Vote of thanks	SHA	03:45 pm – 04:00 pm			
	<b>High Tea</b> 04:00 pm – 04:30 pm					