

5- DAYS CERTIFICATE COURSE IN NATIONAL QUALITY ASSURANCE STANDARDS INQASI- 18-22, FEB 2019

BACKGROUND

To create an inbuilt and sustainable quality for Public Health Facilities that not only delivers good quality but is also so perceived by the clients, Ministry of Health and Family Welfare, GOI committed to support & facilitate a QA Programme, which meets the need of Public Health system in the country which is sustainable. Same is the goal and objectives of NHM, Government of Gujarat for State health care facilities.

In this background, National Quality Accreditation Standards (NQAS) have been prepared and launched by Ministry of Health & Family Welfare, GOI for District Hospitals, Community Health Centers with FRUs and Primary Health Centers and recently Urban PHC (UPHC). Guidelines have been prepared with this perspective:

- Defining relevant quality standards
- A robust system of measuring these standards and
- Institutional framework for its implementation

These have focus on both the:

- Technical Quality and
- Perception of service delivery by the clients (patients and relatives)

This would enhance satisfaction level among users of the Government Health Facilities and reposing trust in Public Health System. These operational guidelines & accompanying compendium of check-lists are intended to support efforts of States in ensuring a credible quality system at Public Health Facilities. Operational guidelines along-with standards & checklists are expected to facilitate States in improving & sustaining quality services beginning with **RMNCH-A** services at Health facilities so as to bring about a visible change in services rendered by them.

Guidelines are broad based and have scope for extending QA in disease control & other national programmes. It would be an endeavor of the State to adopt it comprehensively & extend in phases for bringing all services under its umbrella.

Feedback from the patients about services is single-most important parameter to assess success of this endeavor.

Accordingly the following NQAS Guidelines and Standards have been launched by Ministry of Health and Family Welfare, Government of India:

1. **Operational Guidelines for Quality Assurance in Public Health Facilities , 2013**
2. **Quality Assurance in District Hospital: Oct, 2013**
 - i. 8 Areas of Concern
 - ii. 70 Standards
 - iii. 314 Measurable Elements
 - iv. 18 Departmental Checklists
3. **Quality Assurance in CHC: Oct, 2014**
 - i. 8 Areas of Concern
 - ii. 66 Standards
 - iii. 300 Measurable Elements
 - iv. 12 Departmental Checklists
4. **Quality Assurance in PHC: Oct, 2014**
 - i. 8 Area of Concern
 - ii. 50 Standards
 - iii. 251 Measurable Elements
 - iv. 6 Departmental Checklists
5. **Quality Assurance in Urban PHCs: 2017**
 - 8 Area of Concern
 - 35 Standards
 - 247 Measureable Elements
 - 12 Departmental Checklists

The present set of guidelines have been prepared comprehensively beginning with areas of concerns, defining its standards, measurable elements & checkpoints both from service provider & service seekers aspect. There is a prudent mix of technical, infrastructural & clients' perspective while framing these guidelines. All States & District Programme Officers are required to utilize these guidelines for placing services as per the expectations of those who do not have means to afford treatment & services from a private health facility. Protecting the dignity and rendering timely services with competency to clients is considered Government responsibility but there is need to assess quality of services from the patients' perspective too. Implementing these guidelines in letter & spirit will help in achieving the desired outcomes.

These standards are in harmony with Commitment of GOI Re-affirmed in 12th Five Year Plan *"All Government and Publicly financed private health care facilities would be expected to achieve and maintain Quality Standards. An in house quality management system will be built into the design of each facility, which will regularly measure its quality achievements"*

SCOPE:

The course will cover above National Quality Assurance Standards as issued by Ministry of Health Family Welfare Govt of India. As per latest IRDA notification NABH/NQAS has become mandatory for accreditation and availing social insurance scheme benefits in the country.

ELIGIBILITY CRITERIA:

- Medical/Dental graduates from a Medical/Dental Institute of India or other countries, recognized by MCI/DCI. Graduates in alternative system of medicine [Ayush].
- MBA degree or PG Diploma in Healthcare, Financial, Material, Marketing or Personnel Management.
- *Graduates in nursing & pharmacy or having similar technical skills in other health sciences.*

PROGRAMME DATES

3RD PROGRAMME [2018-2019] DATES - 18 TO 22ND FEB. 2018

FEES:

- a) **Rs. 11,500/-** [Eleven thousand five hundred only] through NEFT/DD/Cheque in favor of Academy of Hospital Administration payable at NOIDA, [inclusive of GST, Course material, academic fee, examination fee, lunch and two tea sessions per day for five days].
- b) **Rs. 15,000/-** [Fifteen thousand only] for residential candidates [includes b'fast and dinner and hostel charges for five days]

Tuition fee can pay online NEFT/RTGS in the following account :-

Account Name	: Academy of Hospital Administration
Name of Bank	: State Bank Of India
Account No	: 31569221423
Add	: D-211/1, Sector 61 NOIDA
IFSC Code	: SBIN0005222

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REGISTRATION FORM

To
THE PROGRAMME DIRECTOR
ACADEMY OF HOSPITAL ADMINISTRATION
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NOIDA- 201 301, UP Email : ahaindia@ahaindia.org ahaindia1987@gmail.com Website: www.ahaindia.org

DATES FOR PROGRAMME[]

3RD Prog - 18TH TO 22ND FEB - 2019 []

Name.....

Qualification.....

Designation.....

Name of Hospital/Institution/ Organization

Address.....

.....

City Pin code

Tel no. Mobile No.....

E-mail

- **Fee of Rs 11,500/-** per candidate for day scholars, inclusive of course material, academic fee, examination fee, lunch and two tea sessions per day for five days & 18% GST .
- **Rs. 5000/-** Extra for Residential Candidates [Single Room + B'fast + Dinner]

Payment by ONLINE NEFT/RTGS/DD/Cheque/Cash_____

[DD/Cheque should be in favour of "Academy of Hospital Administration", payable at NOIDA]

[SIGNATURE]