





## **Internal Quality Assessment and Improvement**

### **Purpose**

To continually verify and ensure the provision of quality patient care services at the PHC

### **Objectives**

- To enhance existing capacity of staff through regular weekly and monthly meetings
- To evaluate the appropriateness and assess the progress of the services rendered as per the SOP in PHC.
- To identify the gaps in service delivery and take corrective and preventive action.
- To establish a mechanism of regular reporting of such weekly and monthly reviews

### **Involved Personnel**

- The Medical officer in charge of the PHC and the staff of PHC.
- Weekly review undertaken by the PHC personnel
- Monthly review facilitated and observed by SWACH team, in person or remotely over the phone.

## **External Quality Assessment and Improvement**

### **Purpose**

To validate externally and ensure that quality patient care services are provided at the PHC as per the standards.

### **Objectives**

- Evaluate whether appropriate services are being provided as per the standards to patient seeking labor room postnatal care services in PHC.
- Identify the gaps in service delivery.
- Check if the PHC staff is addressing all the gaps seen in services and taking corrective actions
- Evaluate robustness of clinical decision-making process of the staff and if they are adequately trained to provide clinical services.
- Assess the documentation process pertaining to patient flow & clinical process in terms of its adequacy, reliability and accuracy. Verify data sources like medical records, prescriptions and other patient area records.
- Assess ethical aspects of patient care--patient rights, privacy issues, patient and family education, and staff communications.

### **Involved personnel**

Experts in maternal and child health from AIIMS-New Delhi, Earnest & Young-New Delhi, GMCH-Chandigarh, Mullana Medical College, Haryana with support from SWACH and NHM, Haryana.



## Achievements

**Internal and External Quality Assessment and Improvement done (as on 31<sup>st</sup> October, 2014)**

PHC	May				June				July				August				September				October			
	w-1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Khizrabad				Yellow	Green	Green	Green	Yellow	Green	Green	Green	Yellow	Green	Green	Blue	Green	Green	Green	Green	Yellow	Green	Green	Green	Yellow
Panjokhra				Yellow	Green	Green	Green	Yellow	Green	Green	Green	Red	Green	Green	Blue	Red	Green	Green	Green	Yellow	Red	Green	Blue	Red
Majri				Yellow	Green	Green	Green	Yellow	Green	Green	Green	Yellow	Green	Green	Blue	Green	Green	Green	Green	Yellow	Red	Green	Blue	Green
Chhachhrauli	Non intervention													Green	Green	Yellow	Red	Green	Yellow	Green	Green	Green	Blue	Red
Burhia														Green	Green	Green	Green	Yellow	Green	Green	Green	Green	Green	
Haibatpur														Green	Green	Green	Green	Yellow	Green	Green	Green	Green	Green	

**Note: - Green -Weekly meeting done, Yellow – Monthly meeting done, Blue – EQI done and Red – weekly meeting not done**

- At least 1 MO and 4 GNMs were placed at the PHC under intervention. This facilitated provision of 24x7 maternal and newborn services at the facility.
- SOPs and protocols were developed to ensure quality of services.
- Additional tools like Post natal monitoring of the mother and newborn were developed by SWACH and were used as a bed side ticket to record the vitals. Since these were color coded, it helped the GNM to classify and take appropriate and timely action, Copy attached on next page.
- Similarly a color coded Report Card has been developed and used to assess the overall progress of the PHC.
- Delivery load showed an improving trend in all the PHCs



