

12. Quality Assurance in Healthcare system in India

Quality Assurance Framework under NHSRC: Enhancing Healthcare in India

The National Health Systems Resource Centre (NHSRC) plays a pivotal role in ensuring quality healthcare services across India by implementing a robust quality assurance framework.

This framework encompasses four key initiatives: National Quality Assurance Standards (NQAS), Kayakalp, LaQshya, and MusQan. These initiatives have collectively transformed India's healthcare landscape by promoting quality, patient-centred care, and improved health outcomes.

1. National Quality Assurance Standards (NQAS):

NQAS serves as a comprehensive set of standards for public health facilities, encompassing various aspects of healthcare delivery, including infrastructure, patient care, human resources, and management practices.

As of October 2023, over **5,700 public health facilities** have been certified under NQAS, demonstrating their adherence to quality standards.

2. Kayakalp:

Kayakalp focuses on transforming public health facilities into patient-friendly and aspirational institutions. It emphasizes improvements in infrastructure, cleanliness, hygiene, infection control practices, and patient satisfaction.

As of October 2023, over **19,488 public health facilities** have received Kayakalp awards, recognizing their commitment to patient-centred care.

3. LaQshya:

LaQshya adopts a results-oriented approach to improving maternal and child health outcomes. It strengthens the quality of maternal and child health services, including antenatal care, institutional deliveries, postnatal care, immunization, and child health services.

Over 785 Labour Rooms and 610 Maternal Operation theatres have been LaQshya certified.

4. MusQan:

MusQan prioritizes child-friendly healthcare services by creating a welcoming and supportive environment for children in public health facilities.

It provides child-sized equipment, trains healthcare providers on child-friendly communication and care practices, and fosters a compassionate approach to child healthcare.

Impact of Quality Assurance Initiatives:

The NHSRC's quality assurance initiatives have had a profound and multifaceted impact on India's healthcare sector:

- **Enhanced Quality of Care:** NQAS, Kayakalp, and LaQshya have collectively led to improvements in infrastructure, patient care, and maternal and child health outcomes, respectively, elevating the overall quality of healthcare services.
- **Patient Satisfaction:** Musqan's focus on child-friendly services has contributed to increased patient satisfaction and reduced anxiety among children seeking care, fostering a more positive healthcare experience.
- **Healthcare Workforce Empowerment:** These initiatives have empowered healthcare providers by equipping them with the knowledge, skills, and

attitudes necessary to provide high-quality, patient-centred care.

- Benchmarking and Learning: The certification processes have provided opportunities for facilities to benchmark their performance against national standards, identify areas for improvement, and learn from best practices, promoting continuous quality improvement.

Conclusion:

The NHSRC's quality assurance initiatives have played a pivotal role in strengthening India's healthcare system by promoting quality, patient-centred care, and improved health outcomes. As these initiatives continue to evolve and adapt to emerging needs, they will further enhance the quality of healthcare services and contribute to achieving the vision of a healthy India.