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सत्यमेव जयते

भारत सरकार

स्वास्थ्य एवं परिवार कल्याण मंत्रालय

निर्माण भवन, नई दिल्ली - 110011

Government of India

Ministry of Health & Family Welfare

Nirman Bhavan, New Delhi - 110011

*RAP Section
Please issue
101 letters by
Speed post.*

*MA
21/2/17.*



D.O. No. L.19017 /94/2015-UH

Dated: 31st January, 2017

Dear *All,*

As you are aware Quality is one of the key focus areas across facilities for both Urban and Rural areas under the National Health Mission (NHM). The guidelines 'Quality standard for UPHCs' which elaborates on Quality strengthening in urban facilities has been shared with the States /UTs in 2015.

Most states have taken measures like expansion of State Quality Assurance Committee (SQAC), conducting trainings for assessors, carrying out assessment etc. It has been observed that most common gaps identified are those which can be addressed with ease and, within the existing resources and technical capabilities. Some such interventions are listed out in Annexure.

To address the gaps in Quality in respect of urban health facilities, the States may, thus take up Quality Assurance activities as mentioned in the above said Annexure. The expenditure for these activities may be booked out of the absolute savings from the unspent balance without compromising on ongoing activities against the respective FMR codes e.g. P3, P4, and P9 etc. as applicable.

Yours Sincerely,

Preeti Pant
(Preeti Pant)

To,

Mission Director (NHM) - All States/UTs

Additional Mission Director (NUHM) - All States/UTs

Municipal Commissioner - ULBs

Copy to: Nodal Officers, NUHM - All States/ UTs

O/C

Suggested List of Activities at U-PHCs & U-CHCs		
Sr. No.	Area	Activities
1.	Patient Amenities	a) Examination table, Foot step in OPD consultation room & in dressing room.
		b) Seating facility in waiting area for patients and attendants (Procurement of chairs).
		c) Installation of RO/ filters – 1 in number – for potable drinking water.
		d) Equipment & instruments required at OPD clinic – BP apparatus, Thermometer, Weighing Machine, Torch, stethoscope, Measuring tape, Snellen's chart, X- ray view box, Tongue depressor, Otoscope, Height Chart.
		e) Breast feeding corner near Consultation room – Cardboard cabin or dedicated room. Signage of Breast feeding corner / area outside the partition. Side screen should be provided so that mother's privacy is not being compromised. Stool / couch should be provided.
		f) Side screen / curtains in the OPD consultation room, ANC clinic, in dressing room, in Injection room & in collection area of Laboratory – so that patient's privacy is not compromised.
		g) Token system or electronic display for systematic calling of patients one by one in OPD consultation room – to minimize the overcrowding inside the OPD Consultation room so that patient privacy is not being compromised.
		h) Procurement of stretcher / wheel chair.
2.	Signages	a) Directional Signages from the main road
		b) Name of the facility prominently displayed at front of hospital building with facility of illumination in night.
		c) All functional areas identified by their respective signage viz. clinics, Injection room, Pharmacy, MO I/C office etc. All the signage is in uniform color, user friendly & provided in bilingual language. Standee can be used.
		d) List of available services are prominently displayed at the entrance of UPHC - Scope of services displayed at the entrance of the facility and the services which were not provided also displayed in a flex stand.

		<p>e) List of available drugs are displayed at drug dispensing counter and should be updated as per current stock – availability of drugs should be updated daily along with Batch Number & Expiry.</p> <p>f) Citizen charter is prominently displayed which includes patient rights & responsibilities, cycle time for critical processes etc. Display of citizen charter in a flex banner which should be incorporated in a iron framing.</p> <p>g) Timings & fix day services like ANC, Immunization & specialist services (as applicable) is displayed in a flex stand.</p> <table border="1" data-bbox="920 536 1845 687"> <tr> <td>1</td> <td>ANC check up day</td> <td></td> </tr> <tr> <td>2</td> <td>Immunization day</td> <td></td> </tr> <tr> <td>3</td> <td>Specialist Consultation day (if available)</td> <td></td> </tr> </table> <p>h) Important information like contact number of MO I/C, Ambulance, nearest FRU, toll free number etc. are displayed. Name & contact number of ASHA & ANM serving in different are displayed on a flex stand.</p> <table border="1" data-bbox="920 820 1845 1082"> <tr> <td>1</td> <td>Contact Number of MO I/C</td> <td></td> </tr> <tr> <td>2</td> <td>Contact Number of ANM</td> <td></td> </tr> <tr> <td>3</td> <td>Contact number of ASHA serving in different area</td> <td></td> </tr> <tr> <td>4</td> <td>Contact Number of Ambulance driver</td> <td></td> </tr> <tr> <td>5</td> <td>Nearest FRU</td> <td></td> </tr> <tr> <td>6</td> <td>Toll free Number</td> <td></td> </tr> </table>	1	ANC check up day		2	Immunization day		3	Specialist Consultation day (if available)		1	Contact Number of MO I/C		2	Contact Number of ANM		3	Contact number of ASHA serving in different area		4	Contact Number of Ambulance driver		5	Nearest FRU		6	Toll free Number	
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3.	Infection Control & Biomedical Waste Management	<p>a) Wash basin in Dressing room - to minimize the Hospital acquired infection (HAI).</p> <p>b) Antiseptic soap with soap dish/liquid antiseptic with dispenser.</p> <p>c) Alcohol based hand rub.</p> <p>d) Procurement of Gloves & Masks for staff and waste handlers</p> <p>e) Procurement of color coded bins for segregation of waste at the point of generation as per latest Biomedical waste Management Rules, 2016.</p> <p>f) Procurement of Needle & Syringe cutters & Puncture proof containers</p>																											

		g) Procurement of Color coded bags for segregation of waste as per latest Biomedical waste Management Rules, 2016.
4.	Stationary, Printing, Work Instructions & Standard Operating Procedures (SOPs)	a) Printing and Display of work instructions for segregation & handling of Biomedical waste in local language & pictorial.
		b) Printing of Lab requisition form & referral slip – helps in reporting & follow up / prognosis.
		c) Printing and Display of hand washing instructions at the point of use in local language & pictorial.
		d) Printing of departmental Standard Operating Procedures (SOPs) and available at the point of use with process owners – Departmental SOPs helps in streamlining the process flow.
5.	Grievance redressal	Installation of complaint box for grievance redressal and whom to contact is displayed.
6.	Infrastructure	a) Ramp at the entrance of the UPHC building for easy access.
		b) Renovation of one toilet for easy access. Ramps & Hand rails should be provided.
7.	Safety	a) Installation of fire extinguisher – 3 in number
		b) 'Fire Exist' Signage
		c) Training
8.	Validation	External Quality Assurance System (EQAS) of Lab test (where laboratory facilities are available)