



Dr. Manohar Agnani, IAS

Joint Secretary

Telefax : 23061723

E-mail : js.policy-mohfw@gov.in



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

Letter no - NHSRC/13-14/QI/01/QAP - Part-3

Date -26 June 2018

Dear Colleague,

Under the National Quality Assurance Programme, Health facilities are assessed by empanelled External Assessors for the NQAS certification after receipt of application by this Ministry. The application is expected to be accompanied by supporting documents. List of such supporting documents is attached at Annexure 'A'.

It is observed that at times the states submit certification application and supporting documents separately. In many instances there is a considerable time lag between these two submissions.

Hence, it has been decided that if supporting documents are not submitted within one month of receipt of the certification application, no further action for NQAS certification would be undertaken and such applications would be deemed 'withdrawn'. NHSRC has been instructed to complete the review process within 7 working days of receipt of the supporting documents, and schedule assessment by external assessors within one month.

I request states to ensure compliance to this process.

एक कदम स्वच्छता की ओर

With kind regards,

Yours sincerely,

26/06/18

(Dr. Manohar Agnani)

To,

Mission Director, All States & UTs

Copy to -

Executive Director,
National Health Systems Resource Centre,
Munirka, New Delhi.

**List of Documents required to be submitted for External Assessment of District Hospitals
under NQAS**

1. State Assessment Report and Scores of last assessment of the facility.
2. Quality Team Formation-Office Order.
3. Records of Minutes of Meeting of Quality Team.
4. Departmental SOPs.
5. Quality Improvement Manual.
6. Copy of Hospital Policy/ Procedure:
 - a. Condemnation Policy.
 - b. End of Life care Policy.
 - c. Antibiotic policy.
 - d. Social, Culture and Religious Equality policy.
 - e. Privacy, Dignity and confidentiality policy.
 - f. Consent policy.
 - g. Prescription by Generic Name.
 - h. Adverse Event Reporting policy.
 - i. Referral policy.
 - j. Timely reimbursement of entitlements and compensation.
 - k. Grievance Redressal policy.
 - l. Free treatment to BPL patients.
7. Scores of previous three Patient Satisfaction Surveys and Subsequent Corrective and Preventive actions undertaken.
8. Key Performance Indicators (KPIs) of previous three months.

List of health facilities pending for NQAS External Assessment due to delay in document submission from States

Sl. No.	No. of Health facilities	State	Name of Facility	Date of Application Received
1	7	Chhattisgarh	DH Kanker	1st March'18
2		Chhattisgarh	DH Jashpur	1st March'18
3		Chhattisgarh	DH Raipur	1st March'18
4		Chhattisgarh	CHC Katghora, Korba	1st March'18
5		Chhattisgarh	CHC Bhanupratappur, Kanker	1st March'18
6		Chhattisgarh	CHC Charama, Kanker	1st March'18
7		Chhattisgarh	CHC Udaipur, Saraguja	1st March'18
8	1	Delhi	Maharishi Valmiki	02nd April '18
9	6	Haryana	PHC Deeg, Kurukshetra	15th June'18
10		Haryana	PHC Hangola, Panchkula	15th June'18
11		Haryana	PHC Nanakpur, Panchkula	15th June'18
12		Haryana	PHC Mohna, Faridabad	15th June'18
13		Haryana	PHC Patuda, Jhajjar	15th June'18
14		Haryana	PHC Silani, Jhajjar	15th June'18
15	1	Jharkhand	Sadar Hospital Jameshpur	12th Feb'18
16	1	Madhya Pradesh	CHC Icchwara	09th May 2017
17	4	Meghalaya	Ganesh Das Hospital, Shillong	25th May 2017
18		Meghalaya	MCH Tura	25th May 2017
19		Meghalaya	Nartiang PHC	25th May 2017
20		Meghalaya	Umden PHC	25th May 2017
21	1	Odisha	CHC Ghatagaon, Keonjhar	25th January'18
22	3	Rajasthan	DH Chittoorgarh	01st June'18
23		Rajasthan	CHC Amet	01st June'18
24		Rajasthan	PHC Sallopat	01st June'18
25	4	Telangana	AH – Bhanswada	10th April ' 18
26		Telangana	UPHC-ShekaranBanjara (12H) (Kothagudem)	28th Feb'18
27		Telangana	PHC Kowtala (Asifabad)	5th April'18
28		Telangana	PHC Thimmapur (Siddipet)	5th April'18
29	1	Tripura	DH Gomati	18th May ' 17
30	1	UP	Dr. RML Hospital	22nd March'18