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सत्यमेव जयते

भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
कमरा नं. 145-ए, निर्माण भवन,
नई दिल्ली-110 011
Government of India
Ministry of Health & Family Welfare
Room No. 145-A, Nirman Bhawan,
New Delhi - 110 011

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

Dated:-25th May,2017

Dear *Colleague*

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.

In this regard, while assessment of District Hospital level facilities has been largely undertaken in most of the States, assessment of Urban CHCs & U-PHCs is yet to be scaled-up. The States may constitute teams of professionals from the Health Department as well outside, who may be trained and engaged to impart the trainings on assessment protocol and methodology to key personnel of the health facilities. After conduct of the quality assessment, each district & municipal corporation is expected to develop a comprehensive action plan for closure of the gaps. There is also a need to ensure that patients' feedback is documented throughout the year through concurrent feedback system and findings are analyzed.

To ensure that all Urban Health Facilities (U-PHCs & U-CHCs) are assessed in the current year, the States need to issue necessary instructions to the concerned officials. The Assessment reports may be shared with the Quality Improvement Division of National Health Systems Resource Centre (NHSRC). Better performing health facilities may also be taken for the National Quality Certification. It is expected that at least 20% of the U-PHCs would be quality certified during current year. Also, such facilities would be incentivized.

The State/ Municipal Corporation may like to contact QI Division NHSRC for technical assistance in this respect. Your continuous support and active participation will go a long way in improving Quality of Urban Health facilities in your State.

Regards,

Yours Sincerely,

(Dr. K. Rajeswara Rao)

1. Addl. Chief Secretary/Principal Secretary/Secretary (Health) - All States & UTs
2. Municipal Commissioner - ULBs

Copy to: Mission Director (NHM) - All States & UTs