

Internship Training

At

Ministry of Health & Family Welfare (MoH&FW)

Government of India

On

**Baseline Assessment of Quality Assurance in Health Care Services
of CGHS Wellness Center(36-A), Dwarka, New Delhi**

By

Colonel Rajeev Sharma

Enroll No. **PGDHM/15-17/064**

Under the guidance of

Prof. Dr. AK Khokhar, IIHMR, Dwarka, New Delhi

**Post Graduate Diploma in Hospital and Health Management
(2015-17)**



**International Institute of Health Management Research
New Delhi**

PART I

DISSERTATION

ON

Baseline Assessment of Quality Assurance in Health Care Services of CGHS

Wellness Center(36-A), Dwarka, New Delhi

The Certificate is Awarded to

Colonel Rajeev Sharma

in recognition of having successfully completed his Internship in
the department of

CGHS Wellness Center(36-A), Dwarka, New Delhi

and has successfully completed his Project on

**Baseline Assessment of Quality Assurance in Health Care
Services of CGHS Wellness Center(36-A), Dwarka, New
Delhi**

Date : 30 April 2017

**Organisation : Central Government Health Scheme ,
Ministry of Health & Family Welfare**

He comes across as a committed, sincere & diligent person who has a strong
drive & zeal for learning. We wish him all the best for future endeavors.



DR D C DEURI, VCM
PGC (Hosp Management)
Senior CMO Incharge
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TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Colonel Rajeev Sharma**, student of Post Graduate Diploma in Hospital and Health Management (PGDHM) from International Institute of Health Management Research, New Delhi has undergone internship training at **CGHS Wellness Center (36-A), Dwarka, New Delhi from 01 February 2017 to 30 April 2017.**

The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish him all success in all his future endeavors.



Dr. A.K. Agarwal
Dean, Academics and Student Affairs
IIHMR, New Delhi



Prof. Dr. A.K. Khokhar
Mentor
IIHMR, New Delhi



Certificate of Approval

The following dissertation titled "**Baseline Assessment of Quality Assurance in Health Care Services of CGHS Wellness Center(36-A), Dwarka, New Delhi**" at "**CGHS Wellness Center(36-A), Dwarka, New Delhi**" is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of Post Graduate Diploma in Health and Hospital Management for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation.

Name

Signature

Dr Sanjiv Kumar

Sanjiv Kumar

Dr A K Khokhar

A K Khokhar

Dr Poonam Rijput

Poonam Rijput

Certificate from Dissertation Advisory Committee

This is to certify that **Colonel Rajeev Sharma**, a graduate student of the Post- Graduate Diploma in Health and Hospital Management has worked under our guidance and supervision. He is submitting this dissertation titled "**Baseline Assessment of Quality Assurance in Health Care Services of CGHS Wellness Center(36-A), Dwarka, New Delhi**" at "**CGHS Wellness Center(36-A), Dwarka, New Delhi**" in partial fulfillment of the requirements for the award of the Post-Graduate Diploma in Health and Hospital Management.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.



Institute Mentor



Organization Mentor



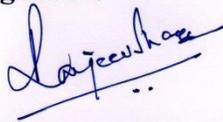
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**INTERNATIONAL INSTITUTE OF HEALTH
MANAGEMENT RESEARCH, NEW DELHI**

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled ““Baseline Assessment of Quality Assurance in Health Care Services of CGHS Wellness Center(36-A), Dwarka, New Delhi”” at “CGHS Wellness Center(36-A), Dwarka, New Delhi ” submitted by Colonel Rajeev sharma, Enrollment No. PGDHM/15-17/064 under the supervision of Prof. Dr. AK Khokhar, IIHMR, Dwarka, New Delhi, for award of Postgraduate Diploma in Hospital and Health Management of the Institute carried out during the period from 01 February 2017 to 30 April 2017 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.

Signature

A handwritten signature in blue ink, appearing to read 'Rajeev Sharma', is written over a horizontal line. The signature is cursive and includes a long horizontal stroke at the end.

FEEDBACK FORM

Name of the Student: **Colonel Rajeev Sharma**

Dissertation: **CGHS Wellness Center(36-A), Dwarka,**
Organisation **under CGHS, MoHFW, GoI**

Area of Dissertation: **Baseline Assessment of Quality Assurance in**
Health Care Services of CGHS Wellness Center (36-A), Dwarka, New Delhi

Attendance: **90%**

Objectives Achieved: **Fully**

Deliverables: **100%**

Strengths: **Sincere, Scientific and Analytical.**

Suggestions for: **Nil**

Improvement

Suggestions for Institute (course curriculum, industry interaction, placement, alumni): **Nil**

Date: **09** May 2017
Place: CGHS Wellness Centre
Dwarka(36A), New Delhi

Signature of Mentor


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Abstract

Background: ‘Quality’ is the core and most important aspect of services being rendered at any health facility. The Clinicians at the health facility particularly public health facilities mostly deliver their services based on their clinical knowledge. However, client’s expectations goes beyond only cure & includes courtesy, behavior of the staff, cleanliness of the facility & delivery of prompt & respectful service. Hence, a quality based approach helps in identifying the gaps in service delivery and tracing its roots and linking them to organisational processes. Perceptions of poor quality of health care may, in fact, dissuade patients from using the available services because health issues are among the most salient of human concerns.

Ensuring quality of the services will result in improved patient / client level outcomes at the facility level. Regular assessment of health facilities by their own staff and state and ‘action planning’ for traversing the observed gaps is the only way in having a viable Quality Assurance in Public Health.

This research is based on a comprehensive study conducted at public health facilities at CGHS Wellness Center Dwarka, New Delhi to carry out Baseline Assessment of Quality Assurance in health care services of CGHS Wellness Center.

Materials & Methods: The study is cross sectional in nature and sampling technique used were census data and purposive sampling. The data has been collected through face to face interview with the help of structured questionnaire, review of documents and existing policies at the study area, CGHS Wellness Center Dwarka(36A), New Delhi. We have utilized **NABH Standards for Wellness Centres** through self assessment tool kit modified for our organisation to bring out hitherto unknown gaps in the quality of care in achieving Quality Assurance. NABH Standards has ten chapters incorporating 84 standards. The standards help to build a quality culture at all level and ensures quality assurance

across all the functions of Wellness Centre. The data was analysed using software MS Excel. Proportions were used for interpretation.

Results: The general view is a favorable one as the over all score is 8.17 which is higher than the minimum average desired score of 7. However, the average score of the individual chapter like Care of Customers (COC) , Infection Control (IC) and Continual Quality Improvement (CQI) is less than 7. Hence we do not meet the condition for the accreditation to achieve the quality assurance. Overall impression about the wellness centre is that the management requires to have more vigil in the matter of cleanliness and patient satisfaction, infection control and continual quality improvement which are major quality indicators in Quality assurance.

Conclusion: Every patient coming to the wellness center is responsible for spreading the good image of the organization. Hence, satisfaction of patients visiting the wellness center is important for hospital management and so is the quality of service to ensure quality assurance. CGHS has ensured that the quality of service is delivered to all their card holder beneficiaries through the out sourced hospitals, laboratories which have to be NABH/NABL accredited. However the same is not the case when it comes to the CGHS Wellness Centers/ Poly Clinics. This study will aid in guiding and focus their attention towards ensuring the quality of service to achieve the Quality Assurance in health care at wellness center.

Keywords: Quality assurance, Quality improvement

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List of Symbols and Abbreviations

- 1) **ACMO** Assistant Chief Medical Officer
- 2) **AIDS** Acquired Immuno-deficiency Syndrome
- 3) **AIIMS** All India Institute of Medical Sciences
- 4) **APS** Access and Planning of Services
- 5) **AYUSH** Ayurveda, Yoga, Unani, Siddha, & Homeopathy
- 6) **BMW** Biomedical Waste Management
- 7) **CAPF** Central Armed Police Force
- 8) **CGHS** Central Government Health Scheme
- 9) **CMO** Chief Medical officer
- 10) **COC** Care of Customers
- 11) **CRE** Customer Rights and Education
- 12) **CQI** Continual Quality Improvement
- 13) **FMS** Facility Management and Safety
- 14) **FW** Family Welfare
- 15) **GoI** Government of India
- 16) **HCO** Health Care Organisation
- 17) **HMIS** Hospital Management Information System
- 18) **HRM** Human Resource Management
- 19) **I/C** In charge
- 20) **IC** Infection Control
- 21) **IEC** Information, Education & Communication
- 22) **IMA** Indian Medical Association
- 23) **IMEP** Infection Management and Environment Plan
- 24) **IMS** Information Management System
- 25) **IPD** In Patient Department
- 26) **IPHS** Indian Public Health Standard
- 27) **ISO** International Organisation for Standardisation
- 28) **JCI** Joint Commission International

- 29) **KPI** Key Performance Indicators
- 30) **MBA** Masters in Business Administration
- 31) **MBBS** Bachelor in Medicine & Bachelor in Surgery
- 32) **MCH** Maternal & Child Health
- 33) **ME** Measureable Elements
- 34) **MHA** Masters in Hospital Administration
- 35) **MOHFW** Ministry of Health and Family Welfare
- 36) **MOMCEI** Management of Medication, Consumables and Equipments
- 37) **MPH** Masters in Public Health
- 38) **NABH** National Accreditation Board for Hospitals & Healthcare Providers
- 39) **NABL** National Accreditation Board for Testing and Calibration Laboratories
- 40) **NGO** Non Government Organization
- 41) **OPD** Out Patient Department
- 42) **OT** Operation Theatre
- 43) **QA** Quality Assurance
- 44) **QAC** Quality Assurance Committee
- 45) **QAU** Quality Assurance Unit
- 46) **QI** Quality Improvement
- 47) **QOC** Quality of Care
- 48) **ROM** Responsibilities of Management
- 49) **SOP** Standard Operating Procedure
- 50) **ToRs** Terms of Reference
- 51) **WHO** World Health Organization

Acknowledgement

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Colonel Rajeev Sharma

PART II

DISSERTATION

ON

Baseline Assessment of Quality Assurance in Health Care Services of CGHS

Wellness Center(36-A), Dwarka, New Delhi