



**Mission Directorate**  
**National Health Mission, Odisha**  
Department of Health & Family Welfare,  
Government of Odisha.

Letter No. OSH&FWS/12022

Date: 14.09.15

From

Dr. Dinabandhu Sahoo  
Joint Director (Technical),  
NHM, Odisha.

To

The Addl. Secretary, H&FW Deptt., Odisha;  
The Director Health Services, Odisha;  
The Director Family Welfare, Odisha;  
The Director, Medical Education & Training, Odisha;  
The Director, SIHFW, Odisha;  
The Director, Nursing, Odisha;  
The Joint Director (Technical), NHM, Odisha;  
The Joint Director, Family Welfare, Odisha;  
The Deputy Director, Family Welfare, Odisha;  
The HOD, Dept. of O&G, SCB MCH, Cuttack;  
The HOD, Dept. of Anesthesia, SCB MCH, Cuttack;  
The HOD, Dept. of Surgery, SCB MCH, Cuttack;  
The HOD, Dept. of Paediatrics, SCB MCH, Cuttack;  
The Senior O&G Specialist, Capital Hospital Bhubaneswar;  
The CDMO, Khurda;  
The President FOGSI, Odisha.  
Legal Advisor, O/o. The DFW, Odisha  
Deputy Director, IIPH, Bhubaneswa  
The Director, AIIMS, Bhubaneswar  
The Team Leader, SHSRC, Odisha.

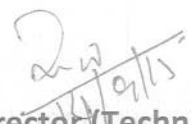
**Sub: Minutes of State Quality Assurance Committee (SQAC) Meeting.**

Sir,

I am enclosing herewith the Minutes of the **State Quality Assurance Committee (SQAC)** Meeting held on 26<sup>th</sup> August 2015 at 10.30 AM in the NHM Conference Hall under the Chairmanship of Principal Secretary, H & FW Deptt. Govt. of Odisha to review the status of compensation claim, functioning of QA committee at district and hospital level, discussion on the Quality Management System and new proposal for National Quality Assurance Standard (NQAS) Certification.

This is for your kind information and necessary action.

Yours faithfully,

  
Joint Director (Technical),  
NHM, Odisha.




**Mission Directorate**  
**National Health Mission, Odisha**  
Department of Health & Family Welfare,  
Government of Odisha.

Memo No. 12023.....

Date: 14.09.15..


Copy forwarded to the Private Secretary to Principal Secretary to Govt., Health & Family Welfare Department, Odisha for kind information of the Principal Secretary.

  
Joint Director (Technical),  
NHM, Odisha.

Date: 14.09.15

Memo No. 12024.....

Copy forwarded to the Private Secretary to Mission Director, NHM, Odisha for kind information of the Mission Director.

  
Joint Director (Technical),  
NHM, Odisha.

Date: 14.09.15

Memo No. 12025.....

Copy forwarded to the Addl. Director (CH)/ Joint Director (Admin)/ Joint Director (BMWM)/Consultant CH, NHM/SMCS cell for information and necessary action.

  
Joint Director (Technical),  
NHM, Odisha.

## Minutes of Meeting on State Quality Assurance Committee (SQAC) held on 26<sup>th</sup> August 2015 at NHM Conference Hall

The 2<sup>nd</sup> meeting of the State Quality Assurance Committee was held under the Chairmanship of the Principal Secretary, Health and Family Welfare Deptt., Government of Odisha on 26<sup>th</sup> August 2015. The member present in the meeting is attached in Annexure - I.

At the outset discussion was made regarding the action taken as per the decision of the 1<sup>st</sup> SQAC meeting. Thereafter, a detailed presentation was made by the Mission Director, NHM regarding the role & responsibility of SQAC, DQAC, DQT & different initiatives and activities that are going on for ensuring quality health care services to the patients at Public Health Facilities. The detailed presentation is attached in Annexure – II.

After detail discussion, following decisions were taken:

S.N	Discussion points / Decisions taken	Action	Timeline
1	<b>Structure of SQAC / DQAC</b>		
	<ul style="list-style-type: none"> <li>In view of expanded scope of quality assurance activities, It was decided that Special Secretary (Technical), Director, Public Health, Director, State Blood Transfusion Council will be included as members of SQAC.</li> <li>Director, Health Services will remain as Member Secretary of SQAC.</li> <li>In spite of communication of revised guideline, it is observed that only issues of logistics and family planning services are discussed in the DQAC meeting. Hence, it was decided that a letter reiterating the role and functions of DQAC will be communicated to all districts under the signature of Principal Secretary, Health and F.W. Deptt.</li> <li>Further, a letter will be communicated to all districts for regular organisation of DQAC meeting and detailed agenda points for discussion in DQAC meeting will also be shared.</li> <li>The Quality Assurance Committees will be formed in all Medical College and Hospitals for ensuring quality of health care and effective adoption of all standard treatment protocols including quality assurance mandate. Accordingly the detailed composition and function of Quality Assurance committees of Medical College will be notified.</li> <li>The 3<sup>rd</sup> SQAC meeting will be held on October 2015.</li> </ul>	QA Cell/ DMET	30 <sup>th</sup> September
2	<b>State / District Nodal Officer</b>		
	<ul style="list-style-type: none"> <li>Joint Director (Tech.), NHM will act as State Nodal Officer for QI &amp; QA.</li> <li>MBBS Doctor Trained on Post Graduate Diploma in Public Health Management (PGDPHM) will be designated as District Quality Assurance Manager in addition to his / her regular assignment.</li> <li>S/He will be primarily responsible for looking after QA activities including accreditation process in the districts. A detailed job responsibilities and deliverable will be defined and communicated to all concerned.</li> <li>Further, detailed updated list of MBBS Doctor Trained on Post Graduate Diploma in Public Health Management (PGDPHM) will be shared with SHRMU for posting/deployment of such doctors in district Head Quarter Hospital during transfer and posting.</li> <li>Steps must be taken to fill up vacancy position of contractual</li> </ul>	JD Tech/ JD Admin/ DHS	30 <sup>th</sup> September

S.N	Discussion points / Decisions taken	Action	Timeline
	<p>manpower at Quality Assurance Cell of SPMU.</p> <ul style="list-style-type: none"> <li>It was observed that Hospital Managers are basically confined to logistic provisioning and other management issues without focusing to processes for ensuring quality of health care at facilities. Hence, it was decided that the job responsibilities of Hospital Managers will be modified and they will be instructed to give priority for quality Improvement and Quality assurance activities in the district including DHH.</li> </ul>		
3	<p><b>NQAS Certification</b></p> <ul style="list-style-type: none"> <li>It was decided that for NQAS certification, focus will be given on Maternal &amp; Child Health services i.e Labour Room, Maternity ward, Paediatric ward, SNCU, Operation Theatre &amp; General Administration.</li> <li>NQAS Accreditation activities will be taken up in all DHHs simultaneously but this year 10 district Head Quarter Hospitals (Nine ISO 9001:2008 certified Hospitals and DHH Bhawanipatna) will be taken up for NQAS Certification.</li> <li>Quality Assessors will be empanelled for assessment of facilities for NQAS certification.</li> </ul>	QA Cell	31 <sup>st</sup> March 2016
4	<p><b>Rolled out of KAYAKALP</b></p> <ul style="list-style-type: none"> <li>A detailed discussion was held regarding Kayakalp Award to public Health Facilities, its assessment methods, Assessors for Internal Assessment, Peer Assessment and External Assessment as per the guideline prescribed by Govt. of India. In view of current status of public health facilities, it was decided that Kayakalp award will be provided to DHHs only for the year 2015-16.</li> <li>Necessary preparatory steps for participation in Kayakalp Award including prompt gap closer initiatives must be taken up in time bound manner.</li> </ul>	QA Cell	Assessment by 15.9.2015, Action plan by 30.9.2015
5	<p><b>Implementation of Dakshata</b></p> <ul style="list-style-type: none"> <li>It was decided in the meeting that for strengthening Quality of care through competent &amp; confident providers at labour room, Dakshata programme will be roll out in 15 high IMR &amp; MMR districts and 3 NIPI focused districts.</li> <li>Accordingly, sincere steps must be taken for successful roll out of Dakshata along with INAP and strengthening implementation of HBNC and follow up of SNCU discharged babies.</li> </ul>	SMCS Cell	Baseline assessment by 30.9.2015
6	<p><b>Accreditation of SNCU</b></p> <ul style="list-style-type: none"> <li>It was discussed that, five SNCUs were taken up for accreditation through National Neonatology Forum (NNF). Out of which SNCU of Capital Hospital, Bhubaneswar &amp; SVPPGIP, Cuttack has obtained 2A certification. Assessment of SNCU at MKCG Medical College &amp; Hospital, DHH Rayagada &amp; DHH Koraput completed &amp; certificate is awaited.</li> <li>Hence, it was decided that in the second phase four SNCUs namely SCB Medical College &amp; Hospital, Cuttack, VSS Medical College &amp; Hospital, Burla, DHH Puri &amp; DHH Balasore will be taken up for accreditation through NNF.</li> </ul>	AD CH & Cons. CH	
7	<p><b>Competency Based Skill Test (CBST)</b></p> <ul style="list-style-type: none"> <li>It was decided that in adherence to Govt. of India conditionality, the Competency Based Skill Test (CBST) will be done for all the Staff</li> </ul>	JD admin/ Director	

S.N	Discussion points / Decisions taken	Action	Timeline
	Nurses/ANMs engaged under NHM, as per the Guideline issued. Hence, district may be requested to expedite process for conducting CBST during recruitment of Staff Nurses and ANMs.	Nursing	
8	<b>Untied Fund</b>		
	<ul style="list-style-type: none"> <li>As per approval of the Mission Steering Group of the NHM, GoI, the 3 grants (Untied Grant, RKS &amp; AMG) provided to facilities, have been merged into a single Untied Grant.</li> <li>Accordingly after detailed discussion on revised untied fund guidelines, the SQAC has approved the Untied Fund guideline with a condition to make the suggested changes like patients benefited from RSBY/BKKY out of total patient treated in OPD &amp; IPD, cleaning schedule, IMEP practices etc. in the calculation sheet.</li> </ul>	QA cell/ DHS	
9	<b>Quality of Diagnostic Services</b>		
	<ul style="list-style-type: none"> <li>For ensuring quality Diagnostic services, External Quality Assurance Scheme (EQAS) will be done with CMC Vellore or AIIMS New Delhi.</li> <li>In the first phase, EQAS will be done for all DHHs and 3 Medical College &amp; Hospital Laboratories.</li> </ul>	DHS / DMET	
10	<b>IMEP and Biomedical Waste Management</b>		
	<ul style="list-style-type: none"> <li>IMEP Practices including BMWM will be strengthened in all hospitals including Medical College &amp; Hospitals. All staffs coming in contact of Bio medical Waste will be immunized.</li> </ul>	JD, BMWM	
11	<b>Patient feedback and Grievance Redressal</b>		
	<ul style="list-style-type: none"> <li>It was decided that Patient feedback will be collected in all DHHs by RMNCH+A, NCD Counsellors, DEOs of SNCU, which will be compiled by Hospital Manager &amp; ADMO (Med).</li> <li>The findings will be placed at DQT meeting and the suggested corrective action points will be taken accordingly at the facility level.</li> <li>Grievance redressal mechanism will be strengthened at facility level including Medical College &amp; Hospitals. Hence, detailed modalities for establishment of facility based grievance redressal mechanism will be worked out.</li> <li>In the Induction training curriculum of MBBS Doctors, patient satisfaction will be included. In this regard a letter will be communicated to Director SIHFW.</li> </ul>	HM/ ADMO(M) Director SIHFW	20.9.2015
12	<b>Preparation of SOP</b>		
	<ul style="list-style-type: none"> <li>The clinical services for which SOPs are not available in the state will be listed down and a committee will be formed accordingly to prepare SOPs for those clinical services.</li> </ul>	QA Cell	30.9.2015
13	<b>Publishing News Letter</b>		
	<ul style="list-style-type: none"> <li>In order to highlight and disseminate the best practices of hospitals &amp; extraordinary works done by employees, a news letter (Digital/hard copy) will be published at least on quarterly basis.</li> </ul>	COE	

The meeting ended with vote of thanks to the chair and the participants.

  
Mission Director,  
NHM, Odisha.

  
Principal Secretary to Govt.  
H & FW Deptt., Odisha





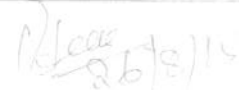
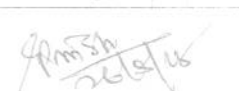




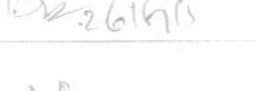
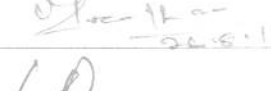







# STATE QUALITY ASSURANCE COMMITTEE (SQAC) MEETING

220

Date & Time : 26<sup>th</sup> August, 2015 at 10.30 AM

Venue : NHM Conference Hall

Sl. No.	Name	Designation	Mobile No	Signature
1	Smt. Arti Ahuja, IAS	Principal Secretary H & FW Deptt.		
2	Ms. Roopa Mishra, IAS	Mission Director, NHM		
3	Dr. C. R. Nayak	DHS, Odisha	9439991181	
4	Dr. Nirmala Dei	DFW, Odisha	9439994863	
5	Dr. Rajaraj Hore	DON - Odisha	9439991201	
6	Dr. S. P. Mishra	CDMO, Khordha	9439994500	
7	Dr. PREETAM MAHAJAN	ASST PROFESSOR, CFM AIIMS BHUBANESWAR	9438884007	
8	Dr. Basudev Patra	A.D.F.W.	9439991148	
9	Dr. D. K. Sahoo	J.D.F.W.	9439991228	
10	Dr. Bijaya Panda	Sr. Ul. Spl. Care	9437090760	
11	Manoranjan Pradhan	Legal Advisor - PC & PNDT	9439991153	
12	Prof L Dash	HOD, Anaesthesia, SCB MH	9437162866	
13	Prof J. R. Mishra	HOD, Surgery, SCB MC, Cutt	9437339326	
14	Dr. Lipika Nanda	Director, IIPHB	9937489943	
15	Dr. Lucinda	Prof. Gyn Surgery	9437288880	
16	Amit Kumar Pradhan	SPM		
17	Dr J. N. Behera	Professor, Pediatrics, SCB MC, Cutt	9437275384	
18	Dr. Manoj Kumar Mohapatra	Consultant G & GA (MGO)	9439990083	