



# NATIONAL QUALITY ASSURANCE STANDARDS

Area of Concern - A: Service Provision	
Standard A1	The facility provides curative services
Standard A2	The facility provides RMNCHA services
Standard A3	The facility provides diagnostic services
Standard A4	The facility provides services as mandated in National Health Programmes/State Scheme.
Standard A5	The facility provides support services
Standard A6	Health services provided at the facility are appropriate to community needs.
Area of Concern - B: Patient Rights	
Standard B1	The facility provides information to care seekers, attendants & community about the available services and their modalities.
Standard B2	Services are delivered in a manner that is sensitive to gender, religious and cultural needs, and there are no barriers on account of physical economic, cultural or social reasons.
Standard B3	The facility maintains privacy, confidentiality & dignity of patient, and has a system for guarding patient related information.
Standard B4	The facility has defined and established procedures for informing patients about the medical condition, and involving them in treatment planning, and facilitates informed decision making.
Standard B5	The facility ensures that there are no financial barriers to access, and that there is financial protection given from the cost of hospital services.
Standard B6	The facility has defined framework for ethical management including dilemmas confronted during delivery of services at public health facilities.
Area of Concern - C: Inputs	
Standard C1	The facility has infrastructure for delivery of assured services, and available infrastructure meets the prevalent norms.
Standard C2	The facility ensures the physical safety of the infrastructure.
Standard C3	The facility has established Programme for fire safety and other disaster.
Standard C4	The facility has adequate qualified and trained staff, required for providing the assured services to the current case load.
Standard C5	The facility provides drugs and consumables required for assured list of services.
Standard C6	The facility has equipment & instruments required for assured list of services.
Standard C7	The facility has a defined and established procedure for effective utilization, evaluation and augmentation of competence and performance of staff

Area of Concern - D: Support Services	
Standard D1	The facility has established Programme for inspection, testing and maintenance and calibration of Equipment.
Standard D2	The facility has defined procedures for storage, inventory management and dispensing of drugs in pharmacy and patient care areas.
Standard D3	The facility provides safe, secure and comfortable environment to staff, patients and visitors.
Standard D4	The facility has established Programme for maintenance and upkeep of the facility.
Standard D5	The facility ensures 24 X 7 water and power backup as per requirement of service delivery, and support services norms.
Standard D6	Dietary services are available as per service provision and nutritional requirement of the patients.
Standard D7	The facility ensures clean linen to the patients.
Standard D8	The facility has defined and established procedures for promoting public participation in management of hospital transparency and accountability.
Standard D9	Hospital has defined and established procedures for Financial Management.
Standard D10	The facility is compliant with all statutory and regulatory requirement imposed by local, state or central government.
Standard D11	Roles & Responsibilities of administrative and clinical staff are determined as per govt. regulations and standards operating procedures.
Standard D12	The facility has established procedure for monitoring the quality of outsourced services and adheres to contractual obligations.
Area of Concern - E: Clinical Services	
Standard E1	The facility has defined procedures for registration, consultation and admission of patients.
Standard E2	The facility has defined and established procedure for clinical assessment and preparation of the treatment plan
Standard E3	The facility has defined and established procedures for continuity of care of patient and referral.
Standard E4	The facility has defined and established procedures for nursing care.
Standard E5	The facility has a procedure to identify high risk and vulnerable patients.
Standard E6	Facility ensures rationale prescribing and use of medicines
Standard E7	The facility has defined procedures for safe drug administration.
Standard E8	The facility has defined and established procedures for maintaining, updating of patients' clinical records and their storage.
Standard E9	The facility has defined and established procedures for discharge of patient.
Standard E10	The facility has defined and established procedures for intensive care.
Standard E11	The facility has defined and established procedures for Emergency Services and Disaster Management.
Standard E12	The facility has defined and established procedures of diagnostic services.
Standard E13	The facility has defined and established procedures for Blood Bank/Storage Management and Transfusion.

Standard E14	The facility has established procedures for Anaesthetic Services.
Standard E15	The facility has defined and established procedures of Operation theatre services.
Standard E16	The facility has defined and established procedures for end of life care and death.
<b>Maternal &amp; Child Health Services</b>	
Standard E17	The facility has established procedures for Antenatal care as per guidelines.
Standard E18	The facility has established procedures for Intranatal care as per guidelines .
Standard E19	The facility has established procedures for postnatal care as per guidelines .
Standard E20	The facility has established procedures for care of new born, infant and child as per guidelines.
Standard E21	The facility has established procedures for abortion and family planning as per government guidelines and law.
Standard E22	The facility provides Adolescent Reproductive and Sexual Health services as per guidelines.
<b>National Health Programmes</b>	
Standard E23	The facility provides National health Programme as per operational/Clinical Guidelines.
<b>Area of Concern - F: Infection Control</b>	
Standard F1	The facility has infection control Programme and procedures in place for prevention and measurement of hospital associated infection.
Standard F2	The facility has defined and Implemented procedures for ensuring hand hygiene practices and antisepsis.
Standard F3	The facility ensures standard practices and materials for Personal protection.
Standard F4	The facility has standard procedures for processing of equipment and instruments.
Standard F5	Physical layout and environmental control of the patient care areas ensures infection prevention.
Standard F6	The facility has defined and established procedures for segregation, collection, treatment and disposal of Bio Medical and hazardous Waste.
<b>Area of Concern - G: Quality Management</b>	
Standard G1	The facility has established organizational framework for quality improvement.
Standard G2	The facility has established system for patient and employee satisfaction.
Standard G3	The facility have established internal and external quality assurance programs.
Standard G4	The facility has established, documented implemented and maintained Standard Operating Procedures for all key processes and support services.
Standard G5	The facility maps its key processes and seeks to make them more efficient by reducing non-value adding activities and wastages.
Standard G6	The facility has defined mission, values, Quality policy & objectives & prepared a strategic plan to achieve them.
Standard G7	The facility seeks continually improvement by practicing Quality method and tools.
Standard G8	The facility has defined, approved and communicated Risk Management framework for existing and potential risks.

Standards G9	The facility has established procedures for assessing, reporting, evaluating and managing risk as per Risk Management Plan
Standard G10	The facility has established clinical Governance framework to improve the quality and safety of clinical care processes
<b>Area of Concern - H : Outcome Indicator</b>	
Standard H1	The facility measures Productivity Indicators and ensures compliance with State/National benchmarks.
Standard H2	The facility measures Efficiency Indicators and ensure to reach State/National Benchmark.
Standard H3	The facility measures Clinical Care & Safety Indicators and tries to reach State/National benchmark.
Standard H4	The facility measures Service Quality Indicators and endeavours to reach State/National benchmark.