

**GOVERNMENT OF PUNJAB  
DEPARTMENT OF HEALTH AND FAMILY WELFARE  
(HEALTH IV-BRANCH)**

**Notification**

Dated, Chandigarh the **30-1-15**

No.6/10/2014-2HB4/ **404151/1** Consequent to the Notification No. 6/10/2014-2HB-4/363750/1 dated 10/12/2014 and in order to put in place the framework for operationalization of the guidelines, the Governor of Punjab is pleased to notify the Key Performance Indicators (KPI) and also to constitute the following Committees:-

1. State Quality Assurance Board (SQAB)
2. State Quality Assurance Committee (SQAC)
3. State Quality Assurance Unit (SQUA)
4. State Family Planning Indemnity Subcommittee
5. District Quality Assurance Committee (DQAC)
6. District Quality Assurance Unit (DQAU)
7. District Family Planning Indemnity Subcommittee
8. Hospital Quality Assurance Committee (HQAC)

Terms of Reference (ToR) for the above mentioned Committees are approved in the notification of Policy and the members of the Committees are as below:

**1. For the purpose of providing accreditation to the healthcare institutions, the State Quality Accreditation Board (SQAB) is constituted as under:**

1	Chief Secretary	Chairman
2	Secretary Health and Family Welfare	Member
3	Secretary Medical Education and Research	Member
4	Secretary Department of Social Security and Woman and Child Development	Member
5	Secretary Department of Local Government;	Member
6	Director PGIMER;	Member
7	Senior representative from MoH&FW;	Member
8	Eminent Expert from the field of Health Dept.	To be nominated by the State.

- 2. Constitution of State Quality Assurance Committee (SQAC):** This Committee shall be entrusted with the responsibilities of overseeing the implementation of the policy across the state in accordance with the National & State level guidelines

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issued from time to time. The Government may change/modify this committee at any time.

1	Secretary Health and family Welfare, Punjab	Chairperson
2	Managing Director, PHSC (Punjab Health Systems Corporation)	Vice-chairperson
3	Mission Director NHM (National Health Mission)	Member
4	Director Health Services, Punjab	Member
5	Director Research and Medical Education	Member
6	Principal State Institute of Health and Family Welfare, Punjab (SIHFW)	Member
7	Two Civil Surgeons, to be nominated by the Govt.	Member
8	State Quality Assurance Nodal Officer, Punjab	Member Secretary
9	Two NGO's (Non-Governmental organizations to be nominated by the Govt)	Member
10	Accredited private sector (To be nominated by the Govt.)	Member (optional)
11	Representative from IMA/IAP etc.	Member

3. **State Quality Assurance Unit:** This Unit is working division under SQAC and will provide support for implementation of QA activities in the state.

1	Managing Director, PHSC (Punjab Health Systems Corporation)	Chairperson
2	Nodal Officer Quality Assurance	Member Secretary
3	State Nodal Officers of the programme divisions	Member
4	State Consultant (Quality Monitoring)	Member

4. Besides this, a 5 member "**State Family Planning Indemnity Subcommittee**" would redress, dispose and disburse claims/ complaints received through the DQAC.

1	Mission Director NHM (National Health Mission)	Chairperson
2	Director Health Services/Director Family Welfare	Convener
3	Joint Director (FW)/ Deputy Director (FW)	Member Secretary
4	One Gynaecologist	Member
5	One Surgeon	Member

*Amal Singh*



**District Level:**

5. **Constitution of the District Quality Assurance Committee:** This committee can be modified at the level of Principal Secretary to Government of Punjab, Department of Health and family welfare, Punjab.

1	Deputy Commissioner (DC)	Chairman
2	Civil Surgeon (CS), District	Convener
3	Deputy Medical Commissioner (DMC)	Member
4	DHO/ DFWO	Member
5	Two Senior Medical Officers (SMO)	Member
6	Two Specialists, PCMS-1	Member
7	Two NGO's (Non-Governmental organisations)	Member
8	Quality Assurance Officer of the District & Hospital	Member Secretary
9	One representative from IMA/IAP etc.	Member

6. **District Quality Assurance Unit:** This Unit is working division under DQAC and will be responsible for undertaking various activities as per ToR and other tasks as entrusted from time to time by DQAC.

1	District Family welfare officer	Head
2	District Quality Assurance Manager	Member Secretary
3	One clinician (surgical /medical/any other specialty)	Member

7. A 5 member "**District Family Planning Indemnity Subcommittee**" would process claims received from the clients and complaints/ claims lodged from the facilities.

1	District Collector	Chairperson
2	Civil Surgeon	Convener
3	District Family Welfare Officer	Member Secretary
4	One Gynecologist	Member
5	One Surgeon	Member

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## 8. Hospital Quality Assurance Committee (HQAC) :

1	Medical Superintendent/ SMO	Chairperson
2	I/c Operation Theatre/Anesthesia in charge /surgeon	Member
3	I/c Obstetrics and Gynecology	Member
4	I/c Lab services (Microbiologist/pathologist): for enforcing IMEP and BMW protocols	Member
5	Hospital Administrator	Member Secretary
6	I/c Nursing	Member
7	I/c Ancillary services	Member
8	I/c Transport	Member
9	I/c Stores	Member
10	I/c Records	Member

As part of ongoing activities under Punjab Health Systems Corporation, a Quality Assurance Programme has been initiated by the Department of Health and Family Welfare, Government of Punjab, as per the operational guidelines framed by the Ministry of Health & Family Welfare, Government of India for implementation at the State level.

As per the guidelines of Government of India, the following Key Performance Indicators (KPI) as indicated to be distributed and implemented in the State.

### **Productivity**

- Bed Occupancy Rate
- Lab Utilization Index
- Percentage of High Risk Pregnancy/Obstetric Complications
- Percentage of Surgeries done during Night
- Percentage of surgeries done during Day
- C- Section Rate

### **Efficiency**

- Referral Rate
- Major Surgeries per Surgeon
- OPD per Doctor
- External Quality Assurance Score for lab test
- Stock out percent of supplies for RMNCHA.

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### Clinical Quality

- Maternal Death Rate
- Neonatal Death Rate
- Percentage Maternal Death Review done
- Average Length of Stay
- Surgical Site Infection Rate
- SNCU Mortality Rate
- No. of Sterilization Failures
- No. of Sterilization Complications
- No. of Sterilization Deaths
- Blood unit replacement Rate
- Partograph recording rate
- Antibiotic use rate

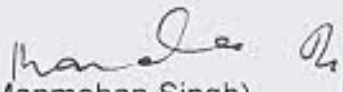
### Service Quality

- LAMA Rate
- Patient Satisfaction Score(OPD)
- Patient Satisfaction Score(IPD)
- Registration to Drug time
- Percentage of JSY payment done before discharge
- Percentage of women provided drop back after delivery.


Dated, Chandigarh  
27-01-2015

Vini Mahajan, IAS  
Principal Secretary, Govt. of Punjab  
Dept. of Health and Family Welfare,

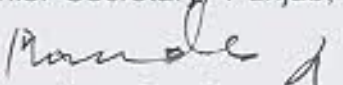
Endst. No. 6/10/2014-2HB-IV/ 404151/2 Dated; Chandigarh. 30-1-15  
A copy is forwarded to the Controller, Printing and Stationery Punjab, Chandigarh with the request that this notification may please be published in the official gazette of the Punjab Govt. (Extra Ordinary) and 100 copies thereof be supplied to this Department.

  
(Manmohan Singh)  
Deputy Secretary, Health.

Endst. No. 6/10/2014-2HB-IV/ 404151/3 Dated; Chandigarh. 30-1-15  
A copy is forwarded to the Financial Commissioners, Principal Secretaries and Administrative Secretaries to Government of Punjab, with a request to circulate this scheme to all their subordinate officers for further necessary action.


  
(Manmohan Singh)  
Deputy Secretary, Health.

Endst. No. 6/10/2014-2HB-IV/ 404151/4 Dated; Chandigarh. 30-1-15  
A copy is forwarded to the Secretary to the Chief Secretary, Punjab, for information.

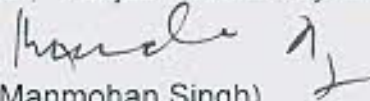
  
(Manmohan Singh)  
Deputy Secretary, Health.




Endst. No. 6/10/2014-2HB-IV/ 404151/5 Dated; Chandigarh. 30-1-15  
A copy is forwarded to the Principal Secretary to the Government of Punjab,  
Department of Finance for information.

  
(Manmohan Singh)  
Deputy Secretary, Health.


Endst. No. 6/10/2014-2HB-IV/ 404151/6 Dated; Chandigarh. 30-1-15  
A copy is forwarded to the Managing Director, Punjab Health System  
Corporation, Phase-VI, SAS Nagar, for information.

  
(Manmohan Singh)  
Deputy Secretary, Health.

Endst. No. 6/10/2014-2HB-IV/ 404151/7 Dated; Chandigarh. 30-1-15  
A copy is forwarded to the Director, Health & Family Welfare, Punjab for  
information & necessary action.

  
(Manmohan Singh)  
Deputy Secretary, Health.

Endst. No. 6/10/2014-2HB-IV/ 404151/8 Dated; Chandigarh. 30-1-15  
A copy is forwarded to all the Director, Health & Family Welfare, the  
Director, Health Services (Family Welfare), the Director, Health Services (SI),  
Director Ayurveda, Director Homeopathy, Punjab, for information.

  
(Manmohan Singh)  
Deputy Secretary, Health.