



## National Health Systems Resource Centre

Technical Support Institution with National Health Mission  
Ministry of Health & Family Welfare, Government of India



J N Srivastava  
Officiating ED,NHSRC

D.O. No. NHSRC/CU/23-24/PB

Date 09-Jul-2024

**Subject: National Quality Certification of One (01) Public Health Facility of Punjab under NQAS**

Dear Sir,

At the outset, I congratulate you and your state team for taking up one (01) public health facility of Punjab for Quality Certification under NQAS program. The facilities underwent External Assessment by the empanelled NQAS external assessors. The assessment details are as follows:

S.No.	Name of Facility	Date of Assessment	Packages	Certification Criteria	Overall Score	Certification Status
1.	AAM-SHC, Manwal, Pathankot	19-Feb-2024	7 Mandatory Service Packages	Met All Criteria	91.67 %	Quality Certified

Hence, **Ayushman Arogya Mandir – Sub Health Centre Manwal, Pathankot** in the state of Punjab is granted **Quality Certified** under NQAS.

The certified health facilities should submit the action plan to the State Quality Assurance Unit. The State Quality assurance unit is expected to verify the improvement in the surveillance audits and submit the status to Certification Unit NHSRC along with the surveillance reports. The summary of the Assessment Reports of the aforementioned facility is enclosed as **Appendix A**

With regards.

**Sh. Varinder Kumar Sharma**  
The Mission Director (NHM),  
State Quality Assurance Unit,  
O/O Punjab Health Systems Corporation 2nd Floor,  
Block E,PSEB Building,Phase 8,  
S.A.S Nagar,  
Punjab 160062

Yours Sincerely,

**Copy to:**

- 1.State Quality Assurance Unit, O/o Punjab Health Systems Corporation 2nd Floor, Block E, PSEB Building, Phase 8, S.A.S Nagar, Punjab 160062
2. State Quality Assurance Unit, PHSC Mohali.
3. Community Health Officer,AAM- SHC, Manwal, Pathankot, Punjab



**Summary of External Assessment Report**

Name of the facility : AAM-SHC Manwal , Pathankot , Punjab

Date of External Assessment : 19-Feb-2024 to 19-Feb-2024

Overall Score of Health facility : 91.67 %

**1. Compliance to certification criteria**

Sl.No.	Criteria Name	Score Required	Meets Criteria
1	Aggregate score of the health facility	≥ 70 %	Criteria Met 91.67 %
2	Score of each Service Package of the health facility	≥ 70 %	Criteria Met
3	Aggregated score in each Area of Concern	≥ 60 %	Criteria Met <b>Refer Table - 3</b>
4	Score of Standard of A1,D3,D4,D5,G2	≥ 60 %	Criteria Met Standard A1 - <b>88.24</b> % Standard D3 - <b>96.88</b> % Standard D4 - <b>96.67</b> % Standard D5 - <b>90.74</b> % Standard G2 - <b>100.0</b> %
5	Individual Standard wise score	≥ 50 %	Criteria Met <b>Refer Table - 4</b>
6	Patient Satisfaction Score in the preceding quarter or more (Satisfied or Highly satisfied on Mera-Aspataal)	PSS ≥ 60 %	Criteria Met (PSS Score - 84.0%)

**2. Area of Concern wise Score :**

S.No.	Area of Concern	Scores(%)
A	Service Provision	86.84
B	Patients Right	92.86
C	Inputs	91.41
D	Support Services	93.18
E	Wellness & Clinical Services	89.66
F	Infection Control	98.39
G	Quality Management	92.86
H	Outcome	96.3

**3. Departmental Score :**

S.No.	Department	Score(%)
1	Care in pregnancy & Childbirth	93.55
2	Childhood & adolescent Health Services	85.71
3	Drugs & Diagnostics	90.74
4	Family Planning	80.77
5	Management of Communicable diseases	96.34
6	Management of Non Communicable Diseases	87.76
7	Neonatal & Infant Health Services	90.00

#### 4. Score against each Standard :

Reference No.	Standards	Score (%)
Standard A1	The facility provides Comprehensive Primary Healthcare Services	88.24
Standard A2	The facility provides drugs and diagnostic services as mandated	75.00
Standard B1	The facility provides information to care seeker, attendants & community about available services & their modalities	89.29
Standard B2	Facility ensures services are accessible to care seekers and visitors including those required some affirmative action	88.89
Standard B3	Services are delivered in a manner that are sensitive to gender, religious & cultural needs and there is no discrimination on account of economic or social reasons	93.75
Standard B4	The facility maintains privacy, confidentiality & dignity of patient	100.00
Standard B5	The facility ensures all services are provided free of cost to its users	100.00
Standard C1	The facility has adequate and safe infrastructure for delivery of assured services as per prevalent norms and it provides optimal care and comfort to users	93.75
Standard C2	The facility has adequate qualified and trained staff required for providing the assured services as per current case load	92.86
Standard C3	Facility has a defined and established procedure for effective utilization, evaluation and augmentation of competence and performance of staff	87.50
Standard C4	The facility provides drugs and consumables required for assured services	91.67
Standard C5	Facility has adequate functional equipment and instruments for assured list of services	83.33
Standard D1	The facility has established Programme for maintenance and upkeep of the facility	100.00
Standard D2	The facility has defined procedures for storage, inventory management and dispensing of drugs	89.29
Standard D3	The facility has defined and established procedure for clinical records and data management with progressive use of digital technology	96.88
Standard D4	The facility has defined and established procedures for hospital transparency and accountability.	96.67
Standard D5	The facility ensures health promotion and disease prevention activities through community mobilization	90.74
Standard D6	The facility is compliant with statutory and regulatory requirement	75.00
Standard E1	The facility has defined procedures for registration, consultation, clinical assessment and reassessment of the patients	89.29

Standard E2	The facility has defined and established procedures for continuity of care through two way referral	85.71
Standard E3	The facility has defined and established procedures of diagnostic services.	100.00
Standard E4	The facility has defined procedures for safe drug administration.	93.75
Standard E5	The facility follows standard treatment guidelines and ensures rational use of drugs	83.33
Standard E6	The facility has defined and established procedures for nursing care.	87.50
Standard E10	The facility has defined & established procedures for management of communicable diseases as per operational/ clinical guidelines	93.75
Standard E11	The facility has defined & established procedures for management of non-communicable diseases as per operational/ clinical guidelines	91.38
Standard E13	The facility has established procedures for care of new born, infant and child as per guidelines	88.24
Standard E14	The facility has established procedures for family planning as per government guidelines and law.	80.00
Standard E15	The facility provides Adolescent Reproductive and Sexual Health services as per guidelines.	75.00
Standard E16	The facility has established procedures for Antenatal care as per guidelines	92.00
Standard F1	The facility has established program for infection prevention and control	100.00
Standard F2	The facility has defined and Implemented procedures for ensuring hand hygiene practices	87.50
Standard F3	The facility ensures standard practices and equipment for personal protection	100.00
Standard F4	The facility has standard procedures for disinfection and sterilization of equipment and instruments.	100.00
Standard F5	The facility has defined and established procedures for segregation, collection, treatment and disposal of Bio Medical and hazardous Waste.	100.00
Standard G1	The facility has established organizational framework for quality improvement.	100.00
Standard G2	The facility has established system for patient and employee satisfaction	100.00
Standard G3	The facility has established, documented, implemented and updated Standard Operating Procedures for all key processes and support services.	100.00
Standard G4	The facility has established system of periodic review of clinical, support and quality management processes	87.50

Standard G5	Facility has defined Mission, Values, Quality policy and Objectives, and approved plan to achieve them.	66.67
Standard H1	The facility measures productivity indicators	100.00
Standard H2	The facility measures efficiency indicators.	100.00
Standard H3	The facility measures clinical care indicators.	90.00
Standard H4	The facility measures service quality indicators	100.00