*ANNUAL REPORT AND ACHIEVEMENT UNDER NATIONAL QUALITY ASSURANCE PROGRAMME 2020-21 and (till 17th September 2022)*

1. **BRIEF DETAILS OF THE PROGRAMME WITH ORGANIZATIONAL DETAILS**

The Quality Assurance Division is located at Annexure Building, H & FW Department at Convey Ground Tadong, Gangtok, East Sikkim, and headed by Additional Director Quality Assurance and supported by State Quality Consultant cum National Quality Assessor, DEO and Staff of Sanitation Cell.

Under the National Quality Assurance Programme there are 5 Schemes/activities mentioned below:

1. National Quality Assurance Standards (NQAS)
2. Kayakalp
3. LaQshya
4. Mera Aspataal
5. Swach Swasth Sarvatra (SSS)

The Kayakalp activities for the year 2020 -21 in the state have been completed on 21st January 2021. The external assessment of the four district hospitals - Namchi, Mangan, Singtam and Gyalshing and two Community Health Centres- Jorthang and Rhenock, was conducted by empanelled National Level External Assessors under National Quality Assurance Program, Government of India, comprising of Dr Baroon Subba, Additional Director/NQAP and Mrs Madhu Kala Mishra, State Quality Consultant. This year two Deputy Directors of Sanitation & BMW, viz Mrs Sandhya Rai & Mr. Rinzing Bhutia were also included in the external assessors’ team. External assessment was carried out from 5th January to 21st 2021. The external assessment of Primary Health Centres was conducted by district level quality team under NQAP.

1. **BUDGETARY SUPPORT AND EXPENDITURE UNDER NQAP FY 2020-21**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **F.M.R** | **Head** | **Target achieved** | **Budget approved in RoP 2020-21** | **Total Expenditure FY 2020-21** | **Remarks** |
| 13.1.2 | Quality assurance (State & district level assessment cum monitoring visit) | 2 | 2.00 | Due | Not done due to covid 19 |
| 13.1.3 | Quality Assurance and certification and re- certification(National & State Certification under NQAS | 2 | 4.80 | Due | Not done due to covid 19 |
| 13.2.1 | Kayakalp Assessments | 30 | 8.10 | 8.10 | Nil |
| 13.2.2 | Kayakalp Awards | 19 | 36.00 | 33.50 | 2.50 |
| 13.2.3 | Support for implementation of Kayakalp | 30 | 17.49 | 17.49 | Nil |
| 13.2.4 | Contingencies | 1 | 1.00 | 1.00 | Nil |
| 9.5.2.5.1 | Quality Assurance Training (including training for internal assessors at State & District levels) | 2 | 1.23 | 1.23 | Nil |
| 9.5.1.22 | LaQshya training / workshops | 2 | 1.00 | 1.00 | Done |
| 9.5.25.1 | Quality Assurance training | 2 | 1.23 | 1.23 | Done |
| 9.5.25.3 | Kayakalp Trainings | 2 | 1.23 | 1.23 | Done |
| 13.1.1 | Quality Assurance Implementation (for traversing gaps) | 2 | 9.90 | 9.90 | Done |
| 13.1.2 | Quality Assurance assessment(State & district level cum monitoring visit) | 2 | 2.00 | Due | Not done due to Covid 19 |
| 13.1.3 | Quality Assurance certification, Re- certification (National & State Certification under NQAS) | 2 | 4.80 | Due | Not done due to Covid 19 |
| 13.1.4 | LaQshya certification and recertification (National & State Certification under LaQshya | 1 | 2.00 | 2.00 | Done, DH Gyalshing (Certified in National level on LaQshya) |
| 13.1.6 | QA Office establishment | 2 | 1.94 | 1.94 | Done |
| 13.2.3 | Support for implementation of Kayakalp |  | 17.50 | 17.49 |  |
| 13.2.3 | Biomedical Waste Management | 30 | 4.33 | 4.33 | Nil |
| 13.2.3.2 | Consumables & PPE | 30 | 4.63 | 4.63 | Nil |
| 13.2.3.3 | Liquid Waste Treatment & Disposal | 30 | 8.53 | 8.53 | Nil |
| 13.2.4 | Contingencies | 1 | 1.00 | 1.00 | Nil |
| 16.1.2.1.10 | State Quality Assurance unit (Review meeting) | 8 | 0.56 | 0.28 | 28 |
| 16.1.4.1.3 | State Quality Assurance Unit (Operational cost) | 43 | 0.72 | 0.72 | Nil |
| 13.2.3 | Support for implementation of Kayakalp |  | 17.50 | 17.49 |  |

1. **PHYSICAL ACHIEVEMENT UNDER NQAP 2020-21**

**I. KAYAKALP AWARDS 2020-21**

|  |  |  |
| --- | --- | --- |
| **Name of Hospitals** | **Score** | **Commendation/ CHC/ Best PHC Awards** |
| **District Hospitals** |  |  |
| 1. 1st DH Singtam | 78.4% | Rs. 6 lakhs |
| 1. 2nd DH Gyalshing | 74% | Rs. 3 lakhs |
| 1. 3rd DH Mangan | 71% | Rs. 2 lakhs |
| 1. 4th DH Namchi | 70% | Rs. 1 lakhs |
| **Community Health Centre Award** |  |  |
| 1. CHC Rhenock | 85% (Best CHC Award) | Rs. 10 lakh |
| 1. CHC Jorethang | 72% | Rs. 1lakh |
| **Primary Health Centre Award District wise** | | |
| **East** |  |  |
| 1. PHC Sang | 88.7% (Best PHC Award) | Rs. 2 lakh |
| 1. PHC Rangpo | 77.7% | Rs. 50,000/- |
| **West** |  |  |
| 1. PHC Tashiding | 85.28% (Best PHC Award) | Rs. 2 lakh |
| 1. PHC Mangalbaria | 81.11% | Rs. 50,000/- |
| 1. PHC Dentam | 80% | Rs. 50,000/- |
| **North** |  |  |
| a) PHC Chungthang | 85.60% ( Best PHC Award) | Rs. 2 lakh |
| b) PHC Heegyathang | 81.70% | Rs. 50,000/- |
| c)PHC Passingdong | 80% | Rs. 50,000/- |
| **South** |  |  |
| a) PHC Temi | 93.5% (Best PHC Award) | Rs. 2 lakh |
| b) PHC Yangyang – | 85.3% | Rs. 50,000/- |
| c)PHC Namthang | 84% | Rs. 50,000/- |

|  |  |
| --- | --- |
| **ACTIVITIES** | **ACHIEVED** |
| LaQshya Certification | DH Gyalshing got National Certification on LaQshya for OT and Labour Room with the high score in Labour Room 96.3% & Maternity OT 96.5% |
| Kayakalp Internal Assessment | 4 District Hospitals, 2 Community Health Centres, 24 Primary Health Centres. |
| Kayakalp Peer Assessment | 4 District Hospitals, 2 Community Health Centres, 22 Primary Health Centres. |
| Kayakalp External Assessment | 4 District Hospitals, 2 Community Health Centres, 20 Primary Health Centres. |
| Kayakalp Award | 4 District Hospital, 2 Community Health Centres and 8 Primary Health Centres. |
| National Quality Assurance Standard | Baseline assessment of PHC Dentam, West Sikkim, 95% 0f gaps are traversed now ready for State certification followed by national certification. |
| Training on National Quality Assurance Standard for service providers | Done on March 2021 |
| Training & Orientation on Kayakalp implementation for HCWs staff | Done on March 2021 |

**THE FINAL RESULT OF THE KAYAKALP ASSESSMENT FOR THE YEAR 2020-21 IS AS BELLOW:**

***A. Kayakalp Assessment of District Hospitals***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Sl. no | Name of the District hospital | Internal assessment Marks | Peer Assessment | External Assessment | Score with 15% weightage of MERA ASPATAAL | Final Score |
| 1. | DH Singtam | 83.5% | 74.33% | 92.3% | 78.4% | 78.4% |
| 2. | DH Gyalshing | 86% | 77% | 88% | 74% | 74% |
| 3. | DH Mangan | 76% | 71% | 84% | 71% | 71% |
| 4. | DH Namchi | 76.2% | 79.5% | 83% | 70.5% | 70.5% |

***B. Kayakalp Assessment of Community Health Centres:***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl no | Name of the Community Health Centre | Internal assessment Marks | Peer Assessment | External Assessment | Remarks |
| 1. | CHC Rhenock | 84.5% | 70% | 85% | Best CHC |
| 2. | CHC Jorethang | 80.5% | 70.5% | 72% | Commendation |

***C. Kayakalp Assessment of Primary Health centres:***

**East District**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl. no | Name of the PHCs | Internal assessment Marks | Peer Assessment | External assessment | Remarks |
| 1. | PHC Sang | 74% | 73% | 88% | Best PHC |
| 2. | PHC Rangpo | 71.5% | 70.3% | 77.7% | Commendation |

**West District**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl. no | Name of the PHCs | Internal assessment Marks | Peer Assessment | External assessment | Remarks |
| 1. | PHC Tashiding | 70.2% | 74% | 85.28% | Best PHC |
| 2. | PHC Mangalbaria | 80.5% | 75.2% | 81.11% | Commendation |
| 3. | PHC Dentam | PHC Dentam | 76.3% | 80% | Commendation |

**North District**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl. no | Name of the PHCs | Internal assessment Marks | Peer Assessment | External assessment | Remarks |
| 1. | PHC Chungthang | 81% | 71% | 84% | Best PHC |
| 2. | PHC Heegyathang | 78.4% | 74.3% | 81.70% | Commendation |
| 3. | PHC Passingdong | 80% | 75.3% | 80% | Commendation |

**South District**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl. no | Name of the PHCs | Internal assessment Marks | Peer Assessment | External assessment | Remarks |
| 1. | PHC Temi | 79.3% | 87.9% | 93.5% | Best PHC |
| 2. | PHC Yangyang | 95.8% | 80% | 85.3% | Commendation |
| 3. | PHC Namthang | 91.7% | 80% | 84.% | Commendation |

1. **PHYSICAL & FINANCIAL TARGET PROPOSED FOR 2021-2022**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **FMR** | **Particulars** | **Quantity/ Target** | **Budget Rs. lakh** | **GOI Remarks** | **Approved budget Rs. in Lakhs** | **Remarks** |
| 9.2.2.6 | Quality Assurance Trainings |  | 9.93 | Approved | 9.50 |  |
|  | 1. Training on Quality Assurance for service provider | 10 | 6.70 | Approved | 6.70 | by Jan 2022 |
|  | 2.Kayakalp Training | 4 | 1.74 | Approved | 1.60 | Nov 2021 |
|  | 3.Mera Aspataal Training | 6 | 1.20 | Approved | 1.20 | Oct 2021 |
| 11.2.5 | IEC Activity under NQAP,LaQshya,Kayakalp & Mera Aspataal | 6 | 3.00 | Approved | 3.00 | Feb 2022 |
| 12.2.7 | Printing of SOPs | 200 | 0.70 | Approved | 0.70 | Oct 2021 |
| 13.1.1.4 | Mera Aspataal Implementation | 4 | 3.78 | Approved | 3.70 | Aug 2021 |
| 13.1.1.6 | Traversing Gap under NQAS | 2 | 9.90 | Approved | 5.40 | Sep 2021 |
| 13.1.2 | Quality Assurance Assessment cum Monitoring Visit | 8 | 8.00 | Approved | 3.00 | Feb 2022 |
| 13.1.3 | Quality Assurance Certification (National& state Certification under NQAP) | 3 | 3.00 | Approved | 3.00 | Feb 2022 |
| 13.1.6 | QA office establishment | 2 | 1.95 | Approved | 1.95 | Sep 2022 |
| 13.2.1 | Kayakalp Assessment Internal ,Peer & External DHs,PHCs,CHCs,HWCs | 178 | 13.46 | Approved | 13.38 | Dec 2021 |
| 13.2.2 | Kayakalp Awards | 59 | 56.25 | Approved | 56.25 | Feb 2022 |
| 13.2.3 | Support for implementation of Kayakalp |  | 17.50 | Approved | 17.49 |  |
| 13.2.3.1 | BMW Management | 30 | 4.33 | Approved | 4.33 | Sep 2021 |
| 13.2.3.2 | Consumable & PPE | 30 | 4.63 | Approved | 4.63 | Sep 2021 |
| 13.2.3.3 | Liquid Waste Management | 30 | 8.53 | Approved | 8.53 | Sep 2021 |
| **13.2.4** | **Contingencies** | **2** | **2.00** | **Approved** | **2.00** | **Oct 2021** |
| 16.1.2(16.A sub annexure) | State Quality Assurance Unit( Review meeting) | 2 | 0.40 | Approved | 0.40 | Feb2022 |
| 16.1.2(16.A sub annexure) | District Quality Assurance Unit(Review Meeting) | 8 | 0.36 | Approved | 0.36 | Jan 2022 |
| 16.1.2(16.A sub annexure) | State/district Quality Assurance Unit Monitoring & supervision) | 8 | 0.72 | Approved | 0.72 | Feb 2022 |
| 16.1.2(16.A sub annexure) | State Quality Assurance Unit (Operational cost) | 43 | 0.72 | Approved | 0.72 | Sep 2021 |
| 16.1.2(16.A sub annexure) | District Quality Assurance ( Operational cost) | 24 | 0.13 | Approved | 0.13 | Oct 2021 |

1. **MANPOWER**

Manpower under National Quality Assurance Programme, Annexure Building, H & FW Department, Convoy Ground, Tadong is headed by Addl. Director. He is supported by State Quality Consultant and DEO.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sl no. | Designation | Sanctioned Strength | In Position | Remarks |
| 1 | Additional Director(S) | 1 | 1 |  |
| 2. | State Quality Consultant | 1 | 1 |  |
| 3. | DEO | 1 | 1 |  |

1. **PERFORMANCE TILL DATE**

|  |  |  |
| --- | --- | --- |
| Sl. No. | Performance till date | Date |
| 1. | Base line assessment of PHC Yangyang | 4.08.2021 to 06.08.2021 |
| 2. | Virtual meeting with officials of District CHCs, PHCs and HWC | 13.08.2021 |
| 3. | Monitoring visit cum KPI and Quality management training | 10.08.2021 to 12.08.2021 |
| 4. | Base line assessment of PHC Chungthang | 24.08.2021 to 26.08.2021. |
| 5. | Attended RKS meeting at PHC Dentam | 8.09.2021 |
| 6. | Attended RKS meeting at PHC Yangyang | 14.09.2021 |
| 7. | Monitoring visit at PHC Pakyong and PHC Machung | 16.09.2021 |
| 8. | Kayakalp Internal Assessment going on in all Districts. |  |