

QUALITY STANDARDS AND QUALITY IMPROVEMENTS IN INDIA

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- Quality improvement in public hospitals through NABH Accreditation and Health initiatives
- Quality standards and Quality improvements in India
 - A special focus on Ayurvedic products

INTRODUCTION

- The health of the individuals is given prime importance in the present era by all the Countries.
- The overall development of any Nation depends on the Healthy individuals of that particular Nation.
- This is possible only by maintaining quality standards and qualitative health care services to the public at an affordable cost.

- **Health:** Health means not only the physical health but also the mental and spiritual wellbeing of an individual in a good and healthy environment.
- **According to WHO... Health...** “A state of complete physical, mental & social well being and not merely the absence of disease or infirmity”
- **Quality:** Quality is defined as a match between expectation verses fulfillment by the laboratory process or parameters.
- **Quality standards :** Maintaining the standards prescribed for the hospitals/organisations

- ***Quality improvements*** : Closing the gaps & implementing opportunities for improvement
- ***Public hospitals***: A public hospital or a Government hospital is a hospital which is owned by a government and receives Govt funding.
- The popularity of any system depends on the quality and ability to meet the demand of the medical care.
- For achieving this the Govt of India has formed NABH in 2005 & established in the year 2006.

- ***NABH***: National Accreditation Board for Hospitals and Health care providers
- NABH is a constituent board of quality council of India Certification.
- NABH is an institutional member of “ International society for quality in health care”
- ***Main Aim*** : To establish and operate accreditation programme for hospitals & health care organizations.

- NABH is maintaining e-Health
- ***e-Health...means***
 - Health care practice supported by electronic processes and communication ...by using internet
- According to WHO - e-health is the use of information and communication technologies for health maintenance.
- ***Purpose:*** To develop and drive the implementation of a common set of principles, policies and best practices for improving quality, safety and efficacy of healthcare through information and information technology.

- ***Accreditation***: The action or process of officially recognising someone as having a particular status/ level of performance in relation to the standards.

A public recognition of the achievement of accreditation standards by a health care organisation , demonstrated through an independent external peer assessment of that organisation's level of performance in relation to the standards.

- ***Accredited*** – officially recognised / approved

- ***NABH Accreditation***

A commitment to create a culture of quality, patient safety, efficiency services and accountability towards patient care.

NABH offering Accreditation for –

- Hospitals
- Health care organisations
- Nursing homes
- Blood banks & transfusion services
- Oral substitution therapy centers
- Primary & secondary health centers
- Medical imaging services
- Dental hospitals
- Ayush hospitals



PATIENT SAFETY & QUALITY OF CARE



NABH
(ENTRY LEVEL)

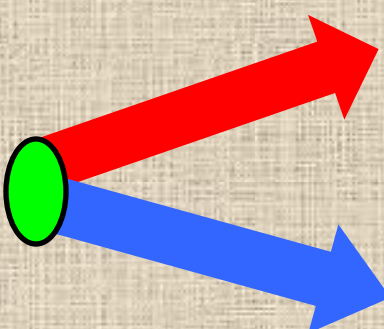
★ PRE ACCREDITED ★









- ***Quality standards***  Patient centered
Organisation centered

To comply with these the hospitals need to have clear, transparent policies & protocols regarding...

Registration

Admission

Discharge

Followup

Shift to higher center

NABH ...4th edition standards....

- ✓ Access, Assessment & Continuity of care
- ✓ Care of Patients
- ✓ Management of Medication
- ✓ Patient Rights and Education
- ✓ Hospital infection control
- ✓ Continual quality improvement
- ✓ Responsibilities of management
- ✓ Facility management & Safety
- ✓ Human resource management
- ✓ Information management system.

Benefits of Accreditation:

- ✓ Patients – biggest beneficiaries
- ✓ High quality care & patient safety
- ✓ Credential & experienced medical & non medical staff
- ✓ Patient satisfaction – regularly evaluated
- ✓ Rights of patients – respected & protected
- ✓ Continuous improvement of the hospital
- ✓ Confidence of the community regarding services provision
- ✓ Job satisfaction of the staff

- ✓ Provides access to reliable & certified information on facilities, infrastructure, level of care
- ✓ Equipment maintenance regularly & monitoring the accuracy of the equipment
- ✓ Avoiding medical negligence & errors
- ✓ Protection from fire
- ✓ Safe, hygienic and nutritious food supply in the canteen
- ✓ Purified drinking water supply
- ✓ Peaceful & good environment
- ✓ Proper power supply

- ✓ Prevention of Nosocomial infections
- ✓ Transparency in consultation fees and all other charges
- ✓ Pharmacy , laboratory, imaging services will be available in the same premises
- ✓ Health insurance
- ✓ Good transportation facilities
- ✓ Spacious & sufficient parking facilities
- ✓ Comfortable patients & visitors waiting halls.
- ✓ Good recognition by the public
- ✓ Increased health tourism
- ✓ Global market will be increased

Steps to be taken for maintaining quality

- Upgradation of bedded hospitals to teaching hospitals
- Cost effectiveness
- Controlling deliberate misuse of medicines
- Safe & efficacious medicines
- Equitable access to medicines for all population.
- Rational use of medicines
- Medical & nonmedical staff must and should know the local language, culture, traditions & customs.
- Quality control cell in hospitals

- *A special focus on Ayurvedic products – Quality & Standardization.....*
- Ayurveda is the Upaveda of Atharvana veda
- It is the Ancient, Traditional, Indian system of medicine
- WHO recognized Ayurveda as the first and foremost system of medicine in the world
- It is the natural healing system of India

- It's originality and holistic approach whose principles of therapeutics are applicable universally and remain time tested even today
- Ayurveda has been propounded the theories and practice of physical, mental & spiritual wellbeing of the human beings.

QUALITY STANDARDS AS PER AYURVEDA....

“Bhishak dravyanyupastatha rogi paada chatushtayam” (ASSu-2nd cha)

- Bhishak - Doctor
- Dravya - Medicine
- Upastata - Caretaker/nurse
- Rogi - Patient

- ***Bhishak:*** “Dakshasteertartha saastrartha drishta karmaa suchir bhishak”
- ***Dravya:*** “Bahukalpam bahugunam sampannam yogyamoushadam”
- ***Upasthata:*** “Anurakta suchirdaksho buddhimaan parichaarakaha”
- ***Rogi:*** “Aadyo rogi bhishagvasyo gnapakaha satwavaanapi”

- *According to Acharya Susruta...*

“Sarva lakshana sampannaha bhumihi saadhaarana smritha...

Dravyani yatra tatraiva tadgunathi viseshataha”

(Su su – 36 cha)

The properties of a substance depends on the soil where it grows.

The soil enriched with minerals and nutrients is called as “Saadharana bhumi” and the plants grown up in that soil will have good yield both qualitatively and quantitatively.

According to Acharya Charaka....

- ❖ *“Idamevam prakruthyevam gunamevam prabhavam asmin dese jaatam asmin ruthaavevam gruheetamevam nihitamevam upaskruthamanayaacha maatraya yuktamasmin..”*
- ***Evam prakriti*** – Name, Natural order, Habitat, Habit, Identification of the herbs
- ***Evam gunam*** – Physico chemical properties of herbs, chemical constituents, organoleptic characters

- ***Evam prabhavam*** – Specific therapeutic action, pharmacognostical characters, active constituents, systemic action on different cells, organs.
- ***Asmindese jaatam*** – Habitat of the herb
- ***Asmin ruthu*** – Season of collection
- ***Griheetameva*** – Method of collection, time of collection, part of collection (useful part collection)
- ***Evam nihitam*** – Preservation methods
- ***Evam upaskritham*** – Pharmaceutical processing of compound preparations

- ***Anayaacha maatra*** – Specific dose fixation
- ***Yukatam*** – as per necessity depending on the stage of disease
- ***Asmin vyadhi*** – Clinical trials and results in different diseases should be known
- ***Evam vidhisya purushasya*** – Therapeutic action based on prakriti of the patient, age of patient
- ***Doshamapakarshatyupasamayathivaa*** – Act on particular dosha.

- *WHO guidelines for standardisation of crude drug materials interms of quality, safety and efficacy for Ayurvedic medicines....*
- Authentication of herbs by botanical identity
 -Macroscopic
 -Microscopic
- Stage of collection
- Parts of collection (useful part)
- Regional status
- Foreign matter
- Organoleptic evaluation (sensory characters evaluation by macroscopic identity)

- Microscopic identity
 - Powder analysis
 - Total Ash value
 - Acid insoluble ash
 - Extract values (Water & Alcohol...)
 - Volatile oils estimation
 - Moisture content
- Chromatographic & Spectroscopic evaluation by
 -TLC, HPTLC, HPLC, Rf values
- Determination of heavy metals
- Pesticide residue
- Microbial contamination
- Radio active contamination

Applicability of Ayurvedic products in different sectors:

- As food and medicines for human beings.
- In the form of Nutraceuticals.
- As natural pesticides in cultivating lands to strengthen the soil and for achieving good yield.
eg : Neem oil, leaves, seeds.
- In Horticulture & Floriculture also for good yield.
- Fodder for cattle in Animal husbandary & Poultry farms.
eg : Millets like Bajra, Jowar.
- Fisheries and Dairy farms.
- In the preparation of Aromatic & Cosmetic products like perfumes, incense and soaps.
- *By maintaining quality standards , the Global market will also be increased.*

Conclusion

- An efficient health care system can contribute to a significant part of a country's economy, development and industrialization.
- This is possible only through the proper infrastructure development, doctor – patient ratio maintenance, nurse – patient ratio maintenance, qualitative medicines, utilising the latest technology, local resources development and utilisation.
- Maximum benefit, minimum risk, without harm in the application of principles in individual circumstances is vital to success.
- By proper implementation and maintenance of NABH standards by the hospitals, qualitative health care services will be provided to the public.

THANK YOU