

## NATIONAL HEALTH MISSION - TAMIL NADU

From

Dr. Darez Ahamed, I.A.S

Mission Director,

National Health Mission - TN

No.359, Anna Salai,

DMS Annex Building,

Teynampet,

Chennai - 600 006.

Website : [www.nhm.tn.gov.in](http://www.nhm.tn.gov.in)

To

All the Deputy Director Health Services /

Executive Secretary,

District Health Society concerned (31 Districts)

All the Deputy Director of Family Welfare /

All the Joint Director of Health Services (31 Districts as per Annexure)

**Ref. No.7404/P9/NHM/2016 Dated:26.7.2021**

Sir / Madam,

Sub: NHM-TN-Creation of 31 District Quality Consultants on Contract for strengthening the Quality Assurance Programme - Sanctioned - Request for selection and placement by the District Health Society as per GO issued - reg.

Ref: 1. RoP 2019-20 under FMR 16.8.2.1.1  
2. GO(MS)No.486 Health and Family Welfare (EAP II-1) department dt:16.11.2020.

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In the G.O. 2<sup>nd</sup> cited, (copy enclosed) the Government have issued orders duly according approval for the creation and placement of 31 District Quality Consultant posts on Contract / Outsourcing method to strengthen the quality assurance activities (NQAS, Kayakalp, Swacchh Swasth Sarvatra, LaQshya, etc.) through District Quality Assurance Unit (DQAU) under the Deputy Director of Family Welfare concerned.

In this connection, the Terms of Reference (ToR) have been given based on the Operational Guidelines for Quality Assurance Standards which is the most important and essential in all Government facilities in the State.

As it is necessary to expand and strengthen Quality services, hence it is requested to take action to appoint 31 District Quality Consultant i.e. 1 Post per District for all the 31 Districts as given in Annexure -1 on Contract. The details regarding the salary, age, Qualification mode of appointment etc are indicated below as per the G.O.

Category	No. of posts	Salary per month (In Rs.)	Age	Qualification	Mode of Appointment
District Quality Consultant	31	40,000	Preferably less than 45 years	Dental / AYUSH / Nursing / Social Science / Life Science Graduates with Master Degree in Hospital Administration / Public Health / Health Management (Fulltime or equivalent) With 2 years experiences in Health administration. Desirable training/ experience on NABH /ISO9001: 2008 / Six Sigma / Lean/ Kaizen would be preferred. Previous work experience in the field of health quality would be an added advantage.	On Contract

Therefore, District Health Society (DHS) concerned is requested to follow up the standing orders / norms of SHS, NHM-TN to select the candidates through contract and place the suitable candidate with required qualifications concerned in 31 Districts as per the G.O immediately.

In this regard, it is also requested to send the action taken report to this office on or before 20.08.2021.

End:

1. List of 31 Districts (Annexure -I )
2. Terms of reference (Annexure - II)
3. G.O. 2<sup>nd</sup> Cited

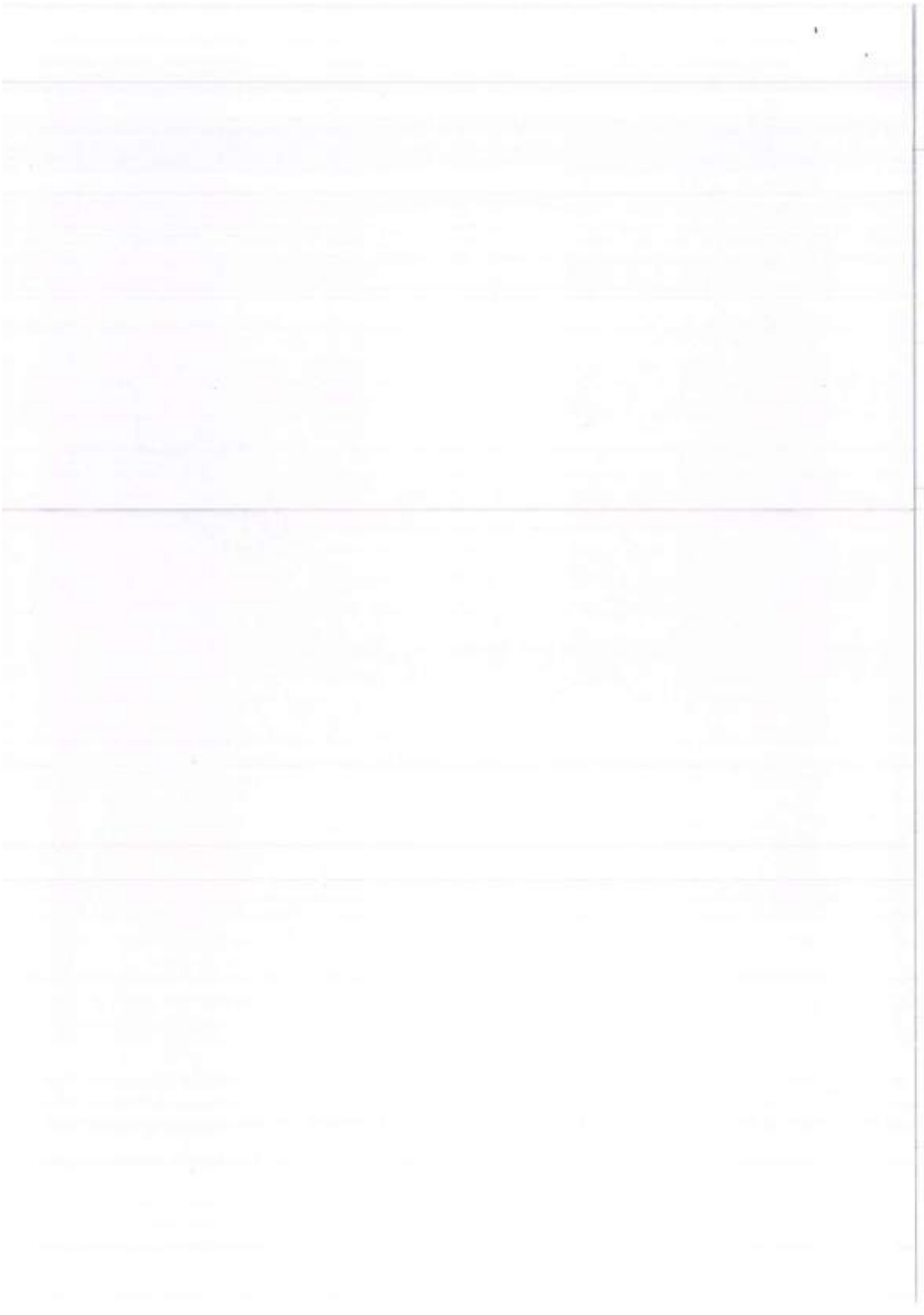
  
For Mission Director

Copy to:

- 1) The Director of Family Welfare, Chennai -6
- 2) The Director of Public Health and Preventive Medicine, Chennai
- 3) The Director of Medical and Rural Health Services, Chennai
- 4) The Director of Medical Education, Chennai-10

  
26/8/2021

D.Raman-Ref.No.7404-F9-NHM-2020-38 District Quality Consultants



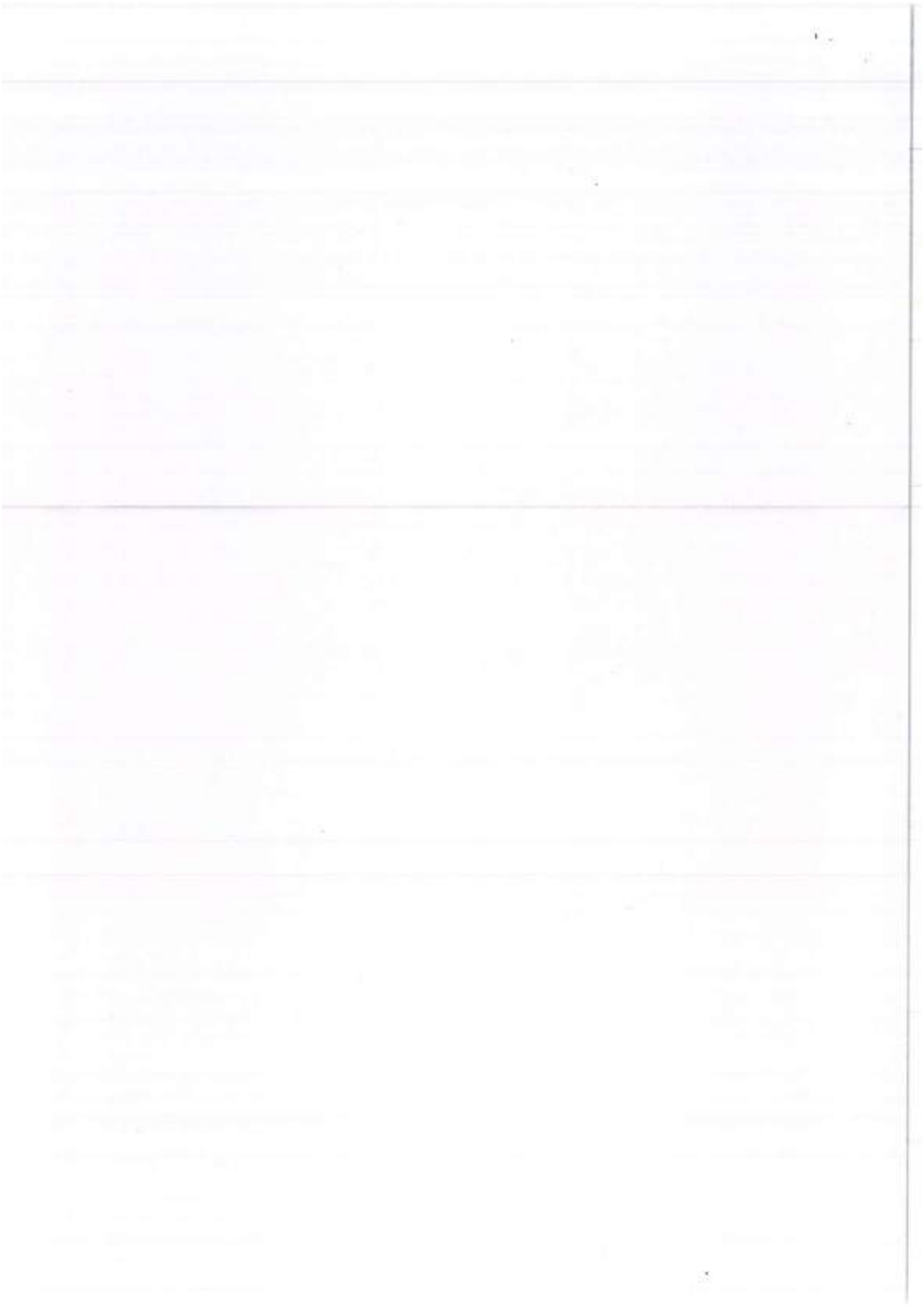
Annexure – I

District Quality Consultant post sanctioned for 31 districts as given below:

1	Ariyalur	2	Ramnad
3	Coimbatore	4	Sivaganga
5	Cuddalore	6	Salem
7	Dindigul	8	Trichy
9	Dharmapuri	10	Tanjore
11	Erode	12	The Nilgiris
13	Karur	14	Tuticorin
15	Kancheepuram	16	Tiruvannamalai
17	Krishnagiri	18	Theni
19	Madurai	20	Tiruvarur
21	Nagercoil	22	Tiruppur
23	Nagapattinam	24	Tiruvallur
25	Namakkal	26	Tirunelveli
27	Pudukottai	28	Villupuram
29	Perambalur	30	Virudhunagar
31	Vellore		

*[Signature]*  
26/7/21  
For Mission Director

*[Signature]*  
26/7/2021





**Annexure — II**

(G.O(Ms). No.486,Health and Family Welfare (EAP.II.I) Department,  
dated:16.11.2020)

**(A) Terms of reference for District Quality Assurance Unit:**

The National Health Mission will provide guidance to both the Directorate of Medical and Rural Health Services (DM&RHS) and the Directorate of Public Health and Preventive Medicine (DPH&PM) to plan and implement the Quality Assurance activity in the Health Facilities through the District Quality Assurance Unit and Regional Quality Assurance Unit with the coordination of the Joint Director of Health Services for District Hospitals / Sub District Hospitals, the Deputy Director of Health Services for Community Health Centre / Primary Health Centre, the Dean for Medical College Hospital and City Health Officer of Urban Primary Health Centre/Urban Community Health Centre. The Deputy Director, Family Welfare (DDFW) of the District will be the District Nodal Officer for Quality to implement and monitor the activities of the respective District Quality Assurance Unit to submit report to State Quality Assurance Unit. The District Quality Consultant will work under DDFW. The State / Regional / Tertiary Care/ Secondary Care / Primary Care/ Facility Nodal Officers of DM&RHS, DFW/ DPH&PM /DME / Commissioner will also monitor the activities of quality assurance in their jurisdiction / facilities and provide the progress report to be placed in the regular meeting of the State/Regional/District /City respectively to proceed further.

The Terms of Reference for District Quality Assurance Unit that, the DQAU is to look after the District towards implementing and monitoring the NQAS, Kayakalp, Mera Aspataal (My hospital) and LaQshya activities at Medical College Hospitals, District Head Quarters Hospitals, Sub-District Hospitals (Taluk / Non-Taluk Hospitals), Community Health Centres (CHC), Primary Health Centres (PHC), Urban CHCs and Urban PHCs in the respective districts. District Quality Assurance Unit (DQAU) is the working arm of District Quality Assurance Committee (DQAC). However, some of the important activities of the DQAU are listed below:

1. Establish a "Quality Assurance Hub" at the District Head Quarters Hospital at the respective District.
2. Ensure roll out of standard protocols for Quality Services in MCH, DH, SDH, CHC, PHCs, UCHC and UPHC.
3. Develop a plan for the Quality Assurance at each level of health facilities in a phased manner.
4. Disseminating the quality assurance guidelines & tools and methodology to be followed at district and sub district level.
5. Develop a field travel plan for independent and joint (with State team s) visits to the health facilities in the districts by members of the DQAU.
6. Following these visits, prepare the draft report, recommendations and submit.
7. Mentor the facility in-charges at the districts for implementing quality improvement measures at the facilities.
8. Compile and collate monthly data received from facilities as stated in terms of reference for DQAU and share it with the DQAC members and discuss with DQAC meeting.



9. Follow up the activities of DQAU and report to SQAU so as to review at State level for improvement further.
10. Follow up the activities of District Quality Team and Facility Team as per the terms of reference given for District Quality Team in the Government of India-NQAS Operational guidelines.
11. Closely monitor the process of implementation of Quality Assurance (QA) programme including NQAS, Kayakalp, LaQshya, Mera Asptaal, etc. at facility level as per the road map given in the Guidelines.
12. Provide necessary support to utilize the services of the District Quality Consultant to follow up the quality assurance process successfully.
13. DQAU should develop and act as Resource centre for quality assurance to provide guidance and support to the District Quality Team to improve further.
14. Report to DQAC every month regarding the progress of QA programme.
15. DQAU should meet every month to report the status and progress of Quality Assurance programme to DQAC, RQAU and SQAU before 5<sup>th</sup> of every month.
16. Update the Quality Assurance programme through online.

District Quality Assurance Unit is the working arm under District Quality Assurance Committee that will be responsible for undertaking various activities as per the Term of reference of the committee and also entrusted to them from time to time by the District Quality Assurance Committee.

#### **(B) Establishment of DQAU Office at DFW:**

The office of District Quality Consultants of DQAUs is placed in the Office of Deputy Director of Family Welfare in the 31 Districts as mentioned in the Government Order. Funding is provided to 31 Districts from State Health Society – National Health Mission. The office for DQAU set up may be established at the Office of Deputy Director, Family Welfare. The Deputy Director, Family Welfare is the District Nodal Officer for Quality Assurance programme.

1. State Health Society funds for establishing District Quality Assurance Unit will be provided to the Deputy Director of Family Welfare.
2. The District Quality Consultant will work under the supervision of the DDFW (Member Secretary of DQAU) of the 31 Districts duly reporting the performance of facilities to the respective DDHS, JDHS, Deans and CHO of the 31 Districts.
3. So the DQAU members meet every month to discuss the progress of quality assurance in the district and report the performance of quality assurance programme to Regional / State Quality Assurance Unit / Director of Medical Education / Directorate of Medical and Rural Health Services, Directorate of Public Health and Preventive Medicine / Commissioners and the State Health Society, National Health Mission.
4. The working rules and regulations being followed for Consultant category in State Health Society – National Health Mission –Tamil Nadu will be applicable for District Quality Consultants as per National Health Mission norms.
5. The District Quality Consultants at DQAUs to submit the advance work plan and tour programme to the respective Deputy Director of Family Welfare with a copy marked to Dean, JDHS, DDHS and CHO concerned of 31 districts.
6. The District Quality Consultant (DQC) at DQAUs has to report to the DDFW of the region with the reports of quality assurance programme relating to the MCH, DH, SDH, CHC, PHCs, UCHC and UPHC in order to place the same DQAC meeting every month.



7. So every month, first working day of every week, the DQC has to report at DDFW, then proceed to District Head Quarters Hospital of the respective District and subsequently to other facilities i.e. SDH, CHC, PHC, UPHC/UCHC and Medical College Hospitals on rotation basis.
8. The service of District Quality Consultant is purely contract / outsourcing basis only.
9. Performance appraisal of DQC to be done by DDFW/DQAU.
10. The DQAU with the approval of SQAU may remove District Quality Consultant from contractual services at any point of time due to administrative reasons.
11. DQAU will send report to DQAC before 5th of every month and to RQAU/SQAU before 7<sup>th</sup> of every month.
12. VC meeting of SQAU members with RQAU and DQAU members may be done for regular review.

(c) Roles and Responsibilities for District Quality Consultant at DQAU:

1. Co-ordinating and promoting quality related activities and advocacy especially related to National Health Programmes across the district.
2. To assist the facility Quality Assurance Nodal Officer in discharging his duties.
3. Providing technical support in assessing the technical protocol in facility.
4. To assist, support and conduct Assessment and scoring of Govt. Health facilities including MCH, DHQH, SDH, CHC, PHC, UCHC and UPHC in the district.
5. Estimating district's requirements for Quality Assurance programme and improving quality of health care delivery.
6. Grading of health care facilities on the basis of score in the district.
7. Providing District inputs for District PIP and to SQAU on the QA programmes in the State
8. Ensuring that DQAC/DQAU meets regularly and follow-up actions have been taken
9. Support for estimating district's facility requirements (in terms of Structure, Process and outputs) for improving quality of health care services.
10. Facilitating selection of facilities that may go for Certification and supporting them in the process.
11. Supporting to review the status of Quality Assurance activities at different facilities including MCH, DHQH, SDH, CHC, PHC, UCHC and UPHC in the district.
12. To provide support to facilities in the district in taking appropriate and time-bound action on closure of the gaps, identified during assessments.
13. To contribute in organising workshops and training at district and facility level on QA and Certification of health care facilities.
14. To provide technical assistance to health facilities in achieving compliance to statutory requirements such as Atomic Energy Act and AERB Guidelines, Blood bank, PCPNDT act, Bio Medical Waste Management Rules etc. in the district
15. Facilitate need assessment for training, prepare training curriculum and plan training activities in collaboration with training institutes.
16. To support in reviewing the Patient's and employee's satisfaction from different facilities, subsequently develop an action plan to address the concerns of patients, which led to poor satisfaction.

17. Analyze financial and physical progress report and provide supervisory support.
18. Advise on the further development of Quality Assurance and Certification across health facilities in the district.
19. Ensuring the sustainability of Quality Assurance activities in facility.
20. Identify the cause of any unreasonable delay in the achievement of milestones or in the release of funds and propose corrective action.
21. To attend to any other duties / responsibilities assigned by the DQAU/ SQAU.
22. The existing Accounts Assistant /staff and Data Entry Operator at JDHS / DDFW have to assist the District Quality Consultant for QA programme files/ meetings/visits/data update/ monitoring reports etc. in DDFW office.
23. To guide the Administration / Accounts staff / Statistician / Data Entry Operator available in facility and districts in following areas and ensure that the activity done as per Quality Assurance guidelines.
  - a) Collection and compilation of data from various sources/Census, Surveys, and reports, etc. at District level and reporting to SQAC / SQAU.
  - b) To develop a system of monthly reporting of Quality indicators from all the facilities in the district and reporting it to the State.
  - c) Collection / collation / Analysis and Review of Key performance indicators and health care data and dissemination of findings to DQAC / RQAC and facilities.
  - d) To regularly update SQAU/SQAC of emerging and changing trends.
  - e) To conduct trainings on how to use data for informed decision making and planning. How to implement Statistical techniques e.g. Statistical Process Control measure of variance, reducing defects and errors for quality improvement.
  - f) Monitoring of recording / reporting system through field visits and submit the visit reports with appropriate suggestions / actions for improvement.
  - g) To provide necessary statistical support to SQAC/SQAU/DQAC/DQAU.
24. He / she should provide guidance to the facility level Quality Nodal Officer in MCH, DHQH, SDH, CHC, PHC, UCHC and UPHC on the areas and activity to be done at facility level as per QA guidelines.
25. Performance appraisal relating to Quality Assurance to be done on regular basis.

*LA*  
26/12/21  
For Mission Director

*LA*  
26/12/21





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**ABSTRACT**

National Health Mission - Creation of 31 District Quality Consultant posts on contract / outsourcing basis for strengthening the Quality Assurance Programmes through District Quality Assurance Unit under National Health Mission - Sanctioned - Orders - Issued.

**Health and Family Welfare (EAP II-1) Department**

G.O.(Ms) No.486

Dated :16.11.2020  
Sarvari, Karthigai -1  
Thiruvalluvar Aandu 2051

Read:

1. G.O.(Ms.) No.445, Health and Family Welfare (EAP-II/2) Department, dated 31.12.2014
2. G.O.(Ms.) No.6, Health and Family Welfare (EAP-II/1) Department, dated 06.01.2017
3. G.O.(Ms.) No.479, Health and Family Welfare (EAP-II/1) Department, dated 18.12.2017
4. G.O.(Ms.) No.499, Health and Family Welfare (EAP-II/2) Department, dated 26.10.2018
5. From the Mission Director, National Health Mission letter ref. no. 7404/SHS/P9/2016-17, dated 15.02.2019

**ORDER:**

In G.O. first read above, the Government permitted the Mission Director, National Health Mission to form the Quality Assurance Unit at State and District level.

2. In G.O. second and third read above, the Government permitted the Mission Director, National Health Mission to establish and strengthen the State Quality Assurance Committee, State Quality Assurance Unit and Regional Quality Assurance Unit with the support of State and Regional level officials through Director of Medical and Rural Health Services and Director of Public Health and Preventive Medicine.

3. In the G.O. fourth read above, orders have been issued to implement the LaQshya Certification programme in 22 Medical College Hospitals, 31 District Head Quarters Hospitals, 73 Sub District Hospitals and 62 Community Health Centre.

4. In the letter fifth read above, the Mission Director, National Health Mission has stated that, the Directorate of Public Health and Preventive Medicine, the Directorate of Medical and Rural Health Services and the Directorate of Medical Education are implementing the Quality Assurance Programmes in Government health facilities including Primary Care, Secondary Care and Tertiary Care facilities respectively.



The Quality Assurance Programme includes:

- (i) National Quality Assurance Standards Certification Programme implemented in District Head Quarters Hospitals, Sub District Hospitals, Community Health Centres, Primary Health Centres, Urban Community Health Centres and Urban Primary Health Centres. Mera Aspathaal (My hospital) programme initiated in DHQH to analyse and improve the patient satisfaction.
- (ii) Kayakalp (Cleanliness drive) Programme in District Head Quarters Hospitals, Sub District Hospitals, Community Health Centre, Primary Health Centre, Urban Community Health Centre and Urban Primary Health Centre including Swachh Swasth Sarvatra programme.
- (iii) LaQshya (Labour Room and Maternity OT Quality Improvement) Standards Certification Programme in Medical College Hospital, District Head Quarters Hospitals, Sub District Hospitals and Community Health Centre.

5. The Mission Director, National Health Mission, has further stated that, the State has achieved National Certification in 13 District Head Quarters Hospitals, 5 Community Health Centres and 1 Primary Health Centre. The Quality Assurance programme has to be implemented in all Government Health facilities / institutions in the State i.e, 22 Medical College Hospitals, 31 District Head Quarters Hospitals, 278 Sub District Hospitals (Taluk and Non-Taluk Hospitals), 385 Community Health Centres and 1422 Primary Health Centres, 420 Urban Primary Health Centres and 15 Urban Community Health Centres.

6. The Mission Director, National Health Mission, has further stated that in order to strengthen the District Quality Assurance Unit and improve the Quality Assurance programme in all Government health facilities in the State, District Quality Consultant in each of the 31 districts are required to implement, monitor and sustain the quality assurance programmes i.e. NQAS, Kayakalp (Cleanliness Drive), Swachh Swasth Sarvatra, Mera Aspathaal (My hospital) for patient satisfaction and LaQshya programme in Medical College Hospitals, District Hospitals, Sub District Hospitals, Community Health Centres, Primary Health Centres, Urban Community Health Centres, Urban Primary Health Centres. Further, in the Record of Proceedings 2019-20, there is a commitment under conditionality frame work that 40% incentives / penalties will be based on NITI Aayog ranking of States on Performance of Health Outcomes which includes number of facilities certified under NQAS, Kayakalp and LaQshya programme among other parameters. Therefore, all the facilities (Medical College Hospital, District Head Quarters Hospital, Sub District Hospital, Community Health Centre, Primary Health Centre, Urban Community Health Centre, Urban Primary Health Centre) in 31 districts in the State have to be taken up for the Quality Assurance Programme under Director of Medical Education, Director of Medical and Rural Health Services, Director of Public Health and Preventive Medicine and Commissioners concerned. Finally, based on the assessment of State team, the SQAC will select facilities to recommend for State and in turn for National Certification.

7. The Mission Director, National Health Mission, has also stated that to achieve the quality improvement in health facilities as per guidelines of NQAS, Kayakalp and LaQshya, the District Level Quality Assurance Unit have to monitor the activities. As per the National guidelines, it has been decided to place the District Quality Consultant under District Quality Assurance Unit in order to follow up the



activities to achieve the Quality certification award for facilities at State / National level and maintain the Quality standards in health care delivery. The National Health Mission –Tamil Nadu (NRHM and NUHM) will provide guidance on Quality Assurance programme to the Director of Medical and Rural Health Services / Directorate of Family Welfare / Director of Public Health and Preventive Medicine / Director of Medical Education / Commissioners concerned to coordinate with the District Quality Assurance Unit for implementation of Quality Assurance Programme. National Health Mission will release the fund to the District Health Society, Director of Medical and Rural Health Services / Directorate of Family Welfare / Director of Public Health and Preventive Medicine / Director of Medical Education / Commissioners concerned to carry out the activity. The District Quality Consultant will report to the Deputy Director (Family Welfare)/DQAU concerned.

8. The Mission Director, National Health Mission, has also furnished the budget for the appointment of the above Human Resource under FMR code 16.8.2.1.1 as follows:

Category	No. of posts	Salary per month (In Rs.)	Age	Qualification	Mode of Appointment
District Quality Consultant	31	1x40,000= 40000 31x40000 = 12,40,000	Preferably less than 45 years	Dental/AYUSH/ Nursing/ Social Science/ Life Science graduates with Masters in Hospital Administration / Public Health / Health Management (Fulltime or equivalent) - With 2 years experiences in Health administration. Desirable training/ experience on NABH/ISO 9001:2008/ Six Sigma/ Lean/ Kaizen would be preferred. Previous work experience in the field of health quality would be an added advantage.	Outsourcing/ Contract by Deputy Director (Family Welfare) concerned through District Health Society concerned

The above proposal has been approved in the 37<sup>th</sup> Executive Committee meeting held on 11.02.2019. He has also requested to approve the terms of reference for District Quality Assurance Unit, the establishment of District Quality Assurance Unit office and the roles and responsibilities of District Quality Consultant as per Government of India Operational guidelines for Quality Assurance Programmes (i.e.NQAS, Kayakalp (Cleanliness Drive), Swatch Swasth Sarwatra, Mera Aspathaal and LaQshya), which is most essential in all Government facilities in the State. Finally, the Mission Director, State Health Society has requested the Government to issue necessary orders in this regard.

9. The Government after careful consideration have decided to accept the proposal of the Mission Director, National Health Mission and accordingly issue the following orders:

- (i) Sanction is accorded for the creation of 31 District Quality Consultant posts on contract / outsourcing method in the following districts at a cost of Rs.12,40,000/- (Rs.40,000/- per person) per month

1	Ariyalur	2	Ramnad (Paramakudi HUD)
3	Coimbatore	4	Sivaganga
5	Cuddalore	6	Salem
7	Dindigul (Palani HUD)	8	Trichy
9	Dharmapuri	10	Tanjore
11	Erode	12	The Nilgris
13	Karur	14	Tuticorin (Kovilpatti HUD)
15	Kancheepuram(Saidapet HUD)	16	Tiruvannamalai(Cheyyar HUD)
17	Krishnagiri	18	Theni
19	Madurai	20	Tiruvarur
21	Nagercoil	22	Tiruppur
23	Nagapattinam	24	Tiruvallur (Poonamalle HUD)
25	Namakkal	26	Tirunelveli(Sangarankoil HUD)
27	Pudukottai(Arandhangi HUD)	28	Villupuram (Kallakurichi HUD)
29	Perambalur	30	Virudhunagar(Sivakasi HUD)
31	Vellore(Tirupattur HUD)		

- (ii) The posts of District Quality Consultant shall be outsourced for strengthening the District Quality Assurance Unit under Deputy Director of Family Welfare concerned as detailed below:

Category	No. of posts	Age	Qualification	Mode of Appointment
District Quality Consultant	31	Preferably less than 45 years	Dental/AYUSH/ Nursing/ Social Science/ Life Science graduates with Masters in Hospital Administration / Public Health / Health Management (Fulltime or equivalent) -With 2 years experiences in Health administration. Desirable training/ experience on NABH/ISO 9001:2008/Six Sigma/Lean/Kaizen would be preferred. Previous work experience in the field of health quality would be an added advantage.	Outsourcing/ Contract

- (iii) The Terms of Reference for District Quality Assurance Unit, establishment of District Quality Assurance Unit office and roles and responsibilities of District Quality Consultant as per Government of India Operational guidelines for quality assurance programmes (i.e.NQAS, Kayakalp (Cleanliness Drive),



Swatch Swasth Sarvatra, Mera Aspataal and LaQshya, which is most essential in all Government facilities in the State is approved as detailed in the annexure to this order.

(iv) the Mission Director, National Health Mission is permitted to incur the expenditure towards above proposal from National Health Mission approved funds in FMR code 16.8.2.1.1.

10. This order issues with the concurrence of the Finance department vide its U.O. No.35139/Health-I/2020, dated 21.10.2020.

**(BY ORDER OF THE GOVERNOR)**

**J.RADHAKRISHNAN**  
**PRINCIPAL SECRETARY TO GOVERNMENT**

**To**

The Mission Director, National Health Mission, Chennai-6.

**Copy to**

The Special Personal Assistant to Hon'ble Minister (Health and Family Welfare),  
Chennai - 9

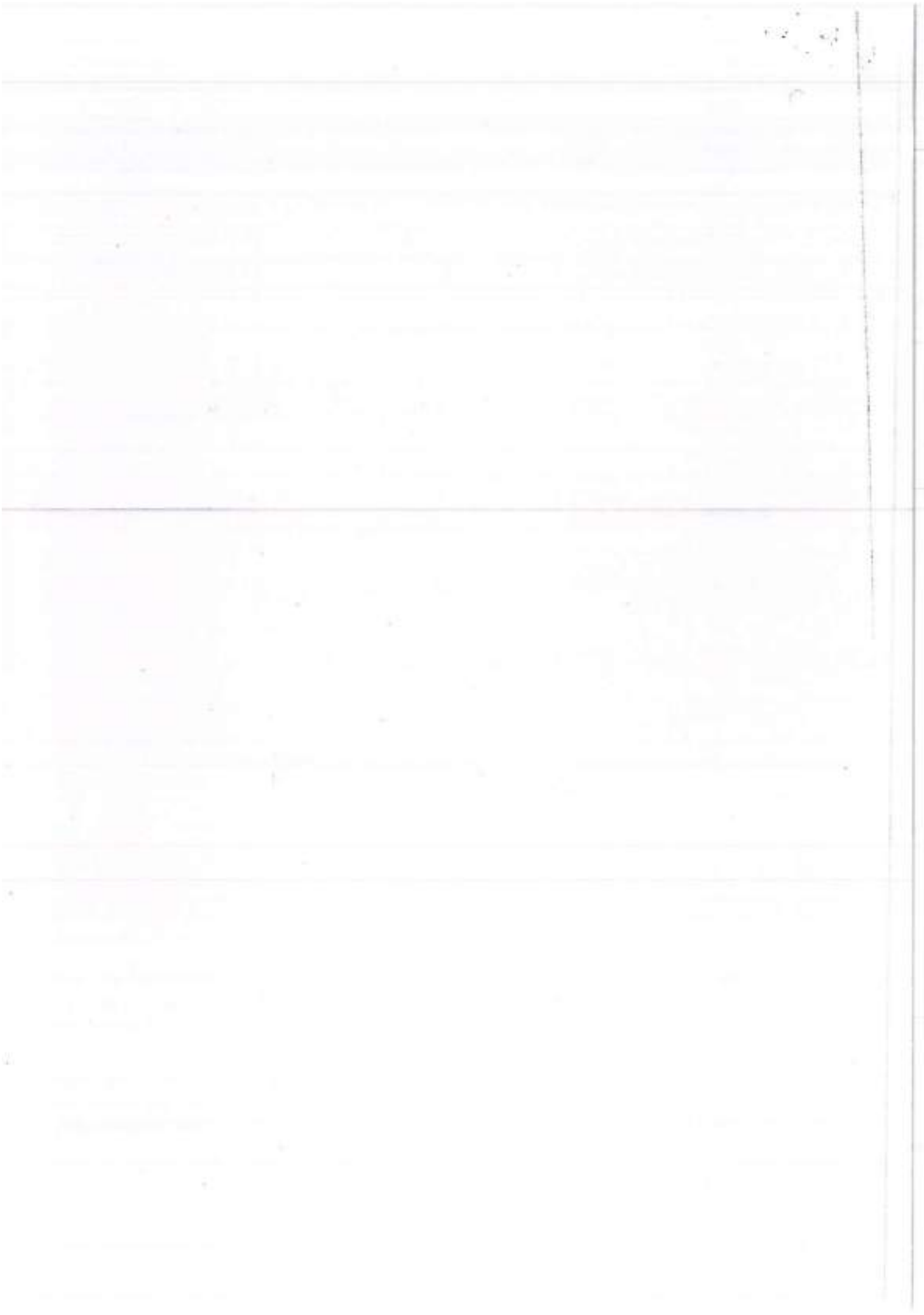
The Finance (Health-I) Department, Chennai - 600 009.

The Health and Family Welfare (Data Cell) Department, Chennai - 9.

Stock File / Spare Copy

**//Forwarded by Order//**

  
**SECTION OFFICER**



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**Annexure**

(G.O(Ms). No.486, Health and Family Welfare (EAP.II.I) Department,  
dated: 16.11.2020)

**(A) Terms of reference for District Quality Assurance Unit:**

The National Health Mission will provide guidance to the Directorate of Medical Education, the Directorate of Medical and Rural Health Services and the Directorate of Public Health and Preventive Medicine to plan and implement the Quality Assurance activity in the Health Facilities through the District Quality Assurance Unit and Regional Quality Assurance Unit with the coordination of the Joint Director of Health Services for District Hospitals / Sub District Hospitals, the Deputy Director of Health Services for Community Health Centre / Primary Health Centre, the Dean for Medical College Hospital and City Health Officer for Urban Primary Health Centre/Urban Community Health Centre. The Deputy Director, Family Welfare of the District will be the District Nodal Officer for Quality to implement and monitor the activities of the respective District Quality Assurance Unit to submit report to Directorates and State Quality Assurance Unit. The State / Regional / Tertiary Care/ Secondary Care / Primary Care/ Facility Nodal Officers of DM&RHS, DFW/ DPH&PM /DME / Commissioner will also monitor the activities of quality assurance in their jurisdiction / facilities and provide the progress report which will be periodically reviewed in the regular meetings of the State/Regional/District /City Offices respectively to proceed further. The District Quality Consultant will work under Deputy Director of Family Welfare.

The Terms of Reference for District Quality Assurance Unit that, the DQAU is to look after the District towards implementing and monitoring the NQAS, Kayakalp, Mera Aspataal (My hospital) and LaQshya activities at Medical College Hospitals, District Head Quarters Hospitals, Sub-District Hospitals (Taluk / Non-Taluk Hospitals), Community Health Centres (CHC), Primary Health Centres (PHC), Urban CHCs and Urban PHCs in the respective districts. District Quality Assurance Unit (DQAU) is the working arm of District Quality Assurance Committee (DQAC). However, some of the important activities of the DQAU are listed below:

1. Establish a "Quality Assurance Hub" at the District Head Quarters Hospital at the respective District.
2. Ensure roll out of standard protocols for Quality Services in MCH, DH, SDH, CHC, PHCs, UCHC and UPHC.
3. Develop a plan for the Quality Assurance at each level of health facilities in a phased manner.
4. Disseminating the Quality Assurance guidelines & tools and methodology to be followed at district and sub district level across all levels of facilities.
5. Develop a field travel plan for independent and joint (with State teams) visits to the health facilities in the districts by members of the DQAU.
6. Following these visits, prepare the draft report, recommendations and submit to DQAC, RQAU and SQAU.
7. Mentor the facility in-charges at the districts for implementing Quality Improvement measures at the facilities.



8. Compile and collate monthly data received from facilities as stated in Terms of Reference for DQAU and share it with the DQAC members and discuss in DQAC meetings.
9. Follow up the activities of DQAU and report to SQAU so as to review at State level for further improvement.
10. Follow up the activities of District Quality Team and Facility Team as per the terms of Reference given for District Quality Team in the Government of India-NQAS Operational guidelines.
11. Closely monitor the process of implementation of Quality Assurance (QA) programmes including NQAS, Kayakalp, LaQshya, Mera Asptaal, etc. at facility level as per the road map given in the Guidelines.
12. Provide necessary support to utilize the services of the District Quality Consultant to follow up the Quality Assurance activities successfully.
13. DQAU should develop and act as Resource centre for quality assurance to provide guidance and support to the District Quality Team to improve further.
14. Report to DQAC every month regarding the progress of QA programme.
15. DQAU should meet every month to report the status and progress of Quality Assurance programme to DQAC, RQAU and SQAU before 5<sup>th</sup> of every month.
16. Update the Quality Assurance programme through online reporting.

District Quality Assurance Unit is the working arm under District Quality Assurance Committee that will be responsible for undertaking various activities as per the Term of Reference of the committee and also entrusted to them from time to time by the District Quality Assurance Committee.

#### **(B) Establishment of DQAU Office at DFW:**

The office of District Quality Consultants of DQAUs is placed in the Office of Deputy Director of Family Welfare in the 31 Districts as mentioned in the Government Order. Funding is provided to 31 Districts from State Health Society – National Health Mission. The office for DQAU set up may be established at the Office of Deputy Director, Family Welfare. The Deputy Director, Family Welfare is the District Nodal Officer for Quality Assurance programme.

1. State Health Society funds for establishing District Quality Assurance Unit will be provided to the Deputy Director of Family Welfare.
2. The 31 District Quality Consultant will work under the supervision of the DDFW, (Member Secretary of DQAU) of the 31 Districts duly reporting the performance of facilities to the respective DDHS, JDHS, Deans and CHO of the 31 Districts.
3. So the DQAU members meet every month to discuss the progress of quality assurance in the district and report the performance of quality assurance programme to DQAC and Regional / State Quality Assurance Unit / Director of Medical Education / Directorate of Medical and Rural Health Services, Directorate of Public Health and Preventive Medicine / Commissioners and the State Health Society, National Health Mission.
4. The working rules and regulations being followed for Consultant category in the State Health Society – National Health Mission –Tamil Nadu will be applicable for District Quality Consultants as per National Health Mission norms.
5. The District Quality Consultants at DQAUs to submit the advance work plan and tour programme to the respective Deputy Director of Family Welfare with a copy marked to Dean, JDHS, DDHS and CHO concerned of 31 districts.
6. The District Quality Consultant (DQC) at DQAUs has to report to the DDFW of the region with the reports of Quality Assurance activities relating to the MCH, DH, SDH,



- CHC, PHCs, UHC and UPHC in order to place the same DQAC meeting every month.
7. So every month, first working day of every week, the DQC has to report at DDFW, then proceed to District Head Quarters Hospital of the respective District and subsequently to other facilities i.e. SDH, CHC, PHC, UPHC/UHC and Medical College Hospitals on rotation basis.
  8. The service of District Quality Consultant is purely contract / outsourcing basis only.
  9. Performance appraisal of DQC to be done by DDFW / DQAU.
  10. The DQAU with the approval of SQAU may remove District Quality Consultant from contractual services at any point of time due to administrative reasons.
  11. DQAU will send report to DQAC before 5th of every month and to RQAU/SQAU before 7<sup>th</sup> of every month.
  12. VC review meeting by SQAU members with RQAU and DQAU members will be periodically done.

(c) Roles and Responsibilities for District Quality Consultant at DQAU:

1. Co-ordinating and promoting Quality related activities and advocacy especially related to National Health Programmes across the district.
2. To assist the facility Quality Assurance Nodal Officer in discharging his duties.
3. Providing technical support in assessing the technical protocol in facility.
4. To assist, support and conduct Assessment and scoring of Govt. Health facilities including MCH, DHQH, SDH, CHC, PHC, UHC and UPHC in the district.
5. Estimating District's requirements for maintaining Quality Assurance standards and improving Quality of health care delivery.
6. Grading of health care facilities on the basis of score in the district.
7. Providing District inputs for District PIP and to SQAU on the QA programmes in the State
8. Ensuring that DQAC/DQAU meets regularly and follow-up actions have been taken
9. Support for estimating district's facility requirements (in terms of Structure, Process and outputs) for improving quality of health care services.
10. Facilitating selection of facilities that may go for Certification and supporting them in the process.
11. Supporting to review the status of Quality Assurance activities at different facilities including MCH, DHQH, SDH, CHC, PHC, UHC and UPHC in the district.
12. To provide support to facilities in the district in taking appropriate and time-bound action on closure of the gaps, identified during assessments.
13. To contribute in organising workshops and training at district and facility level on QA and Certification of health care facilities.
14. To provide technical assistance to health facilities in achieving compliance to statutory requirements such as Atomic Energy Act and AERB Guidelines, Blood bank, PCPNDT act, Bio Medical Waste Management Rules etc. in the district
15. Facilitate need assessment for training, prepare training curriculum and plan training activities in collaboration with training institutes.
16. To support in reviewing the Patient's and employee's satisfaction from facilities and subsequently develop an action plan to address the concerns of patients, which lead to poor satisfaction.

17. Analyze financial and physical progress report and provide supervisory support.
18. Advise on the further development of Quality Assurance and Certification across health facilities in the district.
19. Ensuring the sustainability of Quality Assurance activities in facility.
20. Identify the cause for any unreasonable delay in the achievement of milestones or in the release of funds and propose corrective action.
21. To attend to any other duties / responsibilities assigned by the DQAU/ SQAU.
22. The existing Accounts Assistant /staff and Data Entry Operator at JDHS / DDFW have to assist the District Quality Consultant for QA programme files/ meetings/visits/data update/ monitoring reports etc. in DDFW office.
23. To guide the Administration / Accounts staff / Statistician / Data Entry Operator available in facility and districts in following areas and ensure that the activity done as per Quality Assurance guidelines.
  - a) Collection and compilation of data from various sources/Census, Surveys, and reports, etc. at District level and reporting to SQAC / SQAU.
  - b) To develop a system of monthly reporting of Quality Indicators from all the facilities in the district and reporting it to the State.
  - c) Collection / collation / Analysis and Review of Key performance indicators and health care data and dissemination of findings to DQAC / RQAC and facilities.
  - d) To regularly update SQAU/SQAC of the emerging and changing trends in Quality.
  - e) To conduct trainings on how to use data for informed decision making and planning. How to implement Statistical techniques e.g. Statistical Process Control measure of variance, reducing defects and errors for Quality Improvement.
  - f) Monitoring of recording / reporting system through field visits and submit the visit reports with appropriate suggestions / actions for improvement.
  - g) To provide necessary statistical support to SQAC/SQAU/DQAC/DQAU.
24. He / she should provide guidance to the facility level Quality Nodal Officer in MCH, DHQH, SDH, CHC, PHC, UCHC and UPHC on the areas and activity to be done at facility level as per QA guidelines.
25. Performance appraisal relating to Quality Assurance to be done on regular basis.

**J.RADHAKRISHNAN**  
**PRINCIPAL SECRETARY TO GOVERNMENT**

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**SECTION OFFICER**