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# Use of performance Standards for Improving Quality of MNH Services in India

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# Common Determinants of Quality of Care



# Performance Standards

- A standard is a statement of expectation defining **what do we want to achieve**
- In the context of QoC, standards include statement of **best practices** related to abovementioned determinants
- Standards are presented in the way of an assessment tool with **verification criteria** for each standard
- Standards tell providers not only **what to do** but also **how to do it**
- Consists of four basic steps:
  1. Set standards
  2. Implement standards
  3. Measure progress
  4. Recognize/reward achievements



# Where are these Performance Standards being used in India???

## PSE

- Implemented at Nursing and Midwifery teaching institutions
- Educational standards with focus on improving the quality of teaching

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## MNH

- Implemented at public and private sector health facilities
- Clinical standards with focus on intra- and immediate postpartum care

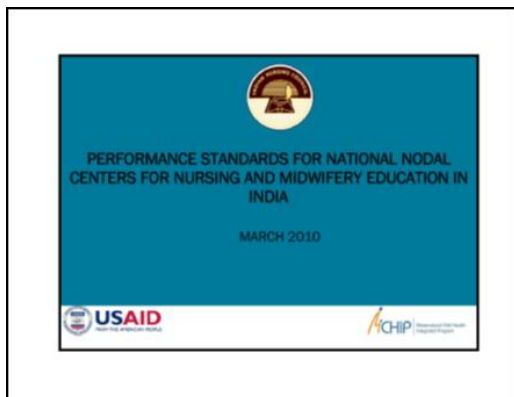
## FPSD

- Implemented at public and private sector health facilities
- Focus on improving the quality of family planning services

# Example: A Performance Standard to improve educational processes at ANM/GNM schools

PERFORMANCE STANDARDS	VERIFICATION CRITERIA	Baseline	1 IA
<b>Nursing faculty have the required qualifications.</b>	Verify through review of administrative records if:		
	There is evidence that the GNM Principal has M.Sc. degree (with 3 years experience in teaching), BSc degree with 5 yr teaching experience	Y	Y
	All nursing faculty have evidence of B.Sc. Nursing or DNEA with 2 yrs professional experience years experience, at least two nursing faculty have MCH/OB/Community/Pediatrics experience	Y	Y
	Evidence exists of a total of two years of clinical practice experience within the past five years for each faculty member or 20% of time is spent in practice	N	Y
	If nursing faculty is newly graduated, they must work a minimum of 20% in clinical area	N	Y
	Nursing faculty members who teach Midwifery have received at least one MCH/FP/Newborn related knowledge update in the past two years	N	Y
	SCORE	0	15

# Performance Standards for improving PSE



Sections	Areas	Number of Standards
1.	Class room and practical instruction	15
2.	Clinical instruction and practice	17
3.	School infrastructure and training materials	13
4.	School management	16
5.	Clinical site practices	21
	TOTAL	82

Standards implemented at 8 Nodal Centers and > 100 ANM/GNM Schools

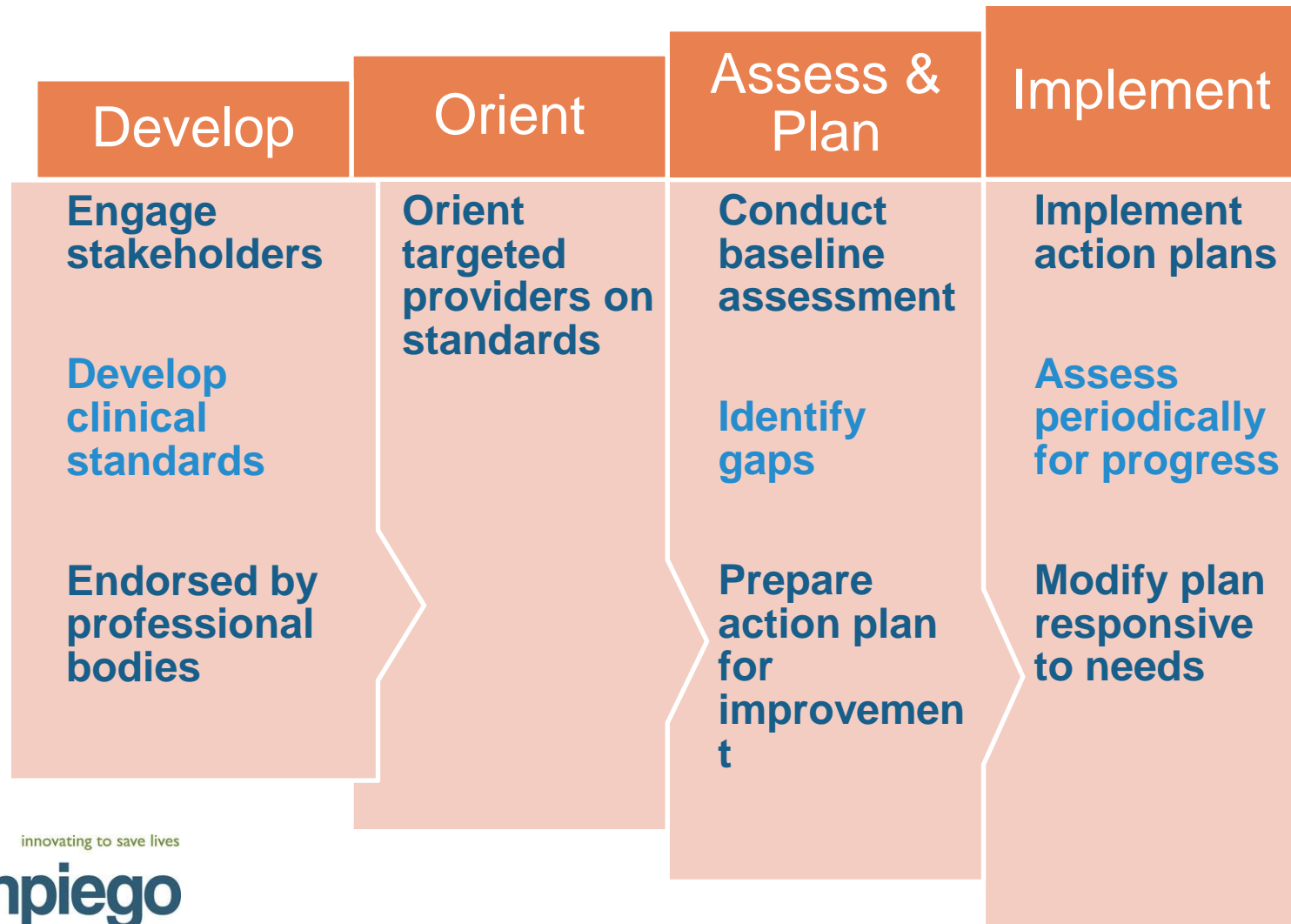
# Performance Standards for Intrapartum and immediate postpartum care

- 40 clinical standards applied at the clinical practice sites

No.	Areas	Number of standards
1.	Normal Labor and Delivery including Immediate Newborn Care	18
2.	Management of Antenatal, Intrapartum and Postpartum Complications	7
3.	Post Natal Care for a Woman and the Neonate	8
4.	Infrastructure and Human Resources	7
	<b>General total</b>	<b>40</b>



# Process of Use of Performance Standards for Improving QoC



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# Activities Linked to Implementation of Performance Standards



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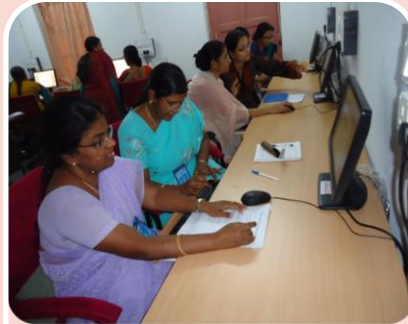


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# Strengthening Training Infrastructure



Establishing Skill Labs  
- Anatomic models  
- AV aids



Strengthening of IT infrastructure



Development of quality libraries



State's initiative for strengthening of basic infrastructure such as class rooms etc

**Catalytic TA to facilitate the above with NRHM and state funds**

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# Monitoring & Evaluation

## Progress on Standards

Periodic assessments using the standards

Rate of improvement in scores on standards

## Data Collection

Select QoC indicators framed

Baselines, progress through program data,  
End-line evaluation

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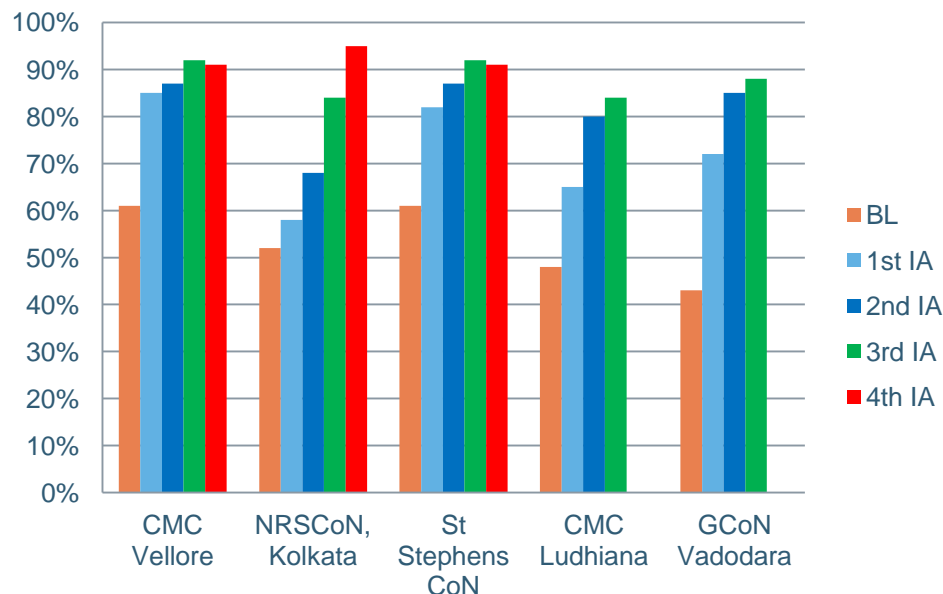


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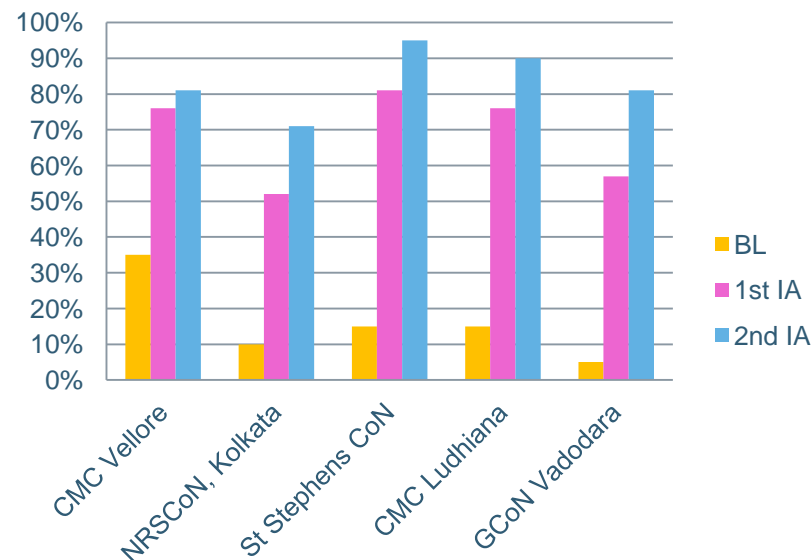
# Performance Standards for PSE at National Nodal Centers

Quality improvement at the NNCs using the SBM-R approach

## Educational Standards



## Clinical Standards

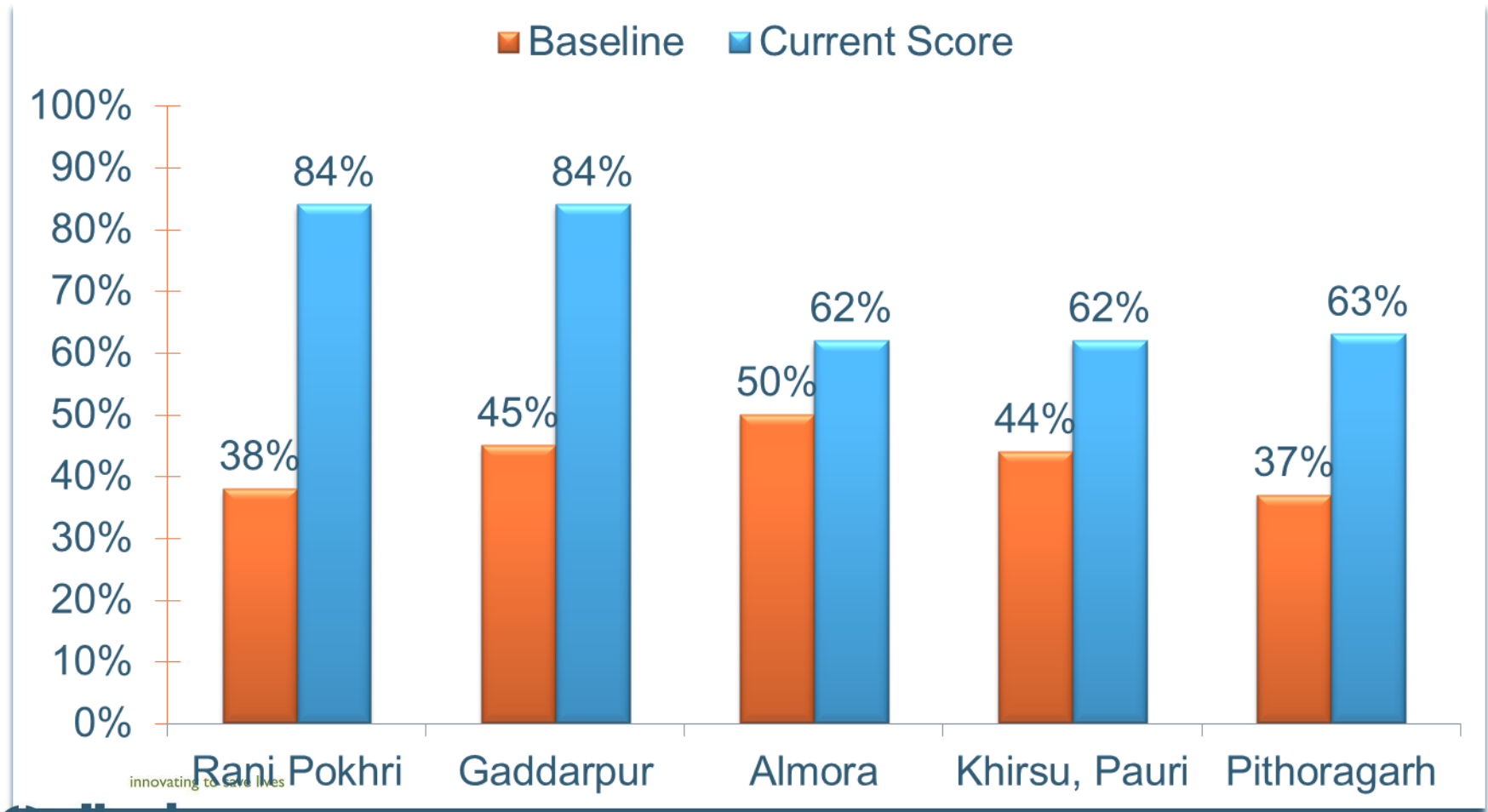


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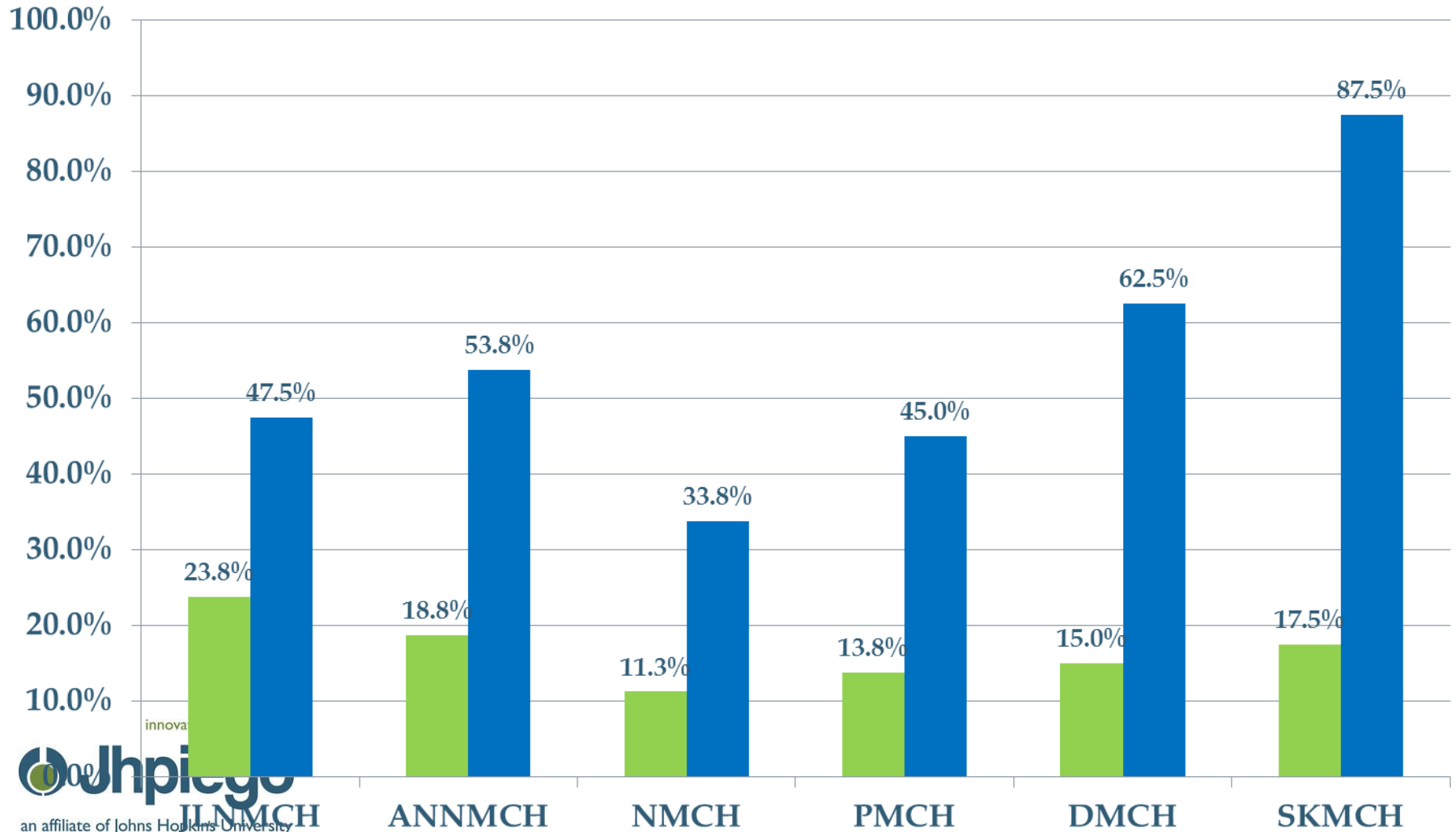
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# Performance Standards at ANMTCs in Uttarakhand

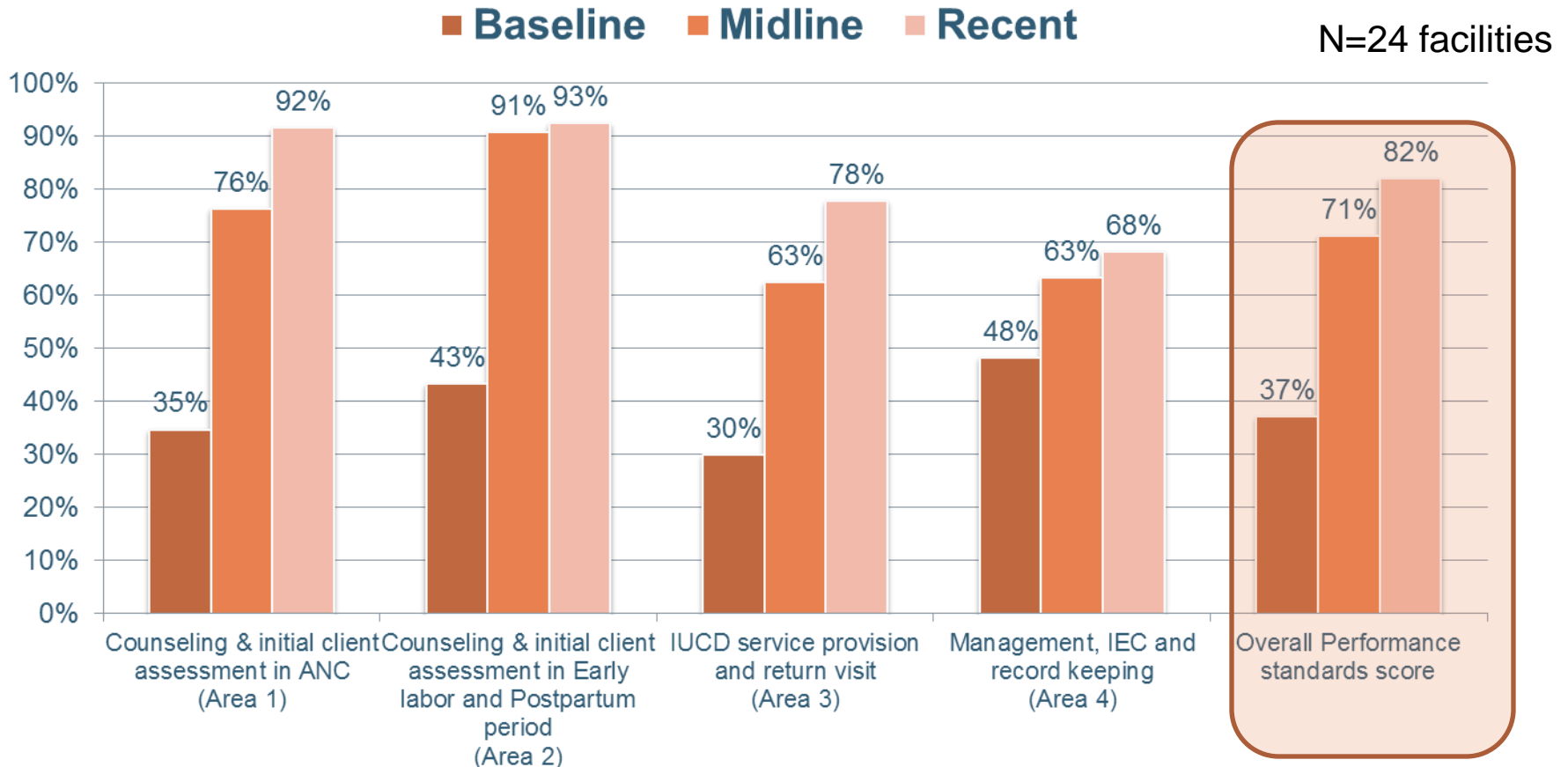


# Performance Standards at GNM Schools in Bihar

■ Baseline ■ Latest Assessment

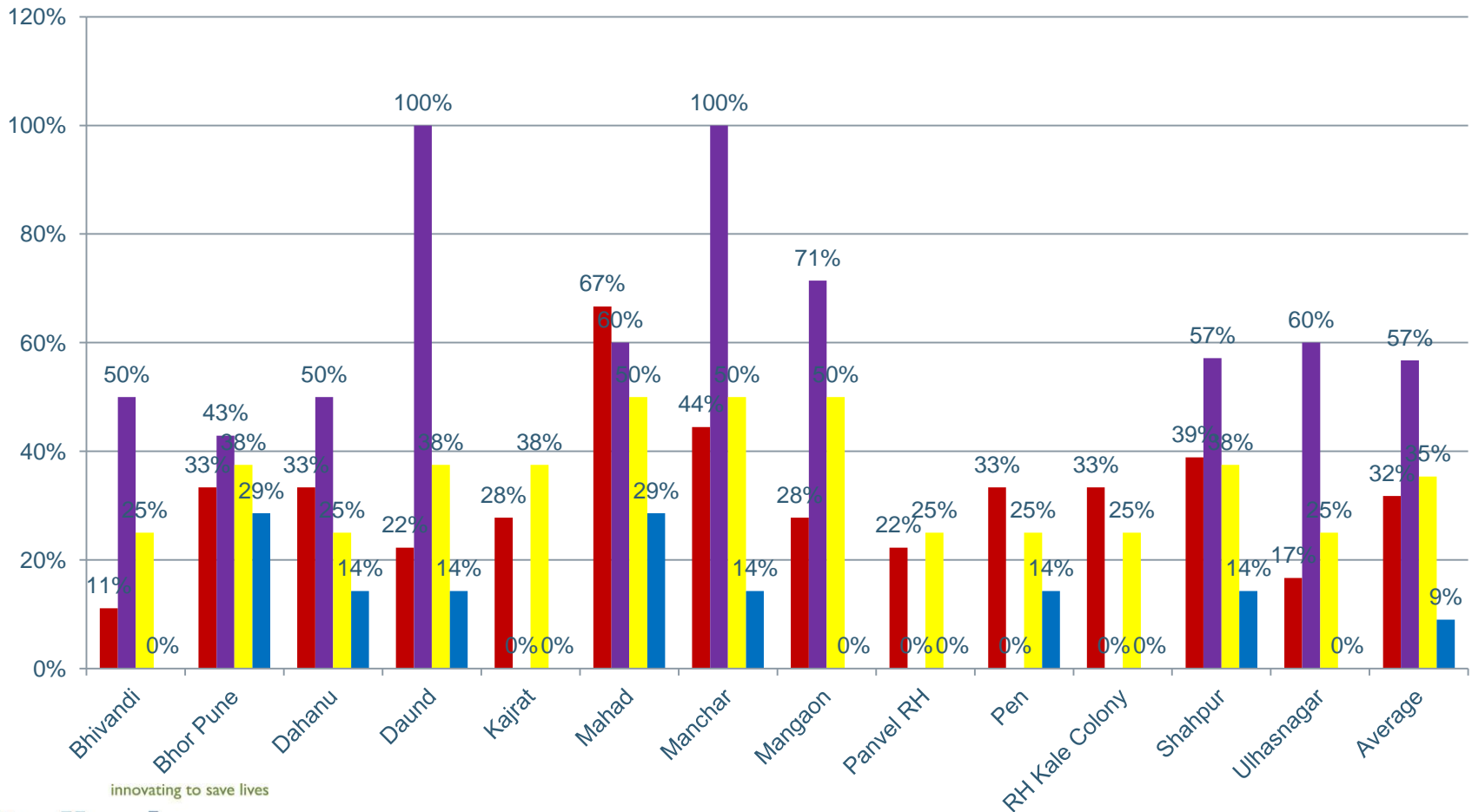


# Performance Standards to Improve Quality of FP Services



**All Three Assessments have been conducted on an average 6-8 months apart.**

# Performance standards for MNH in 13 facilities in Maharashtra



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Post Natal Care for Mother and Newborn (In-patient)

Management of Complications in Labour and Delivery

Infrastructure and Human Resources



# Sustainability

## Stakeholders Buy-in

- Multi-stakeholder consultations for setting up standards
- Periodic experience sharing

## Internally Driven Process

- Self assessment and action planning by facility leaders and service providers

## Leveraging Government Resources

- NRHM funds leveraged for filling-in infrastructure and resource gaps



# What have we learnt from using Performance Standards

- Performance standards work in varied settings
- Empowers healthcare workers and facilities
- Establishes a clear goal
- Shows progress and results easily—within and across sites
- Generates healthy competition
- Creates internal change vs. external monitoring
- Requires multiple sources of supervision and support

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