

➤ Application process for AB-PMJAY Quality certification, technical specifications & Activity:

a. Steps of certification process for AB -PMJAY Quality Certification

- Steps on registration process
- Steps on application process
- Types of questions in the application form
- Steps for payment
- Steps to check status of application
- Steps to reply NCs
- Steps to check status post NCs reviewed
- Steps to reply to Onsite NCs
- How to login in app
- Steps to upload evidence
- Steps to save & sync
- How to download certificate

b. Glitches that may be encountered while applying for AB-PMJAY Quality Certification and how to overcome them

- Frequently asked questions (FAQ's) can be asked fill be discussed during this session.

c. Interactive activity (MCQ based Exercise)

➤ Types of Non – Compliances observed during Assessment for AB-PMJAY Quality Certification & Methodology to comply with the Non – Compliances:

To give overview regarding the frequent non-compliances during the AB-PMJAY Quality Assessment like invalid claim process documentation, non-availability of annual infrastructure maintenance plan, non-availability of MOU with BMW Collecting agency etc.

➤ Overview on Standard Treatment Guidelines and their impact on improving Quality of Care

A minimum standard of care is needed by every individual seeking medical treatment in a healthcare facility or by a healthcare professional. For any clinical condition, healthcare providers must be aided by standard care guidelines/pathways to complement them in providing adequate and quality patient care. The session shall consist of background and the rationale for rolling out STGs, process flow in rolling out new STGs, STG documentation, importance of adherence to STGs and impact of STGs on the Quality of Care.



➤ Potential Next Steps to kickstart the process at the hospitals:

A way forward session with the suggested steps that may be taken to initiate the culture of quality through the process of creating quality committees, carrying out self-assessments, and using quality tools for monitoring quality system implementation. Session to also include the support that the DIUs and SHA shall provide to the EHCPs in adopting the quality standards.

➤ Experience Sharing Session:

In this session we encourage the hospitals to share their experience of implementing quality standards and parameters in their respective hospitals.

Agenda of the Workshop

Session	Facilitators	Time
1. Registration and Tea		09:30 am – 10:30 am
2. Inaugural session		10:30 am – 11:15 am
✓ Welcome address and context setting	SHA	10:30 am – 10:40 am
✓ Inaugural Address by Executive Director, SHA	ED, SHA	10:40 am – 10:50 am
✓ Keynote Address by ED, NHA	ED, NHA	10:50 am – 10:55 am
✓ Address by Officials from Department of Health	DMO	10:55 am – 11:05 am
✓ Remarks by Partner Agencies	GIZ / QCI	11:05 am – 11:15 am
3. Role of quality in UHC and AB PM-JAY		
✓ Overview of Quality	GIZ	11:15 am – 11:40 am
✓ Tangible & Intangible benefits of quality systems		
Tea Break		11:40 am – 11:50 am
4. Quality initiatives under AB PM-JAY	NHA	11:50 am – 12:10 pm
5. Application process for AB-PMJAY Quality certification, the technical specifications & Activity		
✓ To discuss the steps of registration for AB -PMJAY Quality Certification	QCI	12:10 pm – 12:50 pm
✓ To discuss regarding glitches that may be encountered while applying for AB-PMJAY Quality Certification and how to overcome them		
6. Types of Non – Compliances observed during Assessment for AB-PMJAY Quality Certification & Methodology to comply with the Non – Compliances		
✓ To give overview regarding the frequent non-compliances during the AB-PMJAY Quality Assessment	QCI	12:50 pm – 01:45 pm
✓ To give an insight in order to prevent or comply with the frequently encountered non compliances		
Lunch		01:45 pm – 02:30 pm
7. Overview on Standard Treatment Guidelines and their impact on improving Quality of Care	NHA	02:30 pm – 03:00 pm
8. Potential Next Steps to kickstart the process at the hospitals	GIZ	03:00 pm – 03:30 pm
9. Q&A Session & Experience sharing	NHA & GIZ	03:30 pm – 03:45 pm
10. Closing Remarks and Vote of thanks	SHA	03:45 pm – 04:00 pm
High Tea		04:00 pm – 04:30 pm