



## Future Public Health Settings: Quality Health Care Models for Public Health

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Public health settings are becoming advanced in terms of structure and functions without compromising the quality of health care. Soon these settings will become models of quality health care. The aim of this article is to make awareness of quality health care services in public health settings and remove all the misconceptions about it. These are only affordable, accessible for all Indians.

The World Health Organization has accepted Universal Health Care (UHC) for all individuals. Almost all countries' constitution has health as fundamental right of individuals [1].

Government of India (GOI) is responsible for providing various qualitative services to Indian public. Department of Health and Family welfare provides quality health services to every individual through its subdepartments to meet international health standards to have healthy and productive Indian. More than 80% Indian receives public health services Provided through MHOFW [2].

Ministry of Health and Family welfare has two Departments viz. Department of Health & Family welfare and Department of Health

Research which is headed by the Secretary to the Government of India. Ministry of Health and Family Welfare has the following two attached Offices:- (i) Directorate General of Health Services (DGHS) is an attached it's office in it and subordinate offices spread all over the country. The DGHS renders technical advice on all Medical Offices' Health matters and is involved in the implementation of various Health Services. (ii) National Health Authority (NHA) is the apex body responsible for implementing India's flagship public health insurance/assurance scheme called "Ayushman Bharat-Pradhan Mantri Jan Arogya Yojana" and has been entrusted with the role of designing strategy, building technological infrastructure and implementation of "National Digital Health Mission" to create a National Digital Health Eco-system [2].

The National Health Systems Resource Centre, a premier Think Tank for MoHFW, is mandated to assist in policy and strategy development in the provision and mobilization of technical assistance to the states and in capacity building for the Ministry of Health. One of major functions of NHSRC is to establish National Quality Assurance Standards (NQAS) for public health services [3].

NQAS includes eight aspects of quality, multiple standard statements for each area. Each standard is measured by measurable actions at specific (Measurable elements) points in public health settings (Check Point). Assessment methods used for it are staff interview, patient interview, record review, client interview and observation. It is converted in scores as 0, 1, and 2. NQAS is available for District hospital, Community Health Centre, Primary Health Centre, health and wellness Centre (Sub-Centre). Those public health settings meet the criteria of NQAS will get funds and certification from MHOFW [3].

Supportive programs to NQAS for quality of public health settings are Kayakalp, LAQSHYA, MUSQAN, CLMC, and AEFI. Kayakalp program was launched on 15<sup>th</sup> May 2015 by the Ministry of Health and Family Welfare (MoHFW) to appreciate and recognize the positive effort shown by various public health settings towards a greater hygienic and pure environment. If they meet the criteria, they get a certificate and funds [4].

LaQshya is a labour room quality improvement initiative which aims to ensure Quality of Care during intrapartum and immediate post-partum period in Labour Room and Maternity Operation Theatre (Respectful maternity care) and newborn care. It targets all Government Medical College Hospitals, District Hospitals and CHCs. Important all do's and don'ts information is provided to all above settings [5].

Comprehensive lactation Management Centres (CLMC) for safe human milk collection, storage, processing and dispensing to babies admitted in hospital, especially pre-term babies. It helps to get essential human breast milk to vulnerable newborns and saves the adverse effects of formula feed [5].

MusQan, the country aims to make newborn, infant & child health care services friendly, to reduce preventable newborn and child morbidity and mortality. The growth and development of children depends upon physical, nutritional, social and cultural practices, MusQan takes care of all factors [6].

India is implementing Universal Immunization Program (UIP) for newborns and pregnant mother. Aim of UIP is to reduce burden of Vaccine Preventable Diseases (VPD). Also conduct surveillance for Adverse Effect Followed by Immunization (AEFI) [6].

To do no harm is the principle of health care settings so the strategy is SaQushal, Safety and Quality: self-assessment tools for health facilities to ensure safe and quality care of patients [7].

All these quality health care services is based on Donabedian's model and approach is Plan-Do-Checking -Act.

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