

GOVERNMENT OF WEST BENGAL
DEPARTMENT OF HEALTH & FAMILY WELFARE
HOSPITAL ADMINISTRATION BRANCH
SWASTHYA BHAVAN, GROUND FLOOR,
GN 29, SECTOR V, SALT LAKE, KOLKATA 700 091

Memo No - HHM/1H-78-2013-4/1/4

Dated - 30/10/2013

ORDER

Sub: - Instruction to start the implementation of the Quality Improvement Programme.

Ref:- Order No HHM/1H-78-2013 /1(6) Dt. 02.08.2013 regarding implementation of Quality Improvement programme in 6 (six) District Hospitals during 2013-14.

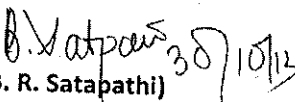
Department of Health and Family Welfare, Government of West Bengal aims to institutionalise Quality Improvement programme in 6 listed District Hospitals as approved in NRHM ROP 2013-14 for which the initial activities like issue of Administrative Order, State Level training programme has already been completed by this time. Now to take the implementation process ahead in these hospitals, The Superintendents are hereby directed to :-

- Constitute 11 (eleven) Quality Circles in your hospital for Quality improvement & each such Circle must have at least one member trained at Swasthya Bhawan. The Quality Circles to be formed will be namely:- 1. OPD, ER, Minor OT Quality Circle 2. Surgical & Allied Departments 3. Medical & Allied Departments 4. Nursing Quality Circles 5. G & Obstetrics Allied Departments 6. Contract Management, Resource Management, Signage 7. Facility Management & Procurement 8. Medical Records 9. Safety, IC & HCWM 10. Checklist for QC on Diagnostic Services.
- Organise short meeting with all hospital staff in batches informing, sensitizing and involving all of them regarding the implementation of quality improvement programme in the institution. Refreshments for these sessions may be met from 'Retention of User Charges component' under RKS observing necessary formalities. The first round such training must be completed within Nov; 2013.
- Conduct department/wing wise Gap Survey in the prescribed format. (attached). Then maintain a Register & initiate steps for closing/bridging these gaps as per guidelines imparted in the training programme. The fund required for the purpose to be arranged locally or from the district level (from Corpus fund) by submission of proposal suitably. For large schemes the proposal may be submitted to the state level.

In addition to the above activities you are also requested to open a Gmail account for quality improvement so that we can activate a Google group for the above activity. (for Ex Siliguri can open Gmail id siliguri.qi@gmail.com, Purulia DH as purulia.qi@gmail.com and in return communicate the same to Hospital administration Branch Email ID i.e. wbhabr@gmail.com).

The DVD containing the soft copy of training material and reference document has already been handed over to the CMOH of the concerned district and will be duly handed over to the Superintendents and Dy CMOH 1 (Nodal Officer for QI program).

All Superintendents are requested to maintain close liaison with the HA Branch & the Consultant (QA) for any further clarification & help & they are requested to send the ATR on each points to the HA branch.


(Dr. B. R. Satapathi)
Director of Health Services &
E.O. Secy, West Bengal.

(2)

Memo No - *HHM/11-78-2013-4* /1(6)
Copy forwarded for information and necessary action to the:

Dated - ³⁰~~23~~.10.2013

- 1-6. The Superintendent Balurghat DH, Siliguri DH, MJN DH, Krishnanagar DH, Tamruk DH & Deben Mahato DH for their information guidance.

B. Satapathi 30/10/13

(Dr. B. R. Satapathi)
Director of Health Services &
E.O. Secy, West Bengal

Memo No - *HHM/11-78-2013-4* /1(6)/2(23)
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1. Mission Director, NRHM; Govt. of West Bengal; Swasthya Bhavan.
2. Programme Officer-I, NRHM ; Govt. of West Bengal; Swasthya Bhavan.
3. Dy DHS, Hospital Administration Branch ; Swasthya Bhavan.
- 4-9. State Level Monitoring officers of Dakshin Dinajpur District, Darjeeling District, Cooch Behar District, Nadia District, Purba Medinipur District & Purulia District.
- 10-15. CMOH Dakshin Dinajpur District, Darjeeling District, Cooch Behar District, Nadia District, Purba Medinipur District, Purulia District.
- 16-21. The Dy.CMOH-1 & the District Nodal Officer ;Dakshin Dinajpur District, Darjeeling District, Cooch Behar District, Nadia District, Purba Medinipur District, Purulia District.
22. Dr. K.R. Mukharjee; HA Branch; Swasthya Bhavan.
23. Consultant; Q.A. cell; Hospital Administration Branch; Swasthya Bhavan. She is directed to maintain close liaison with all the Superintendents, Dy.CMOH-I. She is also directed to submit an Advance tour Programme for visit of all these six District Hospitals in consultation with the DDHS(HA).
24. *IT. cell (to be uploaded on the website immediately)*

B. Satapathi 30/10/13

(Dr. B. R. Satapathi)
Director of Health Services &
E.O. Secy, West Bengal.