



ABSTRACT

Tamil Nadu Health System Reform Program – An amount of Rs.51,00,000/- (Rupees Fifty one lakh only) towards implementation of second year activities of Tamil Nadu Health System Reform Program for Quality Improvement Interventions in Primary Secondary and Tertiary Health Care Facilities–Sanctioned - Orders- Issued.

HEALTH AND FAMILY WELFARE (EAPI-1) DEPARTMENT

G.O.(Ms).No.517

Dated: 03.12.2020
Sarvari, Karthigai – 18
Thiruvalluvar Aandu – 2051

Read

1. G.O.(2D) No.141, Health and Family Welfare (EAP1-1) Department, dated 05.09.2019.
2. G.O.(2D) No.19, Health and Family Welfare(EAP1-1) Department, dated 04.02.2020.
3. Minutes of the Second Meeting of the State Empowered Committee Meeting on 03.08.2020.

Read also:

4. From the Project Director, Tamil Nadu Health System Reform Program, Letter Ref: No.2881/TNHSRP/ PMU/ 2020, Dated: 24.08.2020.

ORDER:

The Project Director, Tamil Nadu Health System Reform Program has informed that Tamil Nadu Health System Reform Program is a World Bank supported project implemented by Department of Health and Family Welfare (DoH&FW) of Tamil Nadu Government on Program for Results (P for R) basis. The program claims at achieving SDG 3 target by ensuring health lives and promising wellbeing for all at all ages in Tamil Nadu. The total budget of the program is 287 million US\$ over a period of 5 years which will supplement the overall budget of Government of Tamil Nadu in health department of 4,990 million US\$ in next 5 years to achieve the results. The loan agreement was signed on 04.06.2019 and the effectiveness date is declared as 29.07.2019. The Administrative Sanction of the project was accorded in the Government Order first read above. The Goal of the Project is to improve quality of care, strengthen management of non-communicable diseases and injuries, and reduce inequities in reproductive and child health services in Tamil Nadu. The project is being implemented and the first-year activity carried out from July 2019 to March 2020. In first year, all the disbursement linked results were achieved and disbursement claimed to the World Bank of USD 5,20,23,500 and the budget allotted for the first year activity was sanctioned in the Government Order second read above.

2. The Project Director, Tamil Nadu Health System Reform Program has forwarded the proposal approved by the State Empowered Committee headed by the Chief Secretary towards implementation of the second year activities of Tamil Nadu Health System Reform Program for Implementation of Quality Improvement Interventions in Primary, Secondary and Tertiary Health Care Facilities as detailed below:-

i) Background:

The Health and Family Welfare Department of Government of Tamil Nadu is implementing Tamil Nadu Health System Reform Program supported by the World Bank. The Health Program aims at improving the quality of care in primary, secondary and tertiary care facilities. The World Bank funds the program based on DLI (Disbursement Linked Indicators) in certain result areas. DLI #1 focuses on Implementation of Quality improvement interventions in primary, secondary and tertiary care facilities. DLI #1 (Disbursement Linked Indicators) is a scalable indicator with an allocation of US\$43.73 million (INR 304.74 Crores).

Implementation of QoC Intervention

One Component of DLI # 1 is to develop and adopt the Tamil Nadu Quality of Care strategy (TN-QoCs) document during the 1st year of the project period. Tamil Nadu Quality of Care strategy document was developed and approved vide G.O.(MS).No.155, Health and Family Welfare (EAPI-1) Department, dated 24th March 2020, and claims were received from the World Bank. Under DLI # 1, the activity specified for the 2nd year is 'Implementation of at least one Quality Improvement interventions specified in the Quality of Care Strategy' in 142 primary health care facilities and 62 secondary and tertiary health care facilities. The disbursement eligible to the Government for this activity is USD 4.7 million.

Develop Quality Score card

Another Component of DLI # 1 is to develop Score Cards which would be used as a quality monitoring tool at the Primary, secondary and tertiary level health facilities in the first year of the Project. The score cards for all level of health facilities along with the guidelines have been developed and approved by the SEC in March 2020. The disbursement eligible for this activity is USD 7 million which was claimed in 2019 - 2020. From the 3rd year onwards 190 primary health facilities and 83 secondary and tertiary health facilities should report using Score cards. This is scalable and by the 5th year 570 primary health facilities and 248 secondary and tertiary health facilities should report using Score cards. The disbursement eligible for this activity is USD 14,800 per primary health facility and USD 22,000 per secondary and tertiary health facilities. The Score cards developed has to be piloted, revised and finalized before actually putting in use in the 3rd year of the Project.

Patient experience survey

In addition to DLIs there are some intermediate indicators which needs to be achieved. The Patient experience survey questionnaire has to be developed and piloted from 3rd year onwards. Piloting of Patient experience survey questionnaire should be conducted in atleast 5 hospitals by the 3rd year, 7 hospitals in the 4th year and 10 hospitals by the 5th year of the Project.

ii) Proposal

Implementation of QoC Intervention

It is proposed to implement the following facility-based interventions specified in the Tamil Nadu Quality of Care strategy document in atleast 142 primary health care facilities and 62 secondary and tertiary care facilities and establish reporting system.

1. Institutionalizing periodic facility implementation plan based on gap analysis for infra structure and supply support
2. Conducting audits for various health care related issues- Prescription audit, Case sheet audit, C- section audit and mortality audit.
3. Operationalize all institutions with Quality circle and other committees related to Quality Care
4. Finalise and pilot score cards and also develop and pilot patient experience survey which has to be implemented by the third year of the project.

Develop Quality Score card

It is proposed to introduce 'Facility Scorecards for Primary, Secondary and Tertiary care institutions to monitor the quality of service provided at different levels of health facilities. This will help to track the improvement on Quality Score of the institutions on a quarterly basis every year. Score cards will be introduced in the institutions in a phased manner. The Facility Score cards for Primary, Secondary and Tertiary care institutions and the guidelines for scoring has to be reviewed, piloted and finalized and before it is actually put in use for scoring.

Patient experience survey

It is proposed to develop a Patient experience survey questionnaire which has to be piloted and would be put in use in the secondary and tertiary hospitals from the 3rd year of the Project Patient experience survey will be introduced in the institutions in a phased manner. This will help to improve the quality of care in service provision. In addition, the various strategy documents and guidelines developed during the first year – Quality of Care, NCD, Health policy Vision 2023, TANQUEST, Operational Research Program and Health Assemblies will be disseminated to the various Government departments and Non-governmental organizations. IEC activities will also be taken up by the DPH&PM and the DM&RHS for communicating certification/accreditation and for creating awareness to people to demand for quality services in 101 Primary health care facilities and 54 secondary care health facilities. These institutions are either already certified or in the process for certification.

iii) Cost

S.No:	Activity	Funds required (in lakhs)
1.	Dissemination of Strategy documents developed and approved during first year to Government departments and non-governmental organizations	8.00
2.	Printing and distributing copies of strategy document	2.00

3.	IEC activities for communicating accreditation in 155 institutions @ Rs 10,000/-each	15.50
4.	IEC activities for creating awareness on people's demand for quality in 105 institutions @ Rs 10,000/-each	10.50
5.	State level sensitization meetings	1.50
6.	Two regional level meetings	7.00
7.	Monitoring visits	1.50
8.	Consultative Meetings to finalize the score card and guidelines	1.50
9.	Visits to all types of health facilities for piloting the score cards	2.00
10.	Xeroxing & Printing of Score cards and guidelines	0.50
11.	Consultative Meetings to finalize the survey format	0.50
12.	Visits to all types of health facilities for piloting the Patient experience survey format	0.50
Total		51.00

3. The Project Director, Tamil Nadu Health System Reform Program has stated that in respect of certain activities, the activities are to be implemented by the respective directorates with the budget being sanctioned under their respective heads under Tamil Nadu Health System Reform Program and requested the Government to issue necessary orders to approve the proposal for Implementation of Quality Improvement Interventions in Primary Secondary and Tertiary Health Care Facilities at a total cost of Rs.51 lakhs.

4. The Government after careful consideration of the proposal of the Project Director, Tamil Nadu Health System Reform Program have decided to accept the same and accordingly issue the following orders:-

- i) The Project Director, Tamil Nadu Health System Reform Program is permitted to implement Quality improvement intervention in Primary, Secondary and Tertiary Health Care Facilities and sanction is accorded for an amount of Rs.25,00,000/- (Rupees Twenty five lakh only) to Project Director, Tamil Nadu Health System Reform Program to facilitate and support implementation of the activities specified in the annexure annexed to this Government Order.
- ii) Sanction is accorded for an amount of Rs.17.20 lakhs (Rupees seventeen lakh and twenty thousand only) to the Directorate of Public Health and Preventive Medicine towards IEC activities for communicating accreditation and for creating awareness to people to demand for quality services in 101 Primary health care facilities.
- iii) Sanction is accorded to an amount of Rs.8.80 lakhs (Rupees eight lakh and eighty thousand only) to the Directorate of Medical and Rural Health Services towards IEC activities for communicating accreditation and for creating awareness to people to demand for quality services in 54 Secondary Care Health facilities.
- iv) The Project Director, Tamil Nadu Health System Reform Program is permitted to reallocate and use the funds between the different heads of expenditure without exceeding the total budget allocated to Tamil Nadu Health System Reform Program.

5. The expenditure sanctioned in paras 4 (i)(ii) and (iii) above, shall be debited to the following head of accounts:-

2210 – Medical and Public Health – 01 Urban Health Services – Allopathy – 110 Hospitals and Dispensaries – Externally Aided Project – PG – Tamil Nadu Health Systems Reforms Project – 309 Grants in Aid -03 Grants for Specific Schemes

[IFHRMS 2210 01 110 PG 30903]
(DPC 2210 01 110 PG 0930)

2210 - Medical and Public Health – 01 Urban Health Services – Allopathy – 200 Other Health Schemes- Externally Aided Project – PB Tamil Nadu Health Systems Reforms Project – Administrated by Director of Public Health – 309 Grants in Aid 03 Grants for specific schemes

(DPC 2210 01 200 PB 30903)

2210 - Medical and Public Health – 01 Urban Health Services – Allopathy – 110 Hospitals and Dispensaries - Externally Aided Project PD, Tamil Nadu Health Systems Reforms Project – Administrated by Director of Medical and Rural Health Services – 309 Grants in Aid 03 Grants for specific schemes

(DPC 2210 01 110 PD 0105)
[IFHRMS 2210 01 110 PD 30903]

6. Necessary additional funds Rs.17.20 lakhs will be provided in the RE/FMA 2020-2021.

7. This order issues with the concurrence of the Finance Department vide its U.O.No. 30862/Health-II/2020, dated: 30.01.2020.

(BY ORDER OF THE GOVERNOR)

J.RADHAKRISHNAN
PRINCIPAL SECRETARY TO GOVERNMENT

To

The Project Director, Tamil Nadu Health System Reform Program, Chennai-6.

The Mission Director, State Health Society, Chennai-6.

The Managing Director, Tamil Nadu Medical Services Corporation Ltd, Egmore, Chennai-8.

The Project Director, Tamil Nadu Urban Health Project, Chennai-6.

The Director of Medical Education,
Chennai-10

The Director of Medical and Rural Health Services, Chennai-6

The Director of Public Health and Preventive Medicine, Chennai-6

The Private Secretary to Additional Chief Secretary, Finance Department
Chennai-9.

The Private Secretary to Secretary (Expenditure), Finance Department
Chennai-9.

The Accountant General (A&E), Chennai- 18.

The Pay and Accounts Officer (south), Chennai-35
The Commissioner of Treasuries and Accounts, Nandhanam, Chennai-35.

Copy to

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

The Finance (Health-II) Department, Chennai-9

Health and Family Welfare Department, (Data cell) Chennai-9

SF/SC

//FORWARDED BY ORDER //

B. Jeyaraj
SECTION OFFICER
JSB

**Annexure to G.O.(Ms)No.517, Health and Family Welfare (EAPI-1)
Department, dated: 03.12.2020.**

Cost

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11.	Consultative Meetings to finalize the survey format	0.50
12.	Visits to all types of health facilities for piloting the Patient experience survey format	0.50
		51.00

**J.RADHAKRISHNAN
PRINCIPAL SECRETARY TO GOVERNMENT**

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B. Jayobh
SECTION OFFICER

