



ABSTRACT

Tamil Nadu Health System Reform Program - Supported by World Bank - Appointment of Quality Managers in 22 Medical College Hospitals – Sanctioned – Orders – Issued.

HEALTH AND FAMILY WELFARE (EAPI-1) DEPARTMENT

G.O.(Ms) No.28

Dated: 24.01.2023

சுபகிருது, தை -11

திருவள்ளூர் ஆண்டு-2054

Read:

From the Project Director, Tamil Nadu Health System Reform Program
Letter Ref.No.0277/TNHSRP/Quality/2020, Dated:31.10.2022.

ORDER:

The Project Director, Tamil Nadu Health System Reform Program in the letter read above has detailed the justification to sanction the Quality Managers for the 22 Medical College Hospitals (as annexed to this order) to assist Dean / Medical superintendent in maintaining quality standards, statutory compliances, overall cleanliness and ambience of the institute which will assure improved quality of care services. The Job Description and Terms of Reference to the said post of Quality Manager is also given as annexed to this order. She has works out to the salary cost of the activity as follows:-

Name of the post	Mode of Appointment	Qualification	No. of post	Salary cost per month	EPF (13% of (Rs.15,000) per month	Total cost per annum
					(in Rupees)	
Quality Manager	Contract by the concerned Dean / Director through DHS (District Health Society)	Masters in Hospital Administration/ Health Management/ Master of Public Health. (Regular Course and not Correspondence Course)	22	60,000	1,950	1,63,54,800
Total						1,63,54,800

2. The Project Director, Tamil Nadu Health System Reform Program has also stated that the Quality Managers will be the part of Quality Circle Committee at the facility level and will conduct the committee meetings every month and document the minutes of the meeting and the action taken report and communicate to the Office of

Project Director, Tamil Nadu Health System Reform Program after approval by the Dean of the respective institutions.

3. The Project Director, Tamil Nadu Health System Reform Program has further stated that the State Empowered Committee has approved the above proposal and hence requested the Government to issue suitable orders on the followings:-

- (i) Permit to appoint 22 Quality Managers in the selected medical colleges to assist Dean/ Medical superintendent in maintaining quality standards, statutory compliances, overall cleanliness and ambience of the institute and to coordinate with Bio Medical Engineer in preventive maintenance and timely AMC of equipment, by the concerned Dean through DHS (District Health Society).
- (ii) To sanction funds of Rs.1,63,54,800/- (Rupees One Crore Sixty Three Lakhs Fifty Four Thousand and Eight Hundred Only) consisting of recurring salary expenditure to Director of Medical Education and during the year 2022-2023 as proposed.
- (iii) Permit the Director of Medical Education to draw the above sanctioned amount.

4. After careful consideration of the proposal of the Project Director, Tamil Nadu Health System Reform Program, the Government have decided to accept the same by restricted to sanction of funds four months and issue the orders as follows:-

- (i) Permission is granted to appoint 22 Quality Managers in the selected medical colleges (as annexed to this annexure) to assist Dean/ Medical superintendent in maintaining quality standards, statutory compliances, overall cleanliness and ambience of the institute and to coordinate with Bio Medical Engineer in preventive maintenance and timely AMC of equipment, by the concerned Dean through DHS (District Health Society).
- (ii) Sanction is accorded for a recurring expenditure of Rs.54,51,600/- (Rupees Fifty four lakh fifty one thousand and six hundred only).
- (iii) The Director of Medical Education is authorized to draw the above sanctioned amount.

5. The expenditure is sanctioned in para 4(ii) above shall be debited to the following head of account:-

2210 – Medical and Public Health – 01 Urban Health Services - Allopathy – 110 Hospitals and Dispensaries – Externally Aided Projects – PE – Tamil Nadu Health System Reform Project – Administrated by the Director of Medical Education – 309 Grants-in-Aid – 03 Grants for Specific Schemes

(IFHRMS 2210 01 110 PE 30903)

6. This order issues with the concurrence of the Finance Department vide its U.O.No.3374/Finance (Health-II) / 2023, Dated: 23.01.2023.

(BY ORDER OF THE GOVERNOR)

**P.SENTHILKUMAR
PRINCIPAL SECRETARY TO GOVERNMENT**

To
The Project Director, Tamil Nadu Health System Reform Program, Chennai-600 006.
The Director of Medical and Rural Health Services, Chennai - 600 006.
The Mission Director, State Health Society, Chennai - 600 006.

The Managing Director, Tamil Nadu Medical Services Corporation Ltd, Egmore,
Chennai - 600 008.

The Director of Medical Education, Chennai - 600 010.

The Director of Public Health and Preventive Medicine, Chennai - 600 006.

The Accountant General (A&E), Chennai - 600 018.

The Pay and Accounts Officer (South), Chennai - 600 035.

The Commissioner of Treasuries and Accounts, Nandhanam, Chennai - 600 035.

Copy to:

The Finance (Health-II) Department, Chennai - 600 009.

The Health and Family Welfare (Data Cell) Department, Chennai - 600 009.

Stock file / Spare copy.

//FORWARDED BY ORDER //

[Handwritten Signature]
25.01.2023
SECTION OFFICER
[Handwritten initials]
25-1-23

Annexure-I to the G.O.(Ms) No.28, Health and Family Welfare (EAPI-1)
Department, Dated:24.01.2023

S.No.	List of select Medical College Hospital Hospitals for appointment of Quality Manager
1.	Government Karur Medical College Hospital
2.	Government Omandurar Medical College Hospital
3.	Government Pudukottai Medical College Hospital
4.	Government ESI Medical College Coimbatore.
5.	Government Sivaganga Medical College Hospital
6.	Government Thoothukudi Medical College Hospital
7.	Government Tiruvarur Medical College Hospital
8.	Government Vellore Medical College Hospital
9.	Government Villupuram Medical College Hospital
10.	Government Tiruvallur Medical College Hospital
11.	Government Nilgiris Medical College Hospital
12.	Government Namakkal Medical College Hospital
13.	Government Tiruppur Medical College Hospital
14.	Government Ariyalur Medical College Hospital
15.	Government Virudhunagar Medical College Hospital
16.	Government Dindigul Medical College Hospital
17.	Government Kallakurichi Medical College Hospital
18.	Government Ramanadhapuram Medical College Hospital
19.	Government Krishnagiri Medical College Hospital
20.	Government Nagapattinam Medical College Hospital
21.	Government IRT, Perundurai Medical College Hospital
22.	Government Cuddalore Medical College Hospital.

P.SENTHILKUMAR
PRINCIPAL SECRETARY TO GOVERNMENT

/ True Copy /

K.amma
25.01.2023
SECTION OFFICER

25.1.23

Annexure – II to the G.O.(Ms) No.28, Health and Family Welfare (EAPI-1)
Department, Dated:24.01.2023

Guidelines for the Post of Hospital Quality Manager – Salary Disbursal

1. Job Description and Responsibilities

The Hospital Quality Manager shall support the Quality Assurance Programme in the Medical College Hospital and be responsible for devising and establishing quality procedures, standards and specifications in Medical College Hospital. She/he shall promote Quality Improvement in all the process & procedures of the hospitals and share reports to Director of Medical Education / Project Director, Tamil Nadu Health System Reform Program. The hand hold activities of attaining NABH entry level accreditation entirely should be the responsibility of the Quality Manager as and when needed in coordination with Dean & Nodal Officer concerned.

2. Roles and responsibilities:

1. Ensuring good quality non-clinical services like infection prevention, security, diet etc.
2. Ensuring clean surroundings, OPD Areas, Wards, Labour Rooms, OT and Patient amenities and outsourced services.
3. To take hospital rounds daily and look at the functioning of departments, equipment's, ambulance etc.
4. Periodical assessment of hospitals on quality check list and arrive at a score for the facility.
5. Identification of gaps, develop action plan under the guidance of in-charge of the hospital and monitor compliance.
6. Quality Managers will be the part of Quality committee at the facility level and will conduct the committee meeting every month and document the minutes of meeting and communicate to the Office of Project Director, Tamil Nadu Health System Reform Program after approval by the Dean of the respective institutions.
7. Facilitation of activities for gap closure, corrective and preventive action periodically.
8. Ensuring that the hospital meets all regulatory compliances such as BMW, Blood Bank / Storage license, AERB regulations, etc.
9. Coordinate with Bio Medical Engineer in Preventive maintenance and keep a record of non-functional equipment's and time line for its repair along with AMC for all equipment's.
10. Planning and work-out modalities towards upliftment, preventive maintenance of equipment's and vehicles and modernization of hospital.
11. Supervising the work output and channel the work input to improve overall efficiency and keep unit's morale up.
12. Analyze utilization of various hospital services and equipment's etc
13. Analyze financial outlays and its effective utilization of TNHSRP funds.
14. Periodic information and assessment on utilization of untied grants and timely submission of SOEs and UCs Tamil Nadu Health System Reform Program funds.
15. Prepare yearly plan for expenditure after assessment.
16. To institute an effective grievance redressal system both for employees and the patients.

17. Carrying out exit interviews, satisfaction surveys to keep hospital services up to quality standards.
18. The individual has to maintain the log of activities done on a daily basis with photographs and the same should be submitted to Dean / Medical Superintendent monthly and also to be sent to Tamil Nadu Health System Reform Program as a compiled report
19. Prepare monthly / quarterly and yearly report of hospital progress in the accreditation process.
20. Any other duty as assigned by the Project Director, Tamil Nadu Health System Reform Program, Dean concerned from time to time.

3. Qualifications, Experience and Competencies:

(i) Qualifications:

- (a) Masters in Hospital Administration / Health Management / Public Health.
- (b) Only candidates with regular courses to be included (Correspondence / open university / online course should be excluded)

(ii) Experience:

(a) Essential:

Applicant must possess a minimum of two years' experience in Public Health/ Hospital Administration.

(b) Desirable:

Preference shall be given to candidates with experience in Health Care Quality of Formal Quality System like NABH/ISO 98001:2008/Six/Sigma/Lean/Kaizen etc.

(c) Skills and Competencies:

- Knowledge of Government Legislations and Policies are essential;
- Sound Knowledge on the concepts of Quality to the Hospitals (NABH);
- Knowledge of English and Tamil, both written and Oral with drafting skills.
- Effective Communication Skills, with demonstrated ability to talk and listen to people and build rapport with them
- Computer proficiency and familiarity with database management programmes and commonly used packages like MS Word, Excel. Power Point etc.

(d) Age limit: Up to 45 years as on date of advertisement.

4. CONTRACT TYPE AND PERIOD:

This position is on a contractual basis, initially for a period of 11 months, may be extendable thereafter on the basis of performance with 1 day break.

(i) Working Hours:

1. He / She has to work 6 days a week followed by a one-day week off.
2. The duty hours shall be 9 AM to 5 PM daily.
3. One day casual leave (CL) per month, totally 11 days CL for 11 months is eligible to avail.

4. Government holiday can be availed as per Government of Tamil Nadu norms. Any other leave will be taken as loss of pay.

(ii) Salary Offered:

1. The gross remuneration budgeted for the position is 60,000/-PM (Consolidated Pay) with usual TDS and EPF 13% upto Rs.15,000 PM of salary
2. The Salary disbursement details, NABH Bank amount U/C & SOE details has to be submitted to Tamil Nadu Health System Reform Program half yearly.
3. Monthly Salary shall be credited by duly verifying the attendance and log book of the individual.
4. TDS for the Salary shall be deducted and credited in income tax account as per norms
5. Mode of appointment is through District Health Society headed by District Collectors of the respective districts.
6. The details of the Selected Candidates and their appointment may be sent as report to the Project Director, Tamil Nadu Health System Reform Program.
7. Salary will be disbursed to the managers by Dean/DDO of the institution duly verifying the attendance.

**P.SENTHILKUMAR
PRINCIPAL SECRETARY TO GOVERNMENT**

/ True Copy /

K. Senthil Kumar
25.01.2023
SECTION OFFICER
25.1.23