

Operational Guideline for Quality Mentoring for SHC HWCs

1. Background:

Under the Ayushman Bharat initiative, the Govt of Odisha has target to operationalize 6688 SHC HWCs out of which 4924 are currently operational and providing expanded range of services at community level. As per national mandate State has to achieve NQAS certification of 40% of operational SHC HWCs by FY 2024-26. The NQAS certification of SC HWC involves not only supply of essential Drugs, Diagnostics, equipment but also continuous training and handholding support of the CHO, ANM, MPW (male) on the process (service delivery, record keeping, continuum of care, infection control and prevention, BMW management, JAS etc). To achieve the target of NQAS certification it is essential to provide handholding & mentoring support to the service providers at HWC level.

2. Proposed Initiative:

Under this initiative, it is planned to empanel Mentors who will be assigned with certain number (Maximum 10) of SHC HWCs to facilitate their NQAS certification process by providing regular mentoring support to the service providers by visiting the assigned facilities. This initiative will be rolled out initially in the Aspirational Blocks of the State. List of Aspirational Block attached in annexure-A.

2.1 Eligibility Criteria:

Candidates with following educational qualifications are eligible to be empanelled as quality Mentors:

- BAMS/ BHMS with minimum 2 years of Post Qualification Work Experience
- BSc Nursing/ GNM having minimum 2 years of post qualification work experience

Preference Criteria:

If two or more candidates get shortlisted for the position, then the preference to be given on priority as per the following:

- BAMS/ BHMS to be given 1st preference
- BSc Nursing/ GNM to be given 2nd preference
- Candidates from the same block to be given 1st preference.
- In case of unavailability candidates from the same block the candidates from neighboring blocks and even district can be taken on priority.

The authority to finalize the mentor lies with CHC-In Charge. After the completion of selection process, the list of empanelled mentor shall be shared with DPMU/AM QA.

2.2 Modalities of selection:

- This posting for empanelment will be advertised at the notice board of the CHC by the BPHO concerned.
- Necessary administrative support to finalize the mentor will be provided by the AM Quality from DPMU and respective BPM.
- All the Health staffs/CHOs from the block will be encouraged to spread the information to eligible candidates.

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 10/11/24
 Pradhan, H
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- Selected mentor will be empaneled for a period of 1 year. After completion of 1 cycle/6 months (NQAS certification of all assigned facilities), the same mentor can be assigned other facilities as well.

3. Training and Capacity Building of Mentor:

All the empaneled mentors will be trained at State level for 2 days. The detailed training cost is attached in annexure B. The Learning resource package (LRPs) for the training will be shared by State Quality Cell. The training will also cover the detailed deliverables and Job description of the mentors. After the physical training at State Level bi-monthly, virtual review –cum– refresher meetings will be organized by State Quality Cell to support the mentors in achieving their desired objective. After completion of 3 months of mentoring, a 1 day Review cum Refresher Training of mentors will be organized at district level. The detailed cost for the 1 day Review cum Refresher is attached at annexure C.

4. Deliverables of the Mentor:

After the training, the mentor is expected to conduct at least 4 visits to the assigned facilities. The 1st visit of the mentor will be to conduct the baseline assessment of the facility and the subsequent visits would be to bridge the gap by providing handholding support to the team. After the completion of each visit the mentor is supposed to submit a filled in format (Template attached at annexure D) to the BPMU. The filled – in – checklist to be considered as the valid document for disbursement of incentive to the mentor. The ultimate objective of the mentor is to prepare the facility for state assessment & ensure submission of documents of concerned facility for State assessment. Each facility will be focused for 6 months under this initiative.

5. Budget for the Initiative:

The budget for the planned initiative will be met from following 2 heads.

- For Activities conducted before 1st April 2024: HSS 13 Innovation Fund (Sl. No 198.6/NQAS) – PIP 2022-24
- For Activities conducted after 1st April 2024: Nurse Mentor for SC HWC under Head HSS-I_CPHC, Sl.No.153 (PIP 2024-26)

Incentive of Mentor:

The Mentor will be incentivized for the following activities:

Sl. No	Activity	Deliverable	Incentive
1	1 st Mentoring Visit to the assigned facility	Submission of Baseline Report	INR 1500/-
2	2 nd Mentoring Visit to the assigned facility	Submission of Filled in Checklist	INR 1500/-
3	3 rd Mentoring Visit to the assigned facility	Submission of Filled in Checklist	INR 1500/-
4	4 th Mentoring Visit to the assigned facility	Submission of Filled in Checklist	INR 1500/-
Incentive for Visits (Sub Total)			INR 6000/-
5	Additional Incentive after the Facility gets NQAS State certification		INR 4000/-
Total Maximum incentive per Facility			INR 10,000/-

Shobha
Nikhara

Pradham, P. Praveen

6. Proposed Timeline for the Initiative:

Sl. No	Activity	Timeline	Remarks
1	Publication of Advertisement at CHC Notice Board	4 th Week of January	By BPMU
2	Selection of Mentors	2 nd Week of February	By BPMU
3	Training of Mentors	End of February	By DPMU
4	Completion of 1 st visit of all the Assigned Facilities	15 th March	By Mentor
5	Completion of rest 3 visits to assigned Facilities	April/ May/ June	By Mentor
6	Submission of documents for State Assessment	July	By Mentor
7	Completion of Assessment	August	By BPMU & DPMU
8	Completion of 1 st cycle of Empanelment Period	August End	By BPMU
9	Initiation of 2 nd Cycle (If Required)	1 st Week of September	By BPMU

* Rapid Mentoring cycle may be adopted to complete the State assessment by March 2024 if the mentor and staff are ready to do it.

Mukherjee.

Saha

Prasad

Prashant

Adv No. ...1023.....

Date. 24.02.24

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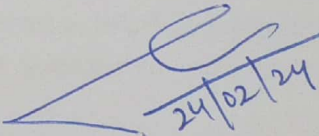
Applications are invited for the empanelment of Quality Mentors for CHC Kudumulgumma to provide mentoring support to HWC Sub Health Centers of the Block to achieve NQAS Certification. Interested candidate are requested to apply for the same position to the Block Public Health Officer, CHC Kudumulgumma on or before 10.03.2024 as per the eligibility criteria given below:

Candidate should have minimum qualification of BAMS/BHMS with minimum 2 years of post Qualification Work Experience

OR

BSc Nursing/GNM having minimum 2 years of post qualification experience.

Enclosed: Details Advertisement Copy

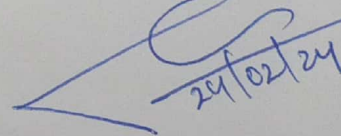

24/02/24

Block Public Health Officer
CHC Kudumulgumma, Malkangiri

Date: 24-02-24

Memo No: 1024

Copy Submitted to District Information Officer for kind information & publication in District NIC portal.

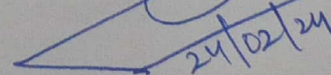

24/02/24

Block Public Health Officer
CHC Kudumulgumma, Malkangiri

Date: 24-02-24

Memo No: 1025

Copy Submitted to Chief District Medical & Public Health Officer, Malkangiri for information & necessary action.


24/02/24

Block Public Health Officer
CHC Kudumulgumma, Malkangiri