

# Quality Standards in Obstetrics – an Overview



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**QUALITY IS  
EVERYONE'S  
RESPONSIBILITY.**

W. Edwards Deming

# What is High Quality Maternity Care?

[www.birthtools.org](http://www.birthtools.org)

# Woman-centered





Safe



# Effective



# Timely





# Efficient

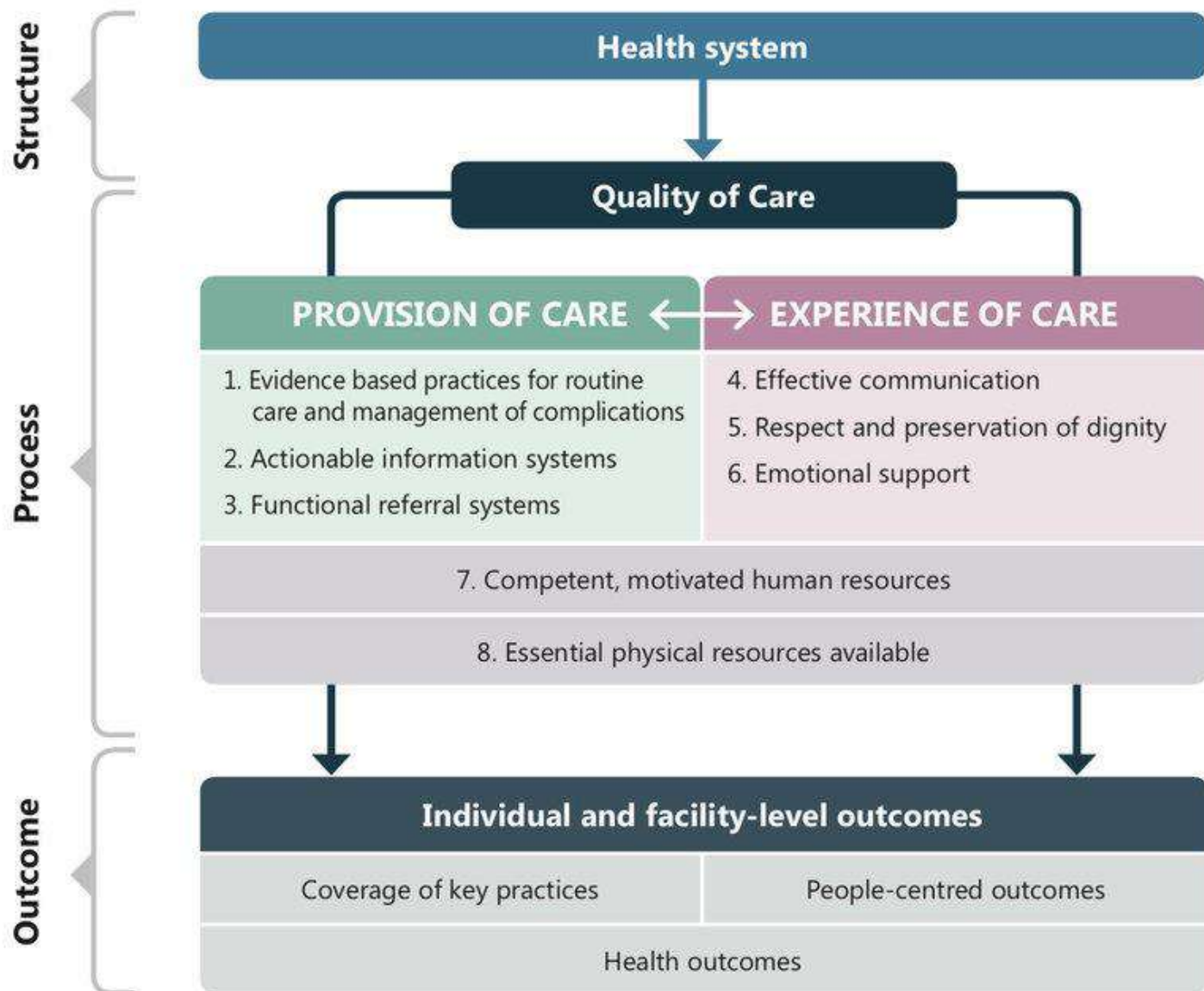




# Equitable



# WHO quality of care framework for maternal and newborn health





# Every day

Nearly 5400 stillbirths occur

810 women lose their lives

6700 newborns lose their lives

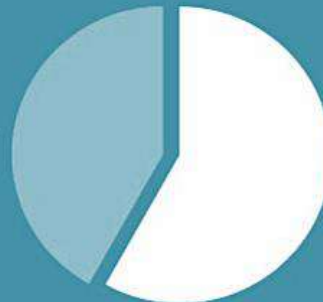
Most of these lives can be saved through the provision of safe care

# THE KNOW-DO GAP

## THE FUNDAMENTAL PROBLEM IN HEALTH CARE

Poor-quality care is a bigger killer than insufficient access to care

3.6 million deaths  
due to insufficient  
access to care



5 million deaths due  
to poor-quality care

*The Lancet Global Health Commission on high-quality health systems*

Sources: *Health Affairs*, 2012 September;31(9):2114-2122. Kruk ME et al, *The Lancet*, 2018 September; Epub ahead of print

patient  
safety  
learning

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**Mind the  
implementation gap**  
The persistence of  
avoidable harm in the NHS



**ACOG**  
THE AMERICAN CONGRESS  
OF OBSTETRICIANS  
AND GYNECOLOGISTS

## ***ACOG Committee Opinion Reaffirmed 2019***

### **Patient Safety Objectives in O&G**

- 1) Develop a commitment to encourage a culture of Patient Safety
- 2) Implement recommended safe medication practices
- 3) Reduce surgical errors
- 4) Improve communication with healthcare providers
- 5) Improve communication with patients
- 6) Establish a partnership with patients to improve safety
- 7) Make safety a priority



“To err is human,

to cover up is unforgiveable and

to fail to learn is inexcusable”



*Sir Liam Donaldson*

# Accreditations and Certifications

Structured pathway to begin the Quality journey in healthcare

Continual training



Robust  
implementation



Periodic audits



<b>What it is</b>	<b>Healthcare quality Standards</b> <b>Varying depth and complexity</b> <b>Depends on bed strength</b> <b>Depends on desired end result</b>
What is covered	Comprehensively addresses a broad spectrum of operations of a hospital – ● Examination of patients ● Care delivery in different settings ● Medication Management ● Patient Rights ● Infection Control ● HR factors ● Facility maintenance ● Continuous Quality Improvement ● Management responsibilities ● Information management
For whom	For public and private hospitals
By whom	NABH, a constituent board of Quality Council of India

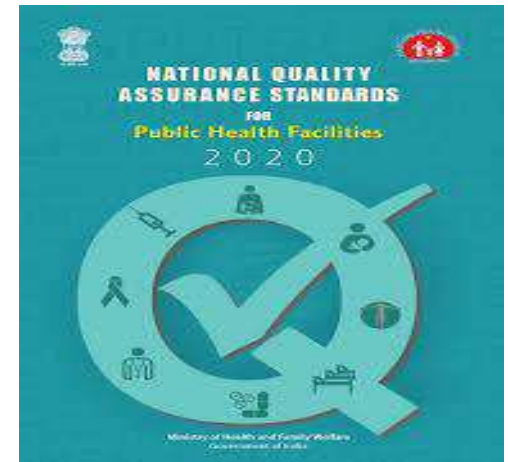


## What is covered

## Scope of Obstetric Services

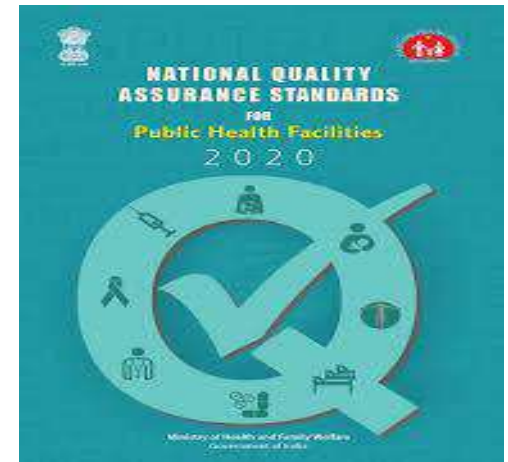
Infrastructure,  
Clinical care,  
Documentation  
Neonatal services  
Equipments  
Drugs  
Training  
Support services  
Patient rights  
Statutory licenses

# NQAS



<b>What it is</b>	<b>Standards developed keeping the specific requirements of public health facilities. Standards are primarily meant for providers to assess their own quality for improvement and to bring up their facilities for certification.</b>
<b>What is covered</b>	Similar to NABH in breadth of coverage
<b>For whom</b>	For public healthcare facilities. NQAS is currently available for District Hospitals, CHCs, PHCs and Urban PHCs.
<b>By whom</b>	National Health Systems Resource Centre, Govt of India.

# NQAS

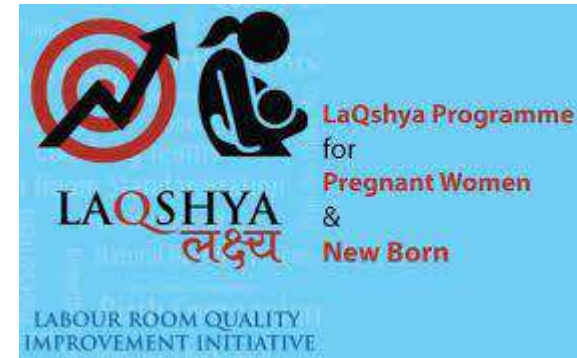


## What it is

- A - Service Provision
- B - Patient Right
- C - Inputs
- D - Support Services
- E - Clinical Services
- F - Infection control Practises
- G - Quality Management
- H - Outcomes



# LaQshya



What it is	The goal of LaQshya Guidelines is to reduce preventable maternal and newborn mortality, morbidity and stillbirths and, ensure respectful maternity care.
What is covered	Guidelines aimed at improving quality of care in labour room and maternity Operation Theatre.
For whom	LaQshya Guidelines can be adopted by public healthcare facilities.
By whom	Ministry of Health and Family Welfare, Govt of India



# *LaQshya : Goal & Objectives*

**Reduce preventable maternal & newborn mortality, morbidity & stillbirths**



- APH, PPH
- Retained placenta
- Preeclampsia & eclampsia etc

**Improve Quality of care during the delivery and immediate post-partum care**



- Stabilization of complications
- Timely referrals
- Effective two-way follow-up

**Enhance satisfaction of beneficiaries**



- Respectful Maternity Care (RMC)

# Need For Respectful Maternity Care (RMC)



Health care providers are not adequately sensitized and conscious of their disrespectful behaviour

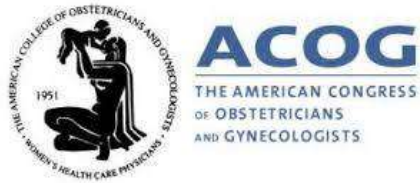


Implementation of existing protocols, guidelines, training and health provider's pre- and in service curricula, have certain gaps and do not specifically address RMC adequately



Lack of awareness among community and women about their Rights to RMC

<b>What it is</b>	<b>This certification is an initiative of the Federation of Obstetric and Gynaecological Societies of India (FOGSI).</b>
What is covered	<ul style="list-style-type: none"><li>• Training and evaluation of the staff of an Obstetric care facility</li><li>• 16 clinical standards focused on antenatal, intrapartum and postpartum care</li><li>• In line with the WHO and national guidelines.</li></ul>
For whom	Both public and private healthcare facilities are eligible for the Manyata Certification.
By whom	Federation of Obstetric and Gynaecological Societies of India (FOGSI)



# ACOG -recommendations regarding clinical guidelines and standardization of practice to improve outcomes -2019

- Protocols and checklists
  - Guide the management of a clinical situation or process of care



- Obstetrician–gynecologists
  - Be engaged in developing guidelines
  - Improve adherence to guidelines and protocols

# A simple checklist that saves lives



**Fighter pilots use checklists to avoid deadly errors.  
Why not surgeons, too?**

*The checklist approach has the same potential to save lives and prevent morbidity in medicine that it did in aviation over 70 years ago by ensuring that simple standards are applied for every patient, every time.<sup>1</sup>*



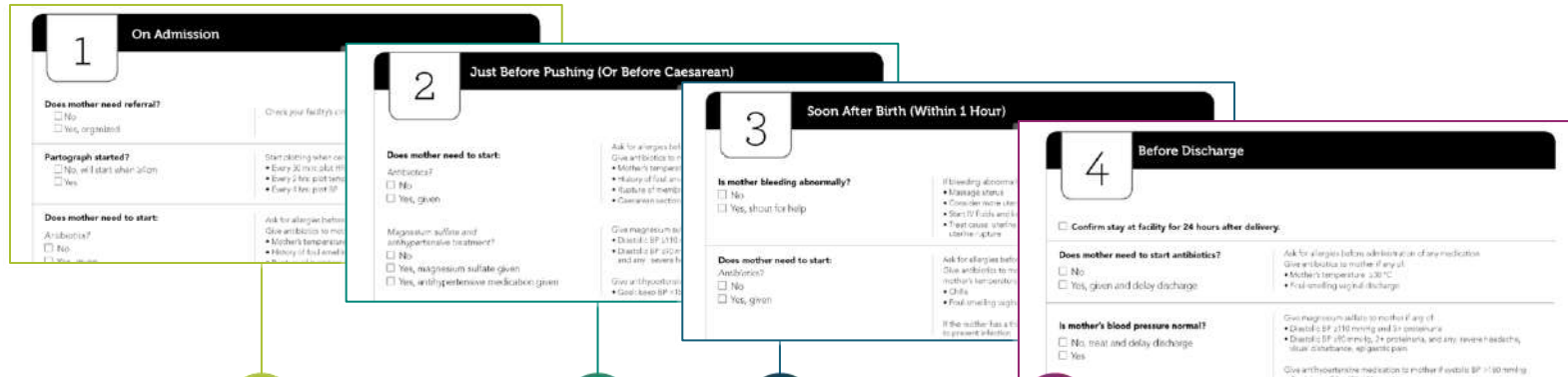


## WHO Safe Childbirth checklist

<b>What it is</b>	<b>A tool to improve the quality of care provided to women giving birth.</b>
What is covered	<ul style="list-style-type: none"><li>• 4-page tool</li><li>• Organized list of evidence -based essential birth practices</li><li>• Targets the major causes of maternal deaths, intrapartum-related stillbirths and neonatal deaths</li></ul>
For whom	Obstetric departments in public and private healthcare facilities desirous of improving quality of service delivery can adopt, adapt and practise the WHO Safe Childbirth Checklist.
By whom	World Health Organisation

# WHO SAFE CHILDBIRTH CHECKLIST

## 28 ESSENTIAL BIRTH PRACTICES ACROSS 4 PAUSE POINTS



ON ADMISSION **1**

JUST PRIOR TO DELIVERY **2**

**3** WITHIN 1HR OF BIRTH

**4** BEFORE DISCHARGE

DELIVERY PROCESS



ADMISSION



DELIVERY



DISCHARGE

ONGOING CARE

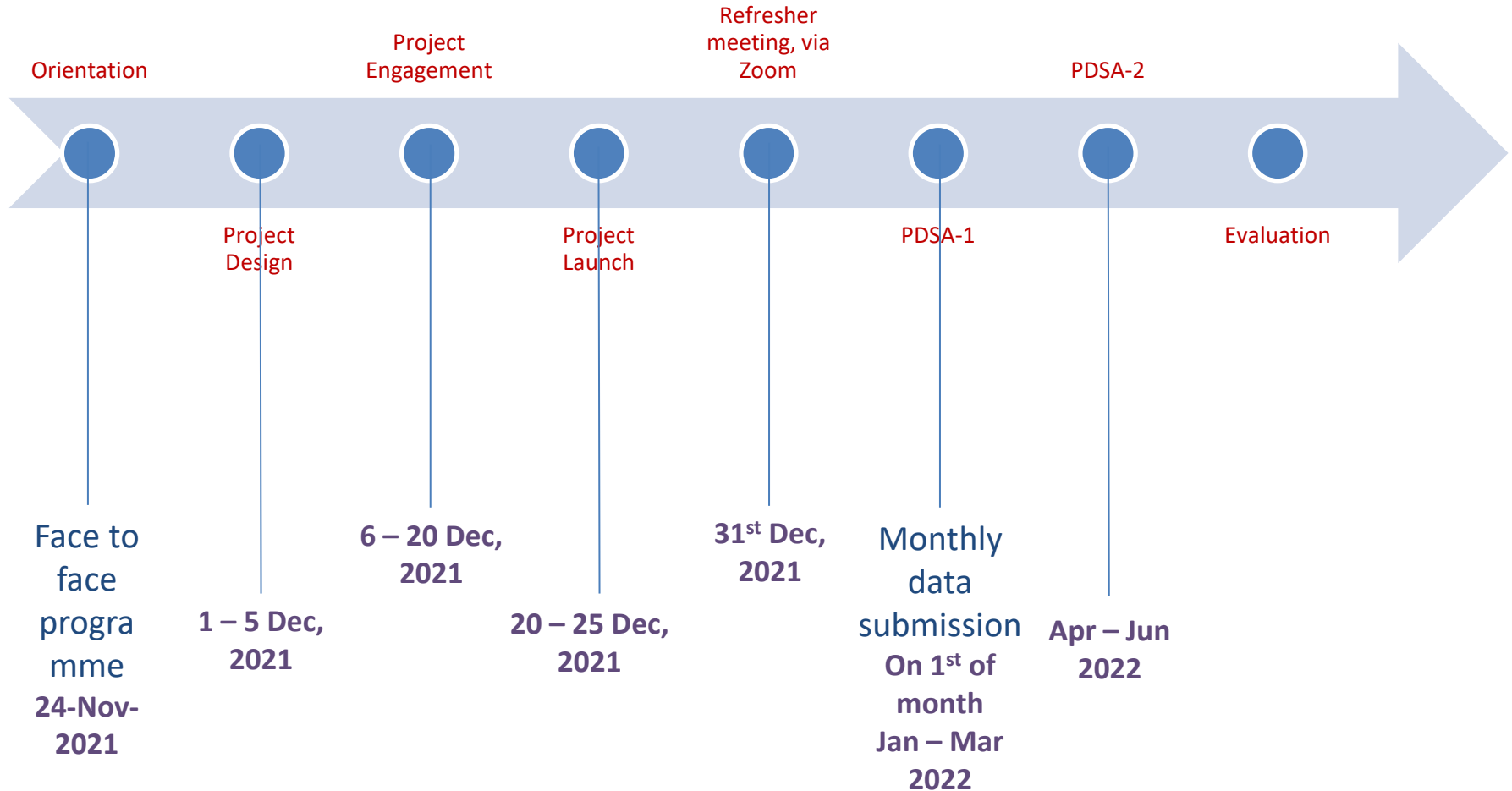
# Pilot Study

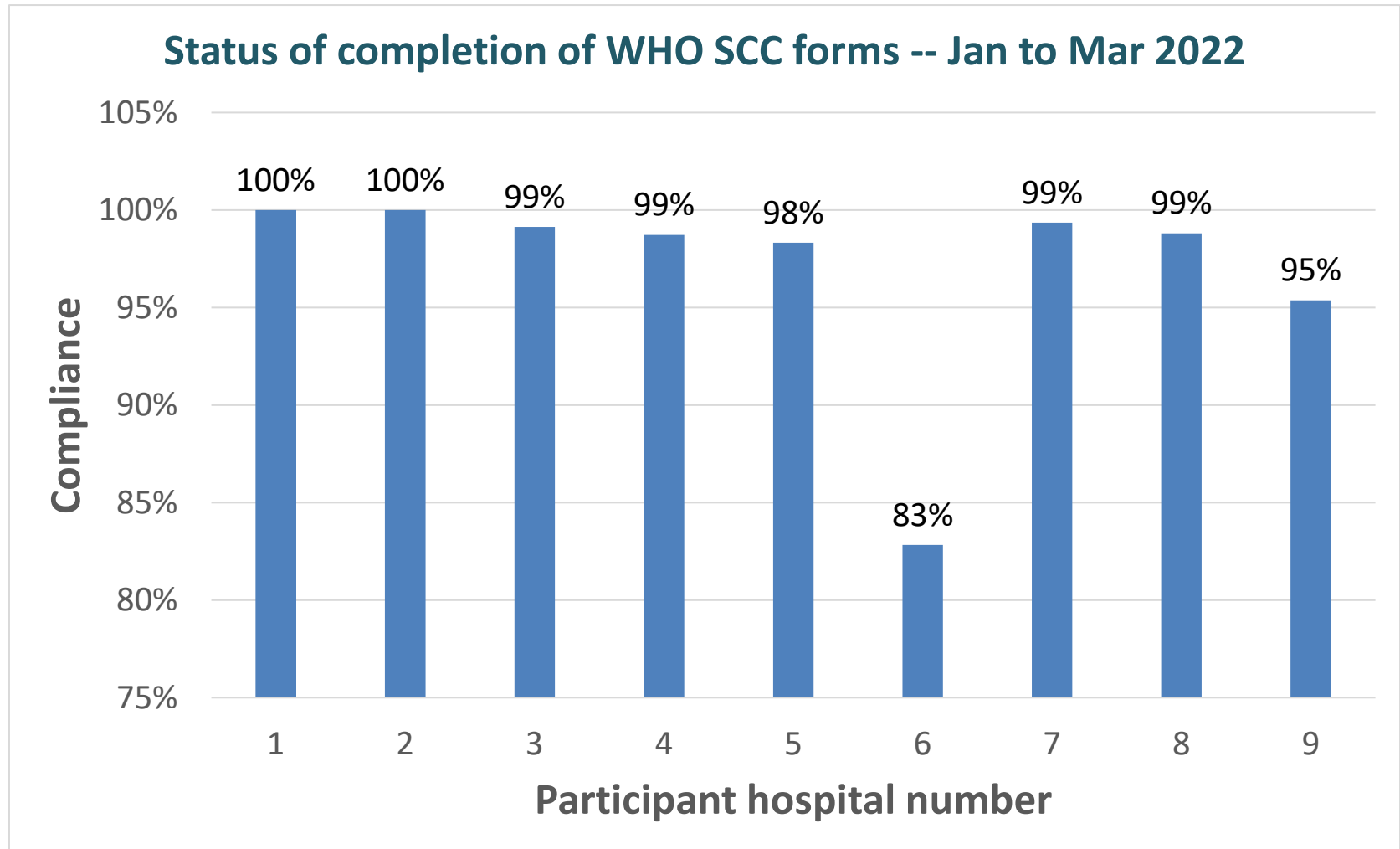


# About the participants

Institution	Org type	Facility type	Accreditations / Certifications	In-patient Beds	Labour ward beds	No. of deliveries per month
VHS, Adyar, Chennai	Non-profit	Secondary	NABH-Certified	167	20	30
Dr.Mehta's Hospital, Chennai	Private		NABH, NABL	202	5	73
Public Health Centre, Chennai	Non-profit	Secondary	NABH-Certified	100	8	55
Bloom Hospital, Chennai	Private	Tertiary	NABH-certified, <b>Manyata</b>	47	2	60
Firm Hospital, Chennai	Private		NABH-Certified, ISO	20	1	10
Annai Arul Hospital, Chennai	Private	Secondary	NABH	70	10	30
Pankajam Memorial Hospital, Chennai	Private	Secondary	NABH, <b>Manyata</b>	25	2	30
Vijaya Hospital, Chennai	Private	Tertiary	NABH	641	39	30
Seethapathy Hospital, Chennai	Private	Primary	NABH-Certified, <b>Manyata</b>	43	6	110

# Timeline





# A simple checklist that saves lives

## Effectiveness of checklist

**Quality**

**Thoroughness**

**Acceptance**

**Compliance**

**Culture of safety**



## Benefits of checklist in healthcare

**Promote process improvement**

**Reduce errors**

**Increase patient safety**

**Sense of confidence**

**Teamwork**





## Optimal maternal health outcomes

Best achieved in an atmosphere of .....

- Effective communication
- Shared decision-making
- Great teamwork
- Quality improvement initiatives.

