



ABSTRACT

Announcement – Implementation of Quality Improvement Interventions in Primary, Secondary and Tertiary Health Care Facilities - Appointment of Quality Manager for 10 selected Government Medical College and Hospital – Sanctioned – Orders – Issued.

HEALTH AND FAMILY WELFARE (EAPI-1) DEPARTMENT

G.O.(Ms) No.259

Dated:30.08.2022

சுபகிருது, ஆவணி-14

திருவள்ளூர் ஆண்டு-2053

Read:

From the Project Director, Tamil Nadu Health System Reform Program
Letter Ref.No.5082/TNHSRP/Quality/2022, Dated:21.05.2022.

ORDER:

The Hon'ble Minister for Health and Family Welfare has made the following Announcement in the floor of the Tamil Nadu Legislative Assembly during the Demand No.19.

Announcement No.121:-

“10 அரசு மருத்துவமனைகளின் தர மேம்பாட்டு பணிகளை ஒருங்கிணைக்க மருத்துவக் கல்லூரி முதல்வர் / மருத்துவக் கண்காணிப்பாளர் கீழ் மருத்துவமனை மேலாண்மை அலுவலர் உலக வங்கி திட்டத்தின் கீழ் நியமிக்கப்படுவர்.”

2. The Tamil Nadu Health System Reform Program is supported by World Bank and it is being implemented as a Program for Results (P for R) mode which is a reimbursement model based on the achievement of pre-determined health outcomes. After achieving the targets, the documents are submitted for third party verification by IQVIA, after that disbursement will be claimed from World Bank and credited to the state treasury which will be utilized for implementing the state health activities.

3. The Project Director, Tamil Nadu Health System Reform Program in her letter read above has stated that among others, such activities of the program as follows:-

- Accreditation of Government Hospitals, Primary Health Centers and Government Medical College Hospitals to maintain the standards of NABH/NQAS.

- Facility Quality Committee in health care facilities for implementation of quality improvement initiatives.
- Quality facility scorecard to monitor the Quality-of-Care interventions in the institutions.
- Patient experience questionnaire to get feedback from the patients and to improve the Quality of Care.

She has further stated that, for those above activities to be carried out on facility level, Quality Managers have to be recruited to the selected institutions (as annexed in annexure-I to this order) to assist the Dean/Medical superintendent in maintaining quality standards, statutory compliances, Overall Cleanliness and ambience of the institute and to coordinate with Bio-Medical Engineer (BME) in preventive maintenance and timely AMC of equipment. The Job Description and Terms of Reference are detailed in the Annexure-II to this order

4. The Project Director, Tamil Nadu Health System Reform Program has furnished the expenditure for appointment of the Quality Manager as follows:-

Mode of Appointment	Qualification	No. of post	Salary cost per month	EPF (13% of Rs.15,000) per month	Total cost per annum
Contract by the concerned Dean through DHS (District Health Society)	Masters in Hospital Administration / Health Management / Public Health	10	60,000	1,950	74,34,000

Also 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 communicate to the office of the Project Director, Tamil Nadu Health System Reform Program after approval by the Dean of the respective institutions. In this regard, she has furnished the Expenditure for conducting the Quality Circle meetings as follows:-

Activity	No of facility	Expenditure per Meeting Rs.	Total Expenditure per annum Rs.
Quality Circle Meeting expenditure and contingences	10 Medical College Hospitals	3000	3,60,000
Total			3,60,000

Thus the total expenditure involved in the activity as becomes as follows:-

HOD	Description	Recurring	Non-recurring	Total
Director of Medical Education	Quality Manager Salary	74,34,000	--	74,34,000
Tamil Nadu Health System Reform Program	Quality Circle Meeting Expenditure and Contingences	3,60,000	--	3,60,000
Total				Rs.77,94,000

5. The Project Director, Tamil Nadu Health System Reform Program has stated that the State Empowered Committee had approved the proposal for the appointment of 10 Quality Managers in 10 selected Government Medical Hospitals and Conducting Quality Circle meetings and has requested the Government to issue necessary orders in this regard.

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

- (i) Permission is granted to appoint 10 Quality Managers in selected Medical Colleges (as annexed in annexure-I) 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.74,34,000/- (Rupees Seventy four lakh and thirty four thousand only) towards the salary cost for the post of Quality Manager as stated above.
- (iii) Sanction is accorded for a recurring expenditure of Rs.3,60,000/- (Rupees three lakh and sixty thousand only) towards conducting the Quality Circle meetings during the year 2022 – 2023.
- (iv) The Director of Medical Education is authorized to draw and disburse the amount sanctioned in para 6(ii) above.
- (v) The Project Director, Tamil Nadu Health System Reform Program is authorized to draw and disburse the amount sanctioned in para 6(iii) above.

7. The expenditure is sanctioned in para 6 (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 Project – PE – Tamil Nadu Health System Reform Project – Administred by Director of Medical Education – 309 Grants-in-Aid – 03 Grants for Specific Schemes.

(IFHRMS 2210 01 110 PE 30903)

8. The expenditure is sanctioned in para 6 (iii) 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 Project – PG–
Tamil Nadu Health System Reform Project – 309 Grants-in-Aid – 03
Grants for Specific Schemes.

(IFHRMS 2210 01 110 PG 30903)

9. This order issues with the concurrence of the Finance Department vide its U.O.No.41160/Finance (Health-II) / 2022, Dated:26.08.2022.

(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 Education, Chennai-600 010.

The Mission Director, State Health Society, Chennai– 600 006.

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

The Director of Medical and Rural Health Services, Chennai- 600 006.

The District Collectors, concerned.

The Deans / Deputy Director of Health Services / Joint Director of Health Services (concerned)

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

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

The Pay and Accounts Officer (South), Chennai- 600 0035.

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

Copy to:

The Special Personal Assistant to Hon'ble Minister (Health & Family Welfare), Chennai- 600 009.

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

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

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//FORWARDED BY ORDER //

N. Latha

(N.LATHA)

UNDER SECRETARY TO GOVERNMENT

25/8/22

Annexure – I

G.O.(Ms) No.259, Health and Family Welfare (EAPI-1) Department,
Dated:30.08.2022.

1. Rajiv Gandhi Government General Hospital, Chennai
2. Stanley Government Medical College and Hospital, Chennai
3. Government Medical College and Hospital, Kilpauk, Chennai
4. Government Medical College and Hospital, Chengalpet
5. Government Rajaji Medical College and Hospital, Madurai
6. Government Medical College and Hospital, Coimbatore
7. Government Medical College and Hospital, Salem
8. Government Medical College and Hospital, Tirunelveli
9. Government Medical College and Hospital, Thanjavur
10. Government Medical College and Hospital, Trichy

Annexure-II

For the Post of Quality Manager

1. **Mode of Appointment:** Contract by the concerned Dean through DHS (District Health Society)
2. **Qualification:** Masters in Hospital Administration / Health Management / Public Health
3. **Guidelines for Salary Disbursal**
 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. Contractual appointment up to 11 months, again may be extended with 1 day break based on performance report.
 5. Government holiday can be availed as per Go TN norms.
 6. Any other leave will be taken as loss of pay.
 7. Monthly salary shall be credited by duly verifying the attendance and log book of the individual.
 8. TDS for the salary shall be deduced and credited in income tax account as per norms.
 9. The individual has to maintain the log of activities done on daily basis with photographs and the same should be submitted to Dean/ Medical Superintendent monthly & also to be sent to Tamil Nadu Health System Reform Program as a compiled report.
 10. The salary disbursement details, NABH bank amount U/C & SOE details has to be submitted to Tamil Nadu Health System Reform Program half-yearly.

4. Job Description and Responsibilities:

The **Hospital Quality Manager** 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. And also, 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 communicate to the Office of Project Director, Tamil Nadu Health System Reform Program after approval by the Dean of the respective institutions.

He / She 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 / 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. They should liason with dean and other hospital authorities and function this job assigned to them.

P.SENTHILKUMAR
PRINCIPAL SECRETARY TO GOVERNMENT

/ True copy /

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30.08.2022

SECTION OFFICER

GB
30.8.22