

**GOVERNMENT OF INDIA  
MINISTRY OF HEALTH AND FAMILY WELFARE  
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**RAJYA SABHA  
UNSTARRED QUESTION NO. 1413  
TO BE ANSWERED ON 14<sup>th</sup> MARCH, 2017**

**BRIDGING GAP BETWEEN DEMAND AND  
SUPPLY OF QUALITY HEALTHCARE**

**1413. SHRIMATI VIJILA SATHYANANTH:**

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) whether it is a fact that Government is attempting to bridge the gap between demand and supply of quality healthcare through Public Private Partnership keeping in mind the population pressure in the country, if so, the details thereof;
- (b) whether it is also a fact that there is a need to improve the quality of healthcare through tertiary, primary and secondary healthcare systems; and
- (c) if so, the steps proposed to be taken by Government in this regard?

**ANSWER  
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND  
FAMILY WELFARE  
(SHRI FAGGAN SINGH KULASTE)**

(a): Public Health being a State subject, the primary responsibility to provide quality health services to people lies with the respective State/UT Governments. However, under National Health Mission (NHM) technical and financial support is provided by Govt. of India strengthening their healthcare delivery systems, including for providing quality healthcare services through Public Private Partnership (PPP) mode, based on the requirements posed by the States/U.Ts in their Programme Implementation Plan (PIPs). One of the core strategies of NHM is partnership with private sector for bridging the gap between demand and supply of quality health care and achieving public health goals without reducing governmental role in the public health.

Major PPP programmes currently being supported under NHM include Pradhan Mantri National Dialysis Programme, NHM Free Diagnostics Services initiative, Operationalisation of MMUs and Ambulances, Bio Medical Equipment Maintenance etc.

Further, Draft National Health Policy provides for development of alternative models for 'coordinated care', where primary, secondary and tertiary care is delivered as an integrated framework with the participation of both public and private sector.

(b) & (c): Draft National Health Policy provides for development of alternative models for 'coordinated care', where primary, secondary and tertiary care is delivered as an integrated framework.

For improving quality of healthcare services in public hospitals, some of the key initiatives that have been launched under NHM are the following:

- States are provided technical and financial support under NHM, inter alia, to contract in or outsource services for improving efficiency and quality of care in the public health facilities or close critical gaps.
- Operational Framework for Quality Assurance at Public Health Facilities have been launched
- Quality Standards for public health facilities have been defined to achieve quality certification by public health facilities in States/UTs.
- Launched 'Kayakalp' Award Scheme for transforming public health facilities by improving sanitation, hygiene, upkeep, infection control and waste management practices.
- Launched an IT based feedback system 'Mera Aspataal' to know the patient's level of satisfaction.

.....