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

LOK SABHA
UNSTARRED QUESTION NO.1143
TO BE ANSWERED ON 22ND JULY, 2016

RATING SYSTEM FOR HEALTHCARE FACILITIES

1143. ADV. NARENDRA KESHAV SAWAIKAR:

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

(a) whether the Government proposes to introduce Star Rating System for healthcare facilities, if so, the details thereof;

(b) the details of criteria followed by the Government to rate the healthcare in urban and rural areas including feedback from patients etc.; and

(c) the extent to which the system would enable/encourage upgradation of healthcare in urban and rural areas of the country?

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

(a) & (b):   The Ministry of Health and Family Welfare has initiated Star Rating of Community Health Centers (CHCs) in April, 2015. Further, it has been renamed as "Grading of CHCs" in June 2016. Grading of CHCs is based on monthly performance data and annual infrastructure data as uploaded on Health Management Information system (HMIS) Portal and is generated on quarterly basis on HMIS portal.

The criteria followed in this system to grade the CHCs (rural as well as urban) is annexed.

(c):   The grading of CHCs helps the Programme Managers to identify the gaps in the available infrastructure and service availability. It also helps taking necessary corrective steps to strengthen/ upgrade health facilities. Further, Government of India has put in place a system of incentives/ disincentives in the review of Programme Implementation Plans of States & UTs based on the above mentioned grades of CHCs both for urban and rural.

The criterions followed to grade the CHCs are given below:

1. *Infrastructure data:*

Category	Indicators/ Criteria	Grade
Human Resource & infrastructure	*Number of Doctors including specialists 2*	If CHC satisfies all the criteria under the category, it would be eligible for Grading & will get 1 grade.
	Number of Nurse and Auxiliary Nurse Midwife (ANM) 6	
	Number of laboratory technician 1	
	Availability of separate public utilities for males and females	
	Availability of operation theatre	
	Availability of standby power facility (generator)	
Drugs and supplies	*Availability of 2 months supply of essential drugs*	CHC will get 1 grade for fulfilling all the criteria of this category.
	Availability of 2 months supply of essential vaccines	
	Availability of 2 months supply of essential contraceptives	
Service availability	*Availability of 24- hour delivery services including normal and assisted deliveries*	CHC will get 1 grade for fulfilling all the criteria of this category.
	Availability of emergency care of sick children	
	Availability of essential laboratory services	
Client orientation	*Availability of publicly displayed mechanism, whereby a complaint/grievance can be registered*	CHC will get 1 grade for fulfilling all the criteria of this category.
	Availability of publicly displayed Citizen's charter	
	Provision of monitoring by Panchayati Raj Institutions /Zila Parishad / Rogi Kalyan Samiti	

2. *Performance / Service Utilization data :*

Category	Indicators	Criteria (Non Hilly districts & States/UTs)	Criteria (Hilly* districts & North Eastern States; after incorporating 30% relaxation)	Grade
Service Utilization	*Number of deliveries conducted at the facility (Including Caesarean Sections)*	*100 per month*	*70 per month*	CHC will get 1 grade for fulfilling criteria for 4 out 5 indicators
	Number of new IUCD Insertions at facility	*3 per month*	*2 per month*	
	Number of infants (0-11 months old) who are immunized with BCG vaccine	*80 per month*	*56 per month*	
	Number of inpatients in the CHC (IPD)	*500 per month*	*350 per month*	
	Out patients attendance (All)	*750 per month*	*525 per month*	

*Hilly States: - Himachal Pradesh, Jammu & Kashmir (except Srinagar), Uttarakhand (except Dehradun, Haridwar & Udham Singh Nagar).

Final grading of CHC is done after adding grades from all the above mentioned categories. The facility will not be considered for grading if data under the Infrastructure is not reported by the facility.

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