FREQUENTLY ASKED QUESTIONS

FAQs about LAQSHYA-MANYATA

1. What is LaQshya - Manyata?

LaQshya-Manyata is aimed at improving and benchmarking quality of care for private providers who cater to women in low and middle-income areas in the state of Maharashtra. The program has been set up to establish a sustainable quality improvement and quality assurance mechanism for private maternity care facilities in Maharashtra to ensure consistent, safe and respectful care for mothers during and after childbirth. The standards defined under the initiative are in line with the national government's LaQshya and World Health Organization (WHO) standard guidelines. As part of the program, providers and their nursing staff will be able to build their skills and competencies by participating in drills, on-site mentoring and learn to develop and use standardized data collection tools so they can track the quality journey. The program ensures that facilities are encouraged to follow evidence-based standard treatment protocols during conduct of normal labour and management of obstetric complications. The goal of this initiative is to reduce preventable maternal deaths in every district of Maharashtra, particularly semi-urban areas, through a strong network of ob-gyn societies as well as the National Health Mission.

At a juncture where the private sector accounts for nearly one third of the institutional deliveries in the state, this partnership between the Government of Maharashtra and FOGSI comes at an opportune time. LaQshya-Manyata will be rolled out in every district of Maharashtra. To know more about the program, log on to www.maharashtralaqshayamanyata.org

2. What are the benefits and value of LaQshya – Manyata?

LaQshya-Manyata is a leap forward in advancing maternal healthcare outcomes in Maharashtra. By addressing quality care in the private sector, the program complements other public sector efforts towards building a holistic health system and ensure women get safer and respectful care during and after childbirth. LaQshya-Manyata is also valuable for other stakeholders in the maternal care ecosystem such as the private maternity providers, patients and health systems in many ways:

Value for providers

a) Capacity building & skilling for healthcare team: Builds a stronger and more capable team to deliver effective care and better manage life-threatening complications through training and hand-holding sessions for staff, continuous motivation through sensitization, and regular feedback for quality enhancement

b) The program, with flexible training sessions, simplified standards and 1:1 on-site mentoring approach, is a streamlined quality improvement model - designed to meet private providers' diverse needs. Trainings reinforce team approach to childbirth and the staff is better prepared at handling complications and referrals.

c)   Offers a better chance at availing insurance benefits: Health services must be available and affordable to ensure equitable access.
a.   The program helps prepare private providers to apply for accreditation – an eligibility requirement for reimbursement from many insurance schemes, OR
b.   It ensures private providers achieve third party accreditation linked to financing schemes, such as vouchers or insurance.
c.   Assures insurance companies have access to a pool of quality providers for coverage of maternity care costs.

d)Ensures competitive advantage over non-certified peers: Helps clinics compete more effectively for patients.

e)Ensures quality improvement and assurance at a low cost: Services offered are cost-effective as compared to other relevant certifications.

f) Access to quality certified peer network: Connects providers with experts through a robust peer network with greater opportunities at learning and sharing knowledge. It also ensures peer recognition.

g)Follows national quality standards: LaQshya-Manyata standards align with the Government of India and WHO quality standards.

h)   The program undertakes regular refresher and audits to sustain quality assurance. It ensures that quality standards are consistently maintained, over time.

i) The program ensures validation during external enquiries and higher probability of protection from medico-legal cases with support from the FOGSI community

j) LaQshya-Manyata gives access to reliable data on quality maternal care to providers to monitor their progress in real-time. Better reporting ensures transparent data capturing processes

Value for patients
a)Better, safer experience for mothers during and after childbirth – LaQshya-Manyata can ensure that mothers receive better quality care, contributing towards improving maternal health outcomes

b)Ensure respectful care

c)Ensure consistent quality, so that every mother has access to safe and effective care no matter where she seeks care

Value for health ecosystem
a)Give payers the assurance that private providers are adhering to national standards and are quality-certified

b)Helps in creating an organized private sector in the state - with several clinics receiving prestigious accreditations

c)Aligns with the Government of India's national maternal health priorities for achieving SDGs and Universal Health Coverage (UHC) goals.

3. How else do I benefit from the program?

To create a stronger learning model for the providers, the program has established training and mentoring support structures. As part of the LaQshya-Manyata program, you will get access to a vast peer network and a larger community that is leading the quality movement for maternal healthcare in India. For FOGSI members, ICOG will offer credit points to those who volunteer their time for Manyata trainings and assessments. Besides recognition within FOGSI and a seal of approval from the state government, you will also get many opportunities to become a leading voice for the program in your region.

4. Where is LaQshya-Manyata program available?

The LaQshya-Manyata program has been launched in Maharashtra and will be rolled out phase-wise in every district and corporation of the state.

5. Why is certification of maternity care for private providers important?

Private sector offers up to half of maternity care in India and currently has no set standards to follow. Gaps in quality care need to be addressed in private healthcare facilities and FOGSI is keen to mobilize this in the private health system

6. What is the "LaQshya-Manyata package"?

The LaQshya-Manyata package comprises of several value-packed components offered at extremely attractive costs. The program will provide you the following:

- Hands-on Trainings and Skill drills for nursing staff
- Mentoring Support Visits (MSVs)
- Modules for staff (English/Hindi)
- LaQshya-Manyata Certificate from FOGSI & Government of Maharashtra
- Branding collaterals
- Refresher Courses for staff on ECHO Platform
- Access to certified peer network of more than 1000 providers
- Documentation support to achieve NABH certification

7. What are total number of standards we have to meet to achieve the certification?

The program promotes the adoption and practice of clinical standards aligned with the World Health Organization's (WHO) standards of quality care on antenatal, intrapartum and postpartum care. The program also has a component of facility-based standards as a criteria for achieving certification. There are total of 26 standards based on essential patient care, safety and facility improvement components. If a facility adheres to 85% of the defined 16 clinical standards and 65% of 10 facility standards, they qualify for the LaQshya-Manyata certification.

8. What do the standards include? Does the program have standards for labour room and Operation Theatre?

The standards focus on clinical protocols for antenatal, intrapartum and postpartum care and C-sections as well as facility-based standards for patient care. These include processes and practices in the labour room, OT and the facility.

9. Who are these standards defined by?

The LaQshya-Manyata maternity care standards are aligned with the World Health Organization's standard of quality care and endorsed by FOGSI and Government of Maharashtra.

10. How can I register? Who do I approach if I want to participate in the program?

FOGSI's National Program Management Unit (NPMU) will conduct sensitization meetings through Continued Medical Education (CMEs) at your local chapter. Interested facilities can apply and pay online on the LaQshya-Manyata website www.maharashtralaqshayamanyata.org. NPMU will formally communicate your enrollment into the program, once you have registered and paid.

11. Is there a selection criterion for private healthcare facilities?

The selection criteria for the LaQshya-Manyata quality certification is based on:

• Any private healthcare facility with focus on maternal and new-born care will be eligible to participate in the program
• Priority is given to facilities where doctors are members of FOGSI.

13. How long is the certification valid?

Certificate is valid for a period of two years from the date of assessment. After 2 years, re-certification must be sought.

14. Who recognizes the certification?

The Public Health Department, Government of Maharashtra and Federation of Obstetric and Gynaecological Societies of India (FOGSI) jointly recognize the LaQshya-Manyata certification.

15. What is the need for a LaQshya-Manyata certification when facilities are registered under the Bombay Nursing Act?

Registering with the government alone does not help facilities to improve their quality of care, nor do facilities get recognized by the public as a high quality maternity care institution. Hence, attaining LaQshya-Manyata certification holds significant importance for facilities.

CERTIFICATION PROCESS

1. How long will the entire process of quality improvement take?

The entire process from engagement to certification depends upon the readiness of the facility. It may take approximately 3-6 months depending on the preparedness of the facility.

2. Who undergoes the training? Doctors, Mid-wives, or nurses?

The trainings will be conducted for all skilled staff and doctors in the facility in all 34 districts of Maharashtra.

3. Will our new staff also get training under this program?

Yes. All skilled staff will be trained under this program.

4. Do I have to be a registered FOGSI doctor to register my facility for this program?

Both FOGSI and non-FOGSI private maternity facilities can register for the program.

5. Where do the trainings take place?

To create a stronger learning model for the providers, the program has established training and mentoring support structure. For the operational aspect of the initiative at the district level, the Civil Surgeon of the district and FOGSI district lead would be the in-charges. Following sites will be developed for trainings:

- State Level: Master training sites
- District Level: Training sites
- District Quality Assurance Teams for Private sector
- Regional Quality Improvement Hubs

State institute of family welfare, Nagpur, 7 HFWTCs, District Training Centers and Hospital Training Centers of GoM along with identified Centers for Skills Enhancement of FOGSI would be considered as training sites.

6. Do I have to pay separately for the trainings or is it part of the process?

No. The trainings are part of the certification process.

7. Who will train the providers and nursing staff?

The trainings are undertaken by Jhpiego, technical assistance partner. FOGSI and GoM nominated assessors will assess and certify your facility.

8. Is there a minimum resource and infrastructure requirement to apply for this certificate?

There is no specification for the area-wise space requirements for entry-level standards, but a facility should have sufficient space for all relevant services and specialties that the facility claims to provide services for, such as operation theatre, labor room, emergency wards, OPD, reception, waiting areas etc.

9. What is the use of the ECHO platform for training?

Project ECHO is a digital blended platform being used to scale the reach of LaQshya-Manyata initiative. The platform has been designed to increase access to skill and empower private maternity facilities on set standards. Using a hub and spoke digital model, communication between trainers and trainees/staff nurses occurs through the exchange of video and image files to be reviewed later or in real-time exchanges. The platform saves time and is cost-effective method for training.

10. Is there any provision to receive trainings and mentoring visits after attaining LaQshya-Manyata certification for my new staff?

Yes, we have digitized the entire process for smooth coordination of the program. Every registered facility can create a user id and password to log onto website wherein they can access all the modules, training videos, other resources and track their quality journey online. Apart from this, a facility can also book for additional trainings by paying a fee.

11. My facility got Manyata certified in Maharashtra in 2018. Now that you have LaQshya-Manyata program in my state, can my facility receive trainings for them, if yes then what will be the process?

You can login on our LaQshya-Manyata website www.maharashtralaqshayamanyata.org, self-assess, book MSVs and training packages to update your staff on the set standards.

12. What is the function of online digital registration platform on the website?

To facilitate widespread reach of the LaQshya-Manyata program, an IT platform, has been developed. It will help in scale-up at a fast pace in the areas of high demand. Once a provider registers on the website, IT platform will help in –

a. Streamline the on-boarding and registration process easy and less effort intensive

b. Allow providers to track their quality journey from the comfort of their hospital/home

c. Give providers instant access to e-learning and other electronic resources

13. Is there any app which can be used by doctors and nurses for ready access for referring to Manyata modules?

Under our current Manyata training package, we use an app called The Safe Delivery App. It is an innovative clinical tool aimed to skill birth attendants and provide them direct access to evidence-based clinical guidelines on Basic Emergency Obstetric and Neonatal Care (BEmONC). The App is used as an immediate life-saving reference during childbirth complications. It is free and can be downloaded from the Google Play Store. The app is available in Hindi and English language.

Some of the key features include:

• Engaging learning materials, in the form of animated, instructional videos, visual action cards, interactive games and quizzes to test knowledge;

• Lists of essential drugs for obstetric and neonatal care;

• Practical step-by-step instructions on delivering quality care,

• Availability in local languages

• All features and functions are designed for low literacy, low-income settings and work offline once downloaded

14. Will the trainings received under LaQshya-Manyata help my facility in achieving NABH accreditation?

The trainings will help your facility prepare for NABH Entry Level Accreditation.

15. What happens once we receive the certification?

Once your facility is LaQshya-Manyata certified, you will be required to send periodic self- assessment reports on adherence to the Clinical and Facility Standards. Random checks of the certified facilities may also be conducted. The objective of monitoring and surveillance is to ensure sustained adherence to standards. Besides this, LaQshya-Manyata champions will host repeated ECHO Refresher Sessions, which will be a crash course covering the entire curriculum. These sessions will help your nurses and paramedic staff revise what all was taught during the trainings. The ECHO Platform, also facilitates interaction from participants, hence nursing staff can ask questions, share experiences and solve case-based queries from the experts. Providers will be intimated about upcoming ECHO Refresher Sessions through the nearest Centre for Skill Enhancement (CSEs) or through social media posts.

16. What if my facility does not achieve the desired score to qualify for certification?

For Clinical Standards

If the facility fails to demonstrate adherence to desired level of care (<85%) upon external assessment, the course of action will depend upon the current level of performance by the facility;

If facility scores between 60% – 85% - FOGSI's National Program Management Unit (NPMU) and Government of Maharashtra (GoM) will formally share the assessment findings, based on this the facility will be asked to submit the action taken and closure report to NPMU within 1 month from the date of receipt of non-compliance report from the facility along with relevant evidences which support the effort facility has taken to close the observed gaps. If facility fails to submit the action taken and closure report within stipulated timeframe, they will have to apply for re-assessment using facility module in the LaQshya-Manyata digital platform and will have to pay the assessment fee afresh. No complimentary Quality Improvement (QI) support will be provided to the facility in the form of training and/or mentoring. However, facility will be encouraged to use the resources provided through facility module in the digital platform to close the observed gaps. Facility may also opt for paid training and mentoring support, as they feel appropriate.

If facility scores < 60% - NPMU and GoM will formally share the assessment findings and observed non-compliances along with recommended action plan to ensure adherence to clinical standards within 1 week of the submission of assessment report by the assessor. Facility will be requested to undergo a repeat assessment at least after 3 months of intense QI exercise as per the suggested action plan. No complimentary QI support will be provided to the facility in the form of training and/or mentoring. However, facility will be encouraged to use the resources provided through facility module in the LaQshya-Manyata digital platform to close the observed gaps. Facility may also opt for paid training and mentoring support, as they feel appropriate.

For Facility Standards

If the facility fails to demonstrate adherence to desired level of care (<65%) upon external assessment, the course of action will depend upon the current level of performance by the facility;

If facility sores between 50% – 65% - NPMU and GoM will formally share the assessment findings, based on this the facility will be asked to submit the action taken and closure report to SPMU and GoM within 1 month from the date of receipt of non-compliance report from the facility along with relevant evidences which support the effort facility has taken to close the observed gaps. If facility fails to submit the action taken and closure report within stipulated timeframe, they will have to apply for re-assessment using facility module in the digital platform and will have to pay the assessment fee afresh. No complimentary QI support will be provided to the facility in the form of training and/or mentoring. However, facility will be encouraged to use the resources provided through facility module in the digital platform to close the observed gaps. Facility may also opt for paid training and mentoring support, as they feel appropriate.

If facility sores < 50% - NPMU and GoM will formally share the assessment findings and observed non-compliances along with recommended action plan to ensure adherence to facility standards within 1 week of the submission of assessment report by the assessor. Facility will be requested to undergo a repeat assessment at least after 3 months of intense QI exercise as per the suggested action plan. No complimentary QI support will be provided to the facility in the form of training and/or mentoring. However, facility will be encouraged to use the resources provided through facility module in the LaQshya-Manyata digital platform to close the observed gaps. Facility may also opt for paid training and mentoring support, as they feel appropriate.

17. What happens if my facility clears Clinical Standards but falls short for Facility Standards?

Outcomes for the possible scenarios is enlisted below:

Clinical Standards	Facility Standards	Outcome
>85%	>65%	Certified
>85%	50-65%	Need to close the NC for Facility Standards within the timeframe in order to get certification
>85%	<50%	Re-assessment
60-85%	>65%	Need to close the NC for Clinical Standards within the timeframe in order to get certification
60-85%	60-65%	Need to close the NC for Clinical and Facility Standards within the timeframe in order to get certification
60-85%	<50%	Re-assessment
<60%	>65%	Re-assessment
<60%	50-65%	Re-assessment
<60%	<50%	Re-assessment

GOVERNMENT OF MAHARASHTRA - FOGSI INITIATIVE