

Guideline on Star Rating of Ayushman Bharat Pradhan Mantri -Jan Arogya Yojana (AB PM-JAY) Empanelled Hospitals

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Background and Need

Ayushman Bharat, a flagship scheme of Government of India, was launched as recommended by the National Health Policy 2017, to achieve the vision of Universal Health Coverage (UHC). This initiative has been designed to meet Sustainable Development Goals (SDGs) and its underlining commitment, which is to "leave no one behind."

The major focus of AB PM-JAY is to cover tertiary care for beneficiaries near their locations. With increasing number of empaneled hospitals in AB PM-JAY ecosystem there is a need of ranking the hospitals based on certain domains which will help as guidance system to AB PM-JAY beneficiaries in approaching empaneled hospital.

Approach

As the first step for developing Star rating framework a desktop research has been conducted to study various existing national and international ranking systems.

The Star rating of empanelled hospitals is proposed on six healthcare quality domains

- Effective
- Timely
- Safe
- Patient-centered
- Efficient
- Equitable

Each domain will have set of elements and on each element - weightage, data source, scoring criteria is defined.

PMJAY Gold Specification against each element defines as the highest level of defined set an ambitious goal that would represent breakthrough performance

System Studied

- Star Rating System for CHCs
- The health of our Hospitals – NITI Aayog
- Center for Medicare and Medicaid Services (CMS) Star Rating – Hospital Quality Initiative
- WSM Indicators by IHI

List of Indicators for Star rating of empanelled Hospitals

The indicators will be mandatory for all empanelled hospitals with AB PM-JAY including Public, Private, GOI

S. NO.	Domain and Element	Weightage (%)	Formula	PMJAY Gold Specification	Scoring Criteria	Data Source	Remarks
1.	Effective	10					
a	Availability of advanced and super specialised care	5	Availability of ICU and super specialty care services	Super Specialities available	Hospital is day Care – 0 Hospital is having secondary care services without ICU – 3 Hospital is having secondary care and ICU – 5 Hospital is having super speciality services and ICU – 10	•Hospital data (Infra, Manpower, Equipment) •HEM	
b	Availability of Valid licences	5	Availability of all applicable licenses	All Licences	No license available and all applicable license expired – 0 Compliance of < 30% on applicable licenses – 3 Compliance of 30% to <90% on applicable licenses – 5 Compliance of 90% and above on applicable licenses - 10	•Hospital data •HEM	•
2.	Safe	5					
	Patient fall Rate per 1000 patients	5	(Number of patient fall reported in a period / Total patient days in that period) x 1000	National average or less	No process of capturing and prevention of falls – 0 Process is defined and score is 90% above national average – 3 Process is defined and score is >30% to <90% of national average – 5 Process is defined and score is <30% of national average - 10	•Hospital records	All kind of fall (fall from bed, in washroom, on stairs, while walking etc.) must be counted

3.	Timely	10					
	Discharge time	10	Sum of time taken for discharging patients / Total patients whose discharge time is taken	National average or less	Discharge time not captured- 0 Discharge time is 90% above national average – 3 Discharge time is >30% to <90% of national average – 5 Discharge time is <30% of national average - 10	Hospital	Time taken for discharge shall be taken from the time when the discharged was ordered by the doctor till the time when patient was relieved from room/bed
3.	Patient-centred	10					
a	Patient Satisfaction Score	10	(Score of inpatient feedback arrived/maximum possible score)*100	72% or more	Patient satisfaction score <10% - 0 Patient satisfaction score 10%- 30% - 3 Patient satisfaction score 30%- 70% - 5 Patient satisfaction score 70% or more – 10	<ul style="list-style-type: none"> • Call centre • Patient feedback collected by Hospital • Survey 	Feedback of inpatients collected
4	Efficient	55					
a	Compliance to Quality Indicators	20	Timeliness – Submitted before 10 th of each month Completeness – Submitted all indicators	100% compliance	Not submitted – 0 Submitted after 20 th of each month and completeness – 3 Submitted between 10 th and 20 th of each month and completeness- 5 Submitted by or before 10 th of each month and completeness - 10	Quality Indicator Dashboard	
b	Compliance to monthly Quality audit checklist	15	Submitted completed checklist each month	100% compliance	Not submitted – 0 Submitted after 20 th of each month and completeness – 3 Submitted between 10 th and 20 th of each month and completeness- 5 Submitted by or before 10 th of each month and completeness - 10	Monthly Quality Audit dashboard	

c	Quality Certification Status	20	Level of AB PM-JAY Certification	AB PM-JAY Gold Certification	No AB PM-JAY Certification - 0 AB PM-JAY Bronze – 3 AB PM-JAY Silver – 5 AB PM-JAY Gold – 10	AB PM-JAY Certification Dashboard	
5	Equitable	10					
a	AB PM-JAY beneficiaries treated	10	Percentage of ABPMJAY beneficiaries out of total patients treated in a month	More than 60%	Percentage is 0% - 0 Percentage less than 20% - 3 Percentage >=20% and <60% - 5 Percentage >= 60% - 10	Hospital Records	

The weight factor will be multiplied with individual score and then overall percentage will be derived from it.

Criteria for Star Rating of Hospitals

For each defined domain hospital will be given percentage based on scoring mechanism.

The cumulative percentage will lead to Star rating of Hospitals as follows:

Star Rating	Percentage of hospitals based on Indicators
5 Star	>or = 90%
4 Star	75% to <90%
3 Star	50% to <75%
2 Star	25% to <50%
1 Star	< 25%

Note -Star rating will be reviewed on monthly basis

Way Forward

- 1. Stakeholder Consultation –**
Stakeholder consultation with industry experts for finalization of indicators for Star Rating.
- 2. Data Collection –**
Data collection for indicators from each empanelled hospitals and information on indicators which are currently not captured
- 3. Publication of Star Rating-**
Star rating of Hospitals will be published on official website of AB PM-JAY and mobile app of PM-JAY against name of each empanelled hospital

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