



मुख्यालय/HEADQUARTER
कर्मचारी राज्य बीमा निगम
)श्रम एवं रोजगार मंत्रालय भारत सरकार(
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India



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Date: 23.08.2024

To,

DEAN/Medical Superintendent/D(M)D/DMN
ESIC Medical Colleges/Hospitals

Regional Directors
Regional Offices

Subject: Implementation of Service Level Benchmarks for Quality Improvement in ESIC Healthcare Facilities.

Madam/Sir,

In the ongoing commitment to deliver high-quality healthcare services, measurable benchmarks have been designed to ensure high standards of patient care, safety, and service delivery.

Key Features of the Proposed Quality System:

1. **Comprehensive:** Covers all aspects of quality care.
2. **Contextual:** Developed for Public Health Facilities, relevant to ESI hospitals and dispensaries.
3. **Contemporary:** In line with standards like NABH, ISO, and quality improvement tools like Six Sigma and Lean.
4. **User-Friendly:** Simple scoring system with a formula-fitted Excel sheet tool.
5. **Evidence-Based:** Developed after extensive research and evidence-based practices.
6. **Objective:** Each standard has measurable elements and checkpoints.
7. **Flexible:** Can be adapted to facility priorities and requirements.
8. **Balanced:** Gives weightage to structure, process and outcome.
9. **Transparent:** Ensures similar interpretation by assesses and assessors.
10. **Enabler:** Can serve as a roadmap for improvement.

Scope of Application:

The quality system standards, checkpoints and checklists will apply to various service areas in hospitals and dispensaries. Detailed checklists are attached to this letter.

Unique Features of the Service Level Benchmarks:


- i. Objective benchmarks with transparent scoring criteria.
- ii. Adjustable standards based on the hospital's facilities.
- iii. Flexible and updatable based on resources and expertise.

Accordingly, it is requested to all ESI healthcare facilities to adopt these benchmarks promptly to enhance the quality of care for our beneficiaries.

This issues with the approval of the Medical Commissioner.

Enclosures:

1. "NEW HOSPITAL_NQAS_STANDARDS 14.07.2024.xlsx"
2. "DISPENSARY_NQAS CheckList 20.06.2024.xlsx"


Dr. Suparna Popli
DMC (MS)

Copy to:

1. Zonal Medical Commissioners for information and further necessary action.