

## Professional Audit – Performance Review Document

*.....Health Department, J&K gives lead to country*

The department of Health is the most important social sector having direct correlation with the welfare of the society and has been a priority sector for the Government of Jammu and Kashmir. The department has been making a continuous endeavour to provide preventive, promotive and curative health care services through network of Govt. Health Care Institutions, which are accessible, affordable and acceptable to all the citizens. The department has made remarkable progress in last one year but there is still lot to be done to reach the pinnacle.

There is a substantiate network of health institutions which has developed over the years which are being run and managed by highly educated class of health professionals. **To bring work culture, transparency and accountability in the system, there was a need to evolve a scientific system which could drive this highly educated force to bring obvious change in the old system.**

The system of conducting **“Professional Audit” of all the health care institutions was introduced successfully in the department of health and probably the Department of Health J&K became first health department in the country**, where not only the Professional audit is being conducted in a transparent manner but also the monthly findings of the Audit are available on the departmental website for information of general public.

In order to implement the system initially, a departmental website [www.jkhealth.org](http://www.jkhealth.org) was launched which in addition to having the detail information about the department, was unique in having a detail service biodata of the doctors of both the divisions. The doctor could be searched by name, place of posting, date of birth / retirement and by period of stay. The list of all the health care institutions in the state alongwith available manpower was also uploaded.

The monthly cumulative as well as institutional wise workdone reports on the prescribed format were uploaded and evaluated in the monthly review meetings which were chaired by Hon’ble Minister on 10th and 15th of every month at Jammu and Kashmir Divisions respectively. The professional audit unit from Health Ministry alongwith the Director / Deputy Director visited upto block Headquarters to conduct the evaluation of the institutions on Indian Public Health Standards to find out the gaps / deficiencies in their system and suggest the corrective measures accordingly. The computers, internet connections, data entry operators were provided upto block Headquarter level to strengthen the system. The guidance was also given at Divisional / District levels meeting to improve the system. The OPD/IPD

registration was computerized at District / Sub-District Hospitals to improve the hospital records and bring transparency in the reporting system.

HIMS System has also been launched in the department for close monitoring of the work done. It is a powerful tool for analyzing the data about the work done and giving the analysis about the performance. The referral audit is discouraging the unnecessary referrals to the tertiary care institutions and similarly equipment audit is helping us to identify under utilized / non-functional equipments and to take remedial actions accordingly. The list of facilities available in the institutions alongwith user charges and the funds under Rogi Kalyan Samities / Hospital Development Committee have also been displayed in the institutions for general awareness of the public. Continuous efforts, evaluation and monitoring of the health care institutions in the state has started showing positive results. **The work load in the peripheral institutions have started increasing which means our acceptability to the public have improved.**

At the end of the financial year, a Performance Review Document has been prepared which reviews the performance of health department for last one year 2009 (Jan to Dec) and it has also been compared with corresponding period of year 2008.

The document will not only provide district-wise / institutions wise workdone, manpower, implementation of various National programmes but will **help us to plan the services as per actual requirement in the State.** This document has been divided into various chapters including information about Director Health Services, Jammu, Director Health Services Kashmir, Family Welfare and NRHM, Indian System of Medicine Department, State AIDS Prevention and Control Society, etc.

In last one year both the Divisions, there has been increase in the work load. In Jammu Division OPD has increased by 14%, admission by 31.61%, Surgery by 50.29%, Institutional Deliveries by 32.24%, Caesarian Section by 7.5%, Ultrasound by 14.4%, X-ray by 30.18%, ECG by 36.85%, Lab Test by 35.97%, Revenue Generation by 32.34% and Expenditure in HDF to improve the functioning of institutions by 130%. Similarly, at Kashmir Division, OPD has improved by 3.37%, IPD by 9.8%, Ultrasound by 11%, X-ray by 7.15%, ECG by 9.88%, Lab Tests by 18.42%, Revenue Generation by 49.89% and expenditure by 82.85%. Some of the figures which have gone in negative or are less as compared to Jammu Division does not discourage us because the false reporting is minimized, as it is evident from the increase in Revenue generation, which has increased by 50% as compared to (32%) in Jammu Division. The accuracy in reporting and accountability has increased.

Similarly there has been improvement in functioning NRHM, Drug and Food Organization and J&K State AIDS Prevention and Control Society. The initial decrease in the work load of ISM department is due to the fact that since September 2009, OPD ticket charge have been introduced and the false reporting of OPD has also stopped. At least we will have some authenticated data for comparison in coming next years.

A system of performance based awards for good work by the health professionals has also been evolved and very shortly two functions for Jammu and Kashmir Division respectively will be organised to honour such workers.