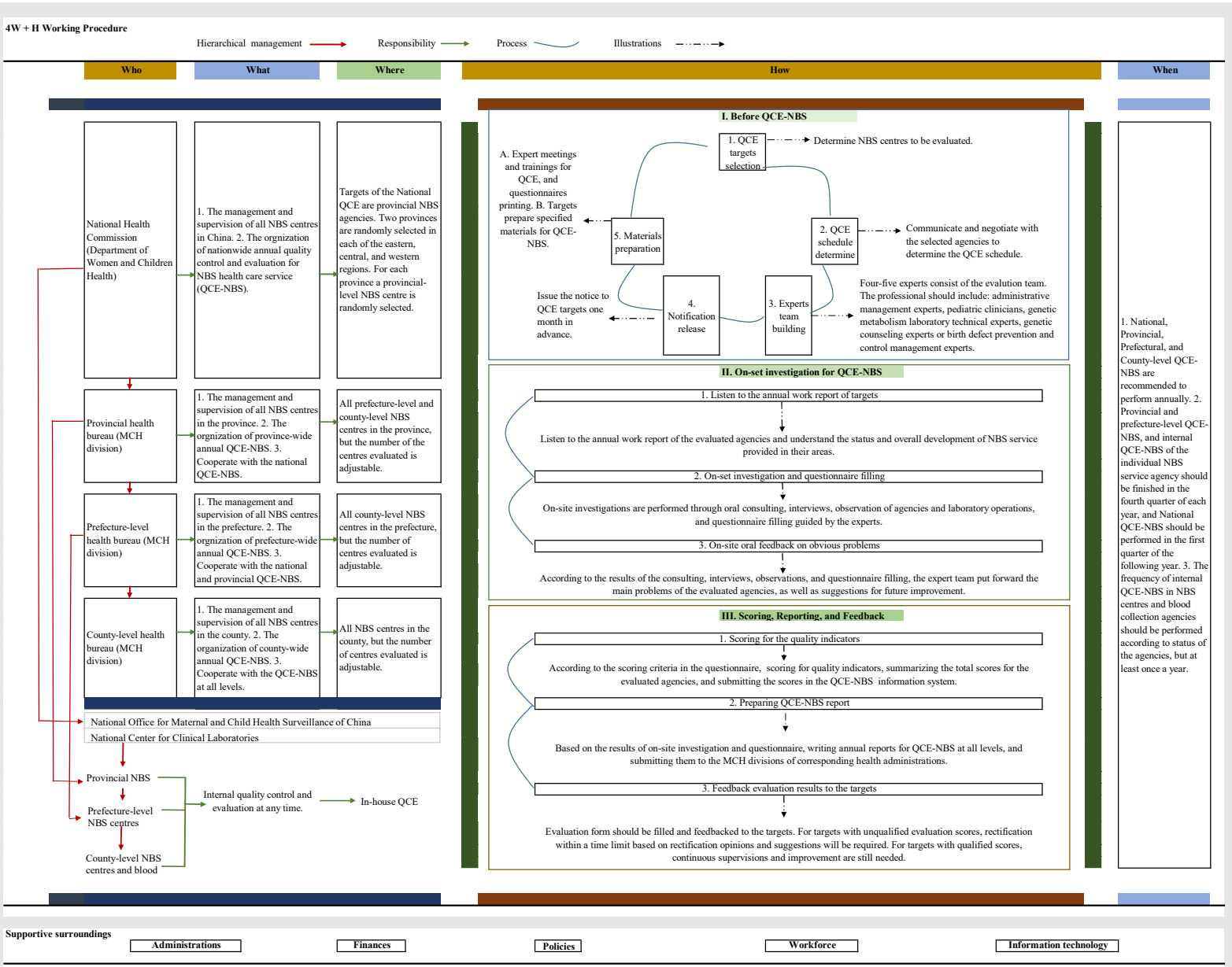
4W + H Working Procedure
Hierarchical management
Responsibility
Process
Illustrations
Who
What
Where
How
When
National Health Commission (Department of Women and Children Health)
1. The management and supervision of all NBS centres in China. 2. The orgnization of nationwide annual quality control and evaluation for NBS health care service (QCE-NBS).
Targets of the National QCE are provincial NBS agencies. Two provinces are randomly selected in each of the eastern, central, and western regions. For each province a provincial-level NBS centre is randomly selected.
Provincial health bureau (MCH division)
1. The management and supervision of all NBS centres in the province. 2. The orgnization of province-wide annual QCE-NBS. 3. Cooperate with the national QCE-NBS.
All prefecture-level and county-level NBS centres in the province, but the number of the centres evaluated is adjustable.
Prefecture-level health bureau (MCH division)
1. The management and supervision of all NBS centres in the prefecture. 2. The orgnization of prefecture-wide annual QCE-NBS. 3. Cooperate with the national and provincial QCE-NBS.
All county-level NBS centres in the prefecture, but the number of centres evaluated is adjustable.
County-level health bureau (MCH division)
1. The management and supervision of all NBS centres in the county. 2. The organization of county-wide annual QCE-NBS. 3. Cooperate with the QCE-NBS at all levels.
All NBS centres in the county, but the number of centres evaluated is adjustable.
National Office for Maternal and Child Health Surveillance of China
National Center for Clinical Laboratories
Provincial NBS
Prefecture-level NBS centres
County-level NBS centres and blood
Internal quality control and evaluation at any time.
In-house QCE
I. Before QCE-NBS
1. QCE targets selection
Determine NBS centres to be evaluated.
A. Expert meetings and trainings for QCE, and questionnaires printing. B. Targets prepare specified materials for QCE-NBS.
5. Materials preparation
2. QCE schedule determine
Communicate and negotiate with the selected agencies to determine the QCE schedule.
Issue the notice to QCE targets one month in advance.
4. Notification release
3. Experts team building
Four-five experts consist of the evalution team. The professional should include: administrative management experts, pediatric clinicians, genetic metabolism laboratory technical experts, genetic counseling experts or birth defect prevention and control management experts.
II. On-set investigation for QCE-NBS
1. Listen to the annual work report of targets
Listen to the annual work report of the evaluated agencies and understand the status and overall development of NBS service provided in their areas.
2. On-set investigation and questionnaire filling
On-site investigations are performed through oral consulting, interviews, observation of agencies and laboratory operations, and questionnaire filling guided by the experts.
3. On-site oral feedback on obvious problems
According to the results of the consulting, interviews, observations, and questionnaire filling, the expert team put forward the main problems of the evaluated agencies, as well as suggestions for future improvement.
III. Scoring, Reporting, and Feedback
1. Scoring for the quality indicators
According to the scoring criteria in the questionnaire, scoring for quality indicators, summarizing the total scores for the evaluated agencies, and submitting the scores in the QCE-NBS information system.
2. Preparing QCE-NBS report
Based on the results of on-site investigation and questionnaire, writing annual reports for QCE-NBS at all levels, and submitting them to the MCH divisions of corresponding health administrations.
3. Feedback evaluation results to the targets
Evaluation form should be filled and feedbacked to the targets. For targets with unqualified evaluation scores, rectification within a time limit based on rectification opinions and suggestions will be required. For targets with qualified scores, continuous supervisions and improvement are still needed.
1. National, Provincial, Prefectural, and County-level QCE-NBS are recommended to perform annually. 2. Provincial and prefecture-level QCE-NBS, and internal QCE-NBS of the individual NBS service agency should be finished in the fourth quarter of each year, and National QCE-NBS should be performed in the first quarter of the following year. 3. The frequency of internal QCE-NBS in NBS centres and blood collection agencies should be performed according to status of the agencies, but at least once a year.
Supportive surroundings
Administrations
Finances
Policies
Workforce
Information technology