

The “National Integrity Strategy (NIS): Shuddhachar Koushol” and the “Annual Performance Agreement (APA)” for Sustainable Excellence in Quality Nuclear Medicine Service

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Nuclear medicine (NM) has a long history in Bangladesh, dating back to 1962. It is a multidisciplinary platform of the Bangladesh Atomic Energy Commission (BAEC) that extensively emphasizes exceptional care for patients. Implementing quality management systems (QMS) is essential to ensure the provision of high-quality nuclear medicine services (NMS). A quality management system is a scheme that specifies the rules, practices, and controls required, can help an organization design and provide high-quality services (1). QMS significantly raises patient satisfaction in health care services. The standard, quality policy, and the professionalism of NM institutions can be raised significantly, by employing a QMS to ensure continuously enhanced effectiveness and efficiency.

The International Atomic Energy Agency (IAEA) has long supported member states, including Bangladesh, with technical and professional assistance in NMS. In 2006, an IAEA expert panel comprised of nuclear medicine practitioners, medical physicists, radio pharmacists, and technologists decided to create the QM audit tool. They released a guidebook on 'Quality Management Audit in Nuclear Medicine Practices (QUANUM)' in 2009 (2, 3). In order to provide Bangladesh with high-quality nuclear medicine services, QUANAM has the capacity to help create quality management systems. The "QUANUM Audit at the National Institute of Nuclear Medicine and Allied Sciences (NINMAS)" took place in Dhaka, Bangladesh, from July 27 to July 31, 2015. It was organized by BAEC and IAEA under the IAEA-TC project BGD6025 on "Improving Management of Oncological, Cardiovascular, and Inflammatory Diseases, Particularly

Tuberculosis." Five IAEA quality management experts participated in this workshop as audit experts and conducted the audit. After that, NINMAS undertook a number of internal audits to guarantee high-quality patient care.

NINMAS has adapted a number of measures to create a QMS using QUANUM in order to guarantee the caliber of NM services. One of the many initiatives is the implementation of the "National Integrity Strategy (NIS): Shuddhachar Koushol". Thus "NIS: Shuddhachar Koushol", is a national strategy of the Government of Bangladesh (GOB), and one of several sustainable development goals (SDG) for long-term quality management of any institution. NIS has a comprehensive set of objectives, strategies, and action plans aimed at enhancing the degree of independence, accountability, efficiency, transparency, and effectiveness of the public and private institutions to improve governance and substantially lower corruption (4). NINMAS has organized ethical committee meetings, carried out their recommendations, effectively included stakeholders (patients) in the meetings, trained the working staff about the dos and don'ts practically, fostered a positive working culture, and solicited feedback in response to these actions. According to NIS, some of the many steps taken at NINMAS to reduce corruption include implementing a grievance redress system to resolve complaints, grievances, disputes, and conflicts between patients and employees.

The "Annual Performance Agreement" (APA) is another initiative undertaken by NINMAS to obtain high-quality NM services. The Government Order published on December 19, 2013, by the Honorable Prime Minister

established APA guidelines to formalize the Government Performance Management System (GPMS) (5). The most important goal that the ministry or division expects to achieve throughout the fiscal year is outlined in a performance agreement. This document includes the agreed-upon goals as well as performance metrics and implementation targets to track progress. Performance management benefits from employee understanding and dissemination of the performance indicators for objective achievement. By providing the nuclear medical staff with constructive criticism and setting growth objectives, APA also offers strategies for enhancing performance. Introducing a performance-based culture at all levels of government is a management technique. The NINMAS authority also upholds their performance while tracking the APA. The aim of performance management is to ensure that employees and teams have the resources they need to grow, the recognition they deserve to be motivated, and the accountability to know what is expected. This strategy has been successfully carried out at NINMAS, which has also accomplished all of the

half-year goals outlined in this year's APA monthly reports.

Simply explained, a QMS aids a healthcare organization in meeting regulatory obligations, patient demands, and ongoing operational improvements. The two most effective and sustainable quality management methods should be adopted by every institution in our nation delivering nuclear medical services: the "National Integrity Strategy (NIS): Shuddhachar Koushol ", and the "Annual Performance Agreement." Then, any nuclear medical facility may achieve top-notch NM services, assuring the best possible patient care.

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