

Service Provider Training on National Quality Assurance Standards

27th to 29th July 2016



Conducted by:

**National Health Systems Resource Centre in collaboration
with Uttarakhand Health and Family Welfare**

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BACKGROUND:-

Under National Health Mission, to improve the quality of Health care services at public hospitals, Ministry of Health & Family welfare, Govt. of India, has launched National Quality Assurance Standards. To comply these standards, Govt. has launched operational Guidelines as well as Assessor's Guidebook for District hospitals, CHC (FRU), PHC (24X7) and Urban PHCs.

For implementation and certification under National Quality Assurance Standards (NQAS), 4 types of trainings courses were designed i.e. One day Awareness training, two days Internal Assessor Training, three day Service provider training and five day External Assessor training.

Three day Service Provider training is mandated for the facility levels service providers who can understand the requirements of NQAS and successfully implements standards and improved their health facilities as per the mandate of NQAS.

There is fixed curriculum for the training extended up to period of three days.

Executive Summary

1st Service Provider training was conducted by NHSRC in collaboration with Uttarakhand Health and family welfare from 27th July , 2016 to 29th July, 2016 at Dehradun, Uttarakhand.

Course curriculum for training was prepared by the NHSRC and was duly syndicated with state. Participants were from diverse background including Nodal Officer Quality, SMO's, Assistant Hospital Superintendent, Pathologist, Gynaecologist, Paediatrician, Medical Officers, Matron and Staff Nurse from selected nine district hospital for Certification under NQAP by the state.

TRAINING COORDINATOR: Dr Sushant Kumar Agrawal (Consultant, NHSRC, New Delhi)
Dr Abhay Kumar (Consultant, QA Uttarakhand)

DATE OF TRAINING: 27th to 29th July 2016

PLACE OF TRAINING: Auditorium, Health Directorate, Dehradun, Uttarakhand

PARTICIPANTS OF TRAINING: Total no. 32-. (*List attached in Annexure II*)

COURSE OVERVIEW: The Program schedule (Attached in Annexure III)

OBJECTIVES OF TRAINING:

The specific objectives of the Training programme were: -

- A) To understand basic concept of Quality in Public health facilities.
- B) To equip with knowledge of key concepts, tools and methodologies of National quality assurance standards.
- C) Provide skill to identify gaps and fulfils these gaps.
- D) To develop skills and acumen to implement Quality services in their health facilities.

The participants were given-

1. A copy of Operational Guideline for National Quality Assurance in public health care.
2. Writing pad and pen.
3. Pen drive with all presentations of three days training.
4. Hard copy of Exercises and material wherever required during training.
5. Dynamic Training tools like Group discussions; Interactions, group work, individual work etc. has been used to facilitate focused learning and keep the interest of the audience alive.

The programme had 19 Sessions, spread over a period of three days.

Feedback from the participants was taken and the report contains analysis and suggestions given by the participants at Annexure-I

Training Brief:-

Inauguration:-

Training was inaugurated by Dr Jitendra Negi, Assistant Director of Uttarakhand Health directorate and Nodal Officer Quality Assurance. In his opening remarks he gave an overview about the importance of Quality in Public health facilities. He said that about the role of service provider training for successful implantation of National Quality Assurance Program.

Followed by this, technical session of the training started.

Technical Session Day-1 (27th July 2016):-

Dr Sushant Agrawal, Consultant QI NHSRC first introduced himself to the participants followed by introduction of all participants. He discussed about the ***“Key Concepts and Principles of Quality Assurance in Public Health Facilities”*** in this session. Dr Agrawal defined Quality in many terms like Quality is minimising variation, Meeting and surpassing customer expectations. Then he also explained why Quality required in public health facilities. He also discussed about the Donabedian model of Quality i.e. Structure, Process and Outcome. Participants were also involved in their own way to define Quality. He discussed various approach of Quality like Certification, Quality Management system, Quality Improvement, Quality Assurance and Quality Control. He also explained about the objective of service provider training and role of participants in implementing QA program in their health facilities.

Followed with this **Dr Namit Singh Tomar, Consultant QI NHSRC** given brief about the ***“Overview of National Quality Assurance Program and standards”***. He first introduced national quality assurance program and briefly explained eight key features of QA program namely, unified organizational framework, Quality assurance standards, continual assessment and scoring, Assessment Methodology, Training and Capacity building, inbuilt quality improvement model, Certification at state and national level, Incentives and sustenance. He discussed about the Organizational framework of Quality and role of SQUA, SQAC, DQUA and DQAC. Then he explained about the measurement system of Quality, Customization of standards. He also explained about the 4 training under NQAP. He covered scoring rules and incentive mechanism under this program in details.

Next presentation made by **Dr Dharmesh Lal, External faculty with NHSRC**, he explained about the ***“Quality Assurance in Operation Theatre and Labour Room”*** in Public health facilities. Dr Lal said prime objective of OT is to create an area of asepsis and provide comfort to patient, staff and operating doctor. He discussed about the 4 zoning required in operating room i.e. protective, clean, aseptic and disposal zone. He described specifications required for an OT. He gave emphasis on Positive pressure, temperature and humidity control required in OT. He also discussed about the process requirement of OT and gave due weightage on monitoring of its outcome. He continued his presentation and discussed about the Quality requirement in Labour room also. He discussed about the Push and Pull factor for institutional delivery in this session.

He shown few photographs of labour room to the participants and discussed about the quality of care in labour room.

It was followed by lunch.

Post Lunch **Dr Sushant** divided all participants in four Groups namely **Qualitypur, Qualityganj, Qualitynagar and Qualitybad**. He instructed all participants to sit in these groups for next three days and do all exercises in their own group.

After this **Dr Sushant**, started session on “**Internal Assessment and Gap Analysis**”. He discussed various steps of conducting assessment. Participants were explained about the scoring system and the method to obtain the cumulative hospital score card, department wise score and also areas of concern wise score.

It was followed by a group exercise, where participants were shown some photographs of gaps found in a district Hospital. They were instructed to write gap statement and find about the standard and measurable elements of the gap. All groups did this exercise very enthusiastically.

Last presentation for the day was about the “**Hospital infection control**” practices and taken by **Dr Namit Singh Tomar**. He defined hospital acquired infection and its importance for patient and staff of the hospital. He discussed about the myths about antiseptic and disinfectant during this session. He showed a video also which described about the disinfection, sterilization and equipment processing. He also showed another video on Six Steps of Hand Washing. He also explained about the Standard precautions required for a Hospital to control hospital acquired infections. Participants were instructed to demonstrate six steps of hand washing also during this session.

Technical Session Day-2(28th July 2016):-

Session started after brief recap by Dr.Sushant Agrawal.

After this **Dr Sushant Agrawal** took session on ***“action planning and Prioritization”***. He explained about the steps for action planning and, how to prioritize these gaps based upon PICK Tools of Quality. All 4 groups were instructed to prioritize the gaps identified during exercise on gap analysis and action planning. Then all 4 groups presented one by one their prioritization.

After this next session was taken by **Dr Saroj Naithani, Joint Director, Uttarakhand** and she discussed about ***“Patient Safety”***. She said about the various factors affecting the safety of patients, vulnerable group of patients, general rules on protection of patients and common safety measures. She also discussed about the Patient safety solutions like Look alike sound alike medicines, Patient identifications, Hand over practice etc. She also covered medication safety issue in brief.

Post lunch Session was taken by **Jitendra Singh Negi, Assist director, Uttarakhand** and he had taken session on ***“Process mapping”***. He first discussed about the process followed by steps for mapping the process. He gave importance in process mapping to Increase efficiency, eliminate non-value-added activities, reduce cycle time, expand service capabilities, simplify work flow, and minimize dependencies. He also explained about the 7 MUDAS in a hospital which are confusion, motion/conveyance, waiting, over processing, inventory, defects and over production. Followed by this Dr Sushant had undertaken group exercise on process mapping. He distributed one case study to all 4 groups and they were instructed to map and streamline the process to reduce time. All 4 groups made presentations after that.

After this **Dr Dharmesh Lal** took session and described about the ***“Prescription and clinical audit”***. He covered Medical, death, prescription and infection control audits. He described about the general rule for conducting audits and said it is fact finding exercise and not fault finding, focus of audit should always be on improving the quality of current process based upon the findings. Prescriptions and Bed head tickets were distributed along with format of prescription and medical audits to all participants. They were requested to fill format based in prescriptions and BHT. All 4 groups were requested to fill all prescription and medical audit form and given as a home work for them.

Last session of the day was taken **by Dr Namit Singh Tomar on “Patient Satisfaction Survey”**. He explained about importance of measuring hospital satisfaction. In this session he described in details about how to measure patient satisfaction through feedback analysis. He explained various steps for conducting patient satisfaction survey in the hospital.

Technical Session Day-3(29th July 2016)

Day started with finding of audit done by all four groups. Dr Sushant explained all finding of 4 groups and discussed about importance of prescription and medical audits.

First technical session was taken by **Dr Dharmesh Lal** and he had taken sessions on ***"Quality Assurance in Lab Services"***. He made session very interactive and asked participants about their own requirements of Quality in lab services. He explained about the pre-testing, testing and post-testing activities about the lab services. He also explained about the importance of Internal Quality Assurance program including running control in lab and External Quality Assurance program. He explained about bio safety in lab services in this session.

He continued this session and took session on ***"Quality Assurance in Accident and Emergency department"*** of the hospital. He briefly described about thing which should take into consideration before planning of A&E department. He also explained about the triage protocol and management of Disaster in this session.

Followed by this, next session of the day was started by **Dr.Sushant** and he took sessions on measuring ***"Key performance indicator and tools for Quality Improvement"***. He discussed one by one all 30 KPI's applicable for district hospital. He had few exercises to calculate some of important KPI like BOR, ALOS etc. He also discussed some of the Quality toll like brain storming, Fish Bone Diagram, Run Chart and control chart and PICK Chart very briefly. Dr Agrawal did one brain storming session alive with participants for detecting cause of "Unhygienic toilets of health facilities".

Next session for the day with ***"Standard Operating Procedures"*** taken by **Dr Dharmesh Lal**. He described importance of SOP's for Health care industry and emphasized importance of service provider to make SOP of their department. Then he also explained how to make SOP and described each component of SOP's.

Then Dr Sushant had given task to each group to make one SOP for Accident and Emergency, OPD, Labour Room and Indoor, followed by lunch.

Post lunch started with presentation from all groups one by one and Dr Sushant cleared their queries to make SOP in effective way.

Followed by this **Dr Sushant Agrawal** took session on ***"Patient Rights and satisfactions"*** and explained the importance of rights of patients in terms of availability, accessibility, acceptability and Quality,

Followed with this **Dr Namit Singh** taken session on ***"Bio Medical Waste Management Rule 2016"***. He described all important changes as per new rule during this session.

Last sessions for this service Provider training was taken by **Dr.Sushant Agrawal** and he discussed about the "**Documentation requirements for NQAS**". Dr Agrawal explained about the requirements for customization of standards and required documents before final submission of application for National certification to the ministry.

Feedback was taken at the end of the training.

Facilitation and vote of thanks: - Facilitation was done to "**Qualitynagar**" team for their best performance on all exercises among all 4 groups by **Dr Jitendra Negi** followed by this vote of thanks to all participants and trainers of NHSRC done.

Training Feedback Evaluation: - *Annexure-I*

Participants found this training very relevant to their current work. Feedback on Quality of facilitators was positive. Feedback on all sessions was evaluated at level of fair or above in 1-5 point of scale. No sessions was found unsatisfactory.

SERVICE PROVIDER TRAINING ,1st Batch Uttarakhand (FEEDBACK EVALUATION)			
27th to 29th July 2016			
S.No	SESSION	FACULTY	AVERAGE
1	Key concepts and Principle of Quality Assurance in Public Health	Dr.Sushant Agrawal	4.78
2	Overview of National QA Program & Standards	Dr Namit Singh Tomar	4.59
3	Quality Assurance in OT & Labour Room	Dr Dharmesh Lal	4.67
4	Internal Assessment and Gap Analysis	Dr Sushant Agrawal	4.89
6	Hospital Infection Control	Dr Namit Singh Tomar	4.44
7	Prioritization and Action Planning	Dr Sushant Agrawal	4.67
8	Patient Safety	Dr Saroj Naithani	4.63
10	Process Mapping with Exercise	Dr Jitendra Negi	4.08
11	Prescription and Clinical Audit	Dr Dharmesh Lal	4.59
12	Patient Satisfaction Survey	Dr Namit Singh Tomar	4.50
13	Quality Assurance in Lab Services	Dr Dharmesh Lal	4.63
14	Patient Rights & Satisfaction	Dr Sushant Agrawal	4.81
15	Key Performance indicator & tool for QI	Dr.Sushant Agrawal	4.65
16	Quality Assurance in Accident and Emergency Department	Dr Dharmesh Lal	4.58
17	Bio Medical Waste Management Rule 2016	Dr Namit Singh Tomar	4.50
18	Standard Operating Procedure	Dr Dharmesh Lal	4.62
19	Documentation for NQAP	Dr.Sushant Agrawal	4.76
		AVERAGE	4.61

S.No	Most liked sessions	Trainer
1	Key Concepts of Quality	Dr.Sushant Agrawal
2	Internal Assessment and Gap Analysis	Dr.Sushant Agrawal
3	Patient Rights and Satisfaction	Dr.Sushant Agrawal
4	Quality Assurance in OT and Labour Room	Dr Dharmesh Lal
5	Patient Safety	Dr Saroj Naithani
S.No	SUGGESTIONS TO IMPROVE TRAINING	
1	More Group exercise and Videos	
2	More training days	
3	Local transportation should be arrange for Participants	
4	TA To be provided after training	
5	Frequent training	

List of Participants: - Annexure-II

Sl. No.	Name of Participants	Designation	District	Mobile No.
1	Dr. R.P. Khanduri	CMS	Champawat	9412975537
2	B.L. Verma	Pharmacist	Bageshwar	9411131686
3	Dr. Abhay Kumar	State Consultant PH	Shate	7310801603
4	Manoj Kumar Pandey	Chief Pharmacist	Nanital	9412436486
5	Dr. Meetu Shrivastava	Paedict	Haridwar	9411388535
6	M.L. Chunera	Chief Pharmacist	Pithoragarh	9412128460
7	Gokul Sing Mehta	Pharmacist	Almora	9412907589
8	Indu Kumar Joshi	Pharmacist	Nainital	9412952530
9	Surjeet Kaur	Sister	Almora	9456749307
10	Gaura Bora	Sister	Almora	7579268538
11	Dr. Aashima Bhatnagar	Fellow, NHSRC	Haridwar	8800625589
12	Dr. B.K. Sharma	CMS	Champawat	9452514444
13	Dr. Shelendra	Consultant ENT	Chamoli	9412934840
14	Rajesh Negi	Pharmacist	US Nagar	9412119135
15	S.S. Kalura	Chief Pharmacist	Haridwar	9410526848
16	Kusum	Sister	Haridwar	7895315502
17	Rupesh Mamgain	Regional Consultant	Nainital	7895133660
18	Jamwanti	Sister	US Nagar	9758783584
19	Neetu Bhatt	Staff Nurse	US Nagar	9917682803
20	Dr. Pankaj Mathur	J.D.	Almora	9456324324
21	Tarun Bhartwaj	Hospital Manager	Haridwar	9411078470

22	Ranjna Waliya	Sister	Nainital	9897437893
23	Doly Ariya	Sister	Nainital	9410938834
24	Dr. Narandra Sharma	Pathologist	Pithoragar	9411119784
25	Dr. Ram vihari Varama	JD	Bageswar	9410161710
26	Deepak Kandpal	Hospital Manager	Pithoragar	9719063262
27	Deepasha	Sister	Chamoli	8755446710
28	Dr. V.K. Punera	Anesthetist	Nainital	9411322954
29	Dr. Amit	Regional consultant	State	7310801595
30	Girish Khanduri	State Consultant QM	State	7310801601
31	Dr. Arivind shrivastva	State Consultant QA	State	7310801604
31	Dr. Mithalesh Bisht	Hospital Manager	Nainital	8859888899
32	Dr. Ajayveer Singh	Hospital Manager	US Nagar	7599073798

Program Schedule

Annexure-III

Service Provider Training on National Quality Assurance Standards 27th to 29th July 2016

Day-1		
Time	Topic	Resource Person
09:00AM- 09:30AM	Registration	
09:30AM -10.00AM	Inaugural Address MD NHM/State representative	MD NHM
10.00AM - 11.15AM	Key Concepts and Principles of Quality Assurance in Public Health Facilities	Dr Sushant Agrawal
11:15AM - 11:30AM	TEA	
11:30AM - 12:30PM	Overview of National Quality Assurance Program and standards	Dr Namit Singh
12:30PM -1:00 PM	Quality Assurance in Operation Theatre	Dr Dharmesh Lal
1:00PM- 1:30 PM	Quality Assurance in Labour Room	Dr Dharmesh Lal
01:30PM – 02:15PM	LUNCH	
02:15PM – 03:15PM	Internal Assessment and Gap Analysis	Dr Sushant Agrawal
03:15PM - 03:30PM	TEA	
03:30PM - 04:15PM	Hospital Infection Control	Dr Namit Singh
04:15PM - 05:00PM	Prioritization and Action Planning	Dr Sushant Agrawal
Day-2		
09:00AM -09:15AM	Recap	
09.15AM- 10:00AM	Prescription, Clinical Audit with exercise	Dr Dharmesh Lal
10:30AM- 10:45AM	TEA	
10:45AM - 12:00PM	Patient Safety	Dr Saroj Nathani

12:00PM- 01:00PM	Quality Assurance in Lab Services	Dr Dharmesh Lal
01:00PM - 02:00PM	LUNCH	
02:00PM- 03:00PM	Process Mapping with Exercise	Dr Jitendra Negi
03:00PM- 03:30 PM	Patient Satisfaction Survey	Dr Namit Singh Tomar
03:30PM - 03:45PM	TEA	
03:45PM - 04:30PM	Patient Rights and Satisfaction	Dr Sushant Agrawal
Day-3		
Time	Topic	Resource Person
09:15AM - 09:30AM	Recap	
09:30AM - 10:15AM	Quality Assurance in Accident & Emergency	Dr Dharmesh Lal
10:15AM - 11:15 AM	Key Performance Indicator and Tools for QI	Dr Sushant Agrawal
11:15AM - 11:30AM	TEA	
11:30AM - 12:30PM	Bio Medical waste Management 2016 New Rule	Dr Namit Singh
12:30PM - 1:15PM	Standard Operating Procedure with Exercise	Dr Dharmesh Lal and Dr Sushant Agrawal
01:15PM - 02:00PM	LUNCH	
02:00PM - 03:00PM	Quality Team Role Play Exercise	Dr Namit Singh
03:00 PM- 03:45	Documentation for NQAS	Dr Sushant Agrawal
03:45PM - 04:00PM	TEA	
04:00PM- 04:15PM	Valedictory and Feedback	

Photo Galleries:-



Picture-1 :- Dr Sushant taking introductory session on Quality



Picture-2:- Dr Dharmesh Lal taking session on Quality in Operation theatre and Labour room



Picture-3:- Dr Saroj Naithani taking session on “Patients safety”



Picture-4:- Dr Jitendra Negi taking session on “Process Mapping”



Picture-5:- Group three "Quality Ganj" received winner award of first SPT Training