

# **REPORT ON EXTERNAL ASSESSORS TRAINING**

**20<sup>th</sup> to 24<sup>th</sup> August 2019**



**National Health Systems Resource Centre**

**Ministry of Health & Family Welfare**

**Government of India  
New Delhi**

Table of Content		
Section	Content	Page No
I	Introduction	3
II	Aims and Objectives	3
III	Preparation	4
IV	Methodology	4
V	Inaugural & Welcome Address	5
VI	Presentation briefings	5-26
VII	Evaluation	27
VIII	Valedictory	27
IX	Feedback by Participants	27-28
X	Suggestions	28
Annexure I	Training Agenda	29-30
Annexure II	List of Participants	31-32
Annexure III	List of participants for re-examination	32
Annexure IV	List of qualified assessors	33



## **I. INTRODUCTION**

The Ministry of Health and Family Welfare has rolled out 'Operational Guidelines for Quality Assurance in Public Health Facilities', which suggests institutional framework for Quality Assurance in states and districts. National Quality Assurance Program has an inbuilt system of assessment and certification of health facilities. Assessment is conducted at three levels - internally by the facilities and the district teams followed by external assessment by the state and centre.

National Health Systems Resource Centre (NHSRC) has been entrusted to create a pool of assessors under NQAP; for which a five-day external assessor training was organized from **20<sup>th</sup> August to 24<sup>th</sup> August 2019**. The training process was designed with a view to enable the trainees to conduct the assessment of the Healthcare Facilities against the checklists contained in the Assessor guidebooks.

Presently, 466 Health facilities (86 DH, 54 CHC, 45 SDH, 265 PHC and 16 UPHC) have undergone NQAS Certification assessment. It has been observed that there are limited numbers of NQAS assessors, with PHC experience and implementation of National Health Programs are more focused at PHC level; therefore, 05-Days External Assessor's Training has been planned especially for PHC doctors. This training report provides information about how the five-day workshop was conducted, and highlights lessons learnt and the way forward for improving the quality in public health hospitals in India.

The training was participatory in nature. The sessions were divided into five days and consisted of elaborate sessions describing Standards, Measurable Elements, Check points, all Areas of Concern and National Health Programs as mentioned in the Operational Guidelines. A field visit was arranged at two of the hospitals in Delhi (2 groups) giving the participants a platform for conducting assessment based on the shared checklists in assessor guidebooks. Training also consisted of many exercises, which led to healthy brainstorming of the participants.

Feedback from the participants was taken and the report consists of analysis of the feedback and suggestions given by the participants.

A written evaluation was undertaken at the end of the training and as per the procedure, the participants have to score minimum 70 % for being empanelled as an external assessor.

There were total **49 participants** from doctor's cadre across 23 States' / UTs'. Six participants of earlier batches have also appeared in the post training evaluation on 24<sup>th</sup> August'19.



## **II. AIMS AND OBJECTIVES OF TRAINING**

The aim of the five-day training was to strengthen the knowledge, understanding and assessment capacities on Operational Guidelines for Quality Improvement. The specific objectives are as follows:

- A.** To equip participants with detailed knowledge of key concepts on quality, National Quality Assurance Standards along with their sub components, scoring methodology and tools of quality improvement.
- B.** To develop skills and acumen to carry out Assessment as per the National Accreditation System proposed under Quality Assurance Programme.

## **III. PREPARATION: -**

The QI division of NHSRC prepared the course curriculum. The training was divided into five days and consisted of elaborate sessions describing Standards, Measurable Elements, checkpoints, Areas of Concern and National Health Programs as mentioned in the Operational Guidelines. A field visit was also organized in two of the hospitals in Delhi (2 groups)– **Rao Tula Ram Hospital and Shri Dada Dev Maitri Evam Shishu Chikitsalya, New Delhi** which gave the participants a platform to conduct assessments. In addition to this, all the participants were given many exercises, thereby making the training more participatory.

The following materials were distributed:

- a. A bag with required stationary items like writing pad, pen, pencil, sharpener & eraser.
- b. Operational Guidelines for Quality Assurance in Public Health Facilities 2013
- c. Compendium of National Quality Assurance Standards 2018
- d. Assessors Guidebook for Quality Assurance in District Hospital Volume I
- e. Assessors Guidebook for Quality Assurance in District Hospital Volume II
- f. Assessors Guidebook for Quality Assurance in CHC
- g. Assessors Guidebook for Quality Assurance in PHC
- h. Quality Standards for Urban Primary Health Centre.
- i. Swacchta guidelines and Kayakalp standards.
- j. Swachh Swasth Sarvatra for Urban areas Guideline
- k. LaQshya Guidelines
- l. Guidelines for Certification of Public Health Facilities under National Quality Assurance Standards.

The workshop was held at 1<sup>st</sup> Floor, NHSRC, NIHFWS Campus, Munirka, New Delhi from 20<sup>th</sup> to 24<sup>th</sup> August 2019.



#### **IV. Methodology**

Mix methods were used for deliberation of the topics in National External Assessor Training Workshop. They are as follows-

- a) Power point presentations
- b) Case studies
- c) Brainstorming sessions
- d) Group work and Group Presentation
- e) Questions and Answers
- f) Practical Experiences from Field Visit

#### **V. Inaugural and Welcome Address**

The External Assessor Training was started by welcome address delivered by Ms. Vinny Arora, Consultant QI, NHSRC followed by an introduction from the participants.

All the participants introduced themselves and shared what they understood of the term quality and what are their expectations out of this training, followed by an introduction from QI team NHSRC.

#### **VI. PRESENTATION BRIEFINGS**

##### **DAY 1: 20<sup>th</sup> August 2019**

##### **Session 1: - Overview of Public Health System and Programs in India and Introduction to Quality Assurance Program for Public Health Facilities.**

The session was delivered by Dr J N Srivastava. In his session he narrated about the NHSRC as an organization along with its Health System approach, followed by an initiation of Public Health System in India way back from Bhore Committee recommendations. He further discussed the growth of Health sector in India after Alma Ata and National Health Policy. Then he told the participants about Primary Care in Nineties and how Government is managing burden of health status currently. He further briefed how so far India has achieved in terms of national mortality indicators e.g. MMR, U5MR.

He explained Ayushman Bharat and Comprehensive Primary Health Care, its 12-service package, core features of PMJAY. Further, he reflected the importance of quality for better health outcomes by highlighting findings of Lancet study. It was followed by outlining the key features of National Quality Assurance Standards and pre-requisite to Quality of Care in Health System. While giving an overview of NQAS he talked about the history of Quality Assurance in National health mission. He briefed the participants that National Quality Assurance Standards are pro-Public Standards and are process driven in nature. He elaborated on the eight key features of the Programme as narrated below.



- Unified Organizational Framework
- Explicit Measurement System
- Flexibility of adopting as per state's need
- Training & Capacity Building
- Continuous Assessment and scoring
- Inbuilt Quality Improvement Model
- Certification at State & National Level
- Incentives on Achievement & Sustenance

He also shared that IRDA has recognized NQAS equivalent to other Quality Standards in country. Thereafter, he briefed the participants on core strategies of National Urban Health Mission followed by an overview on Mahila Arogya Samiti. LaQshya, Kayakalp, SSS and Mera Aspatal were also briefed during the session.

### **Session 2: - Key Concepts of Quality and its terminology**

The second session was taken by Dr Parminder Gautam on the **Key Concepts of Quality and its terminology**. Firstly, he took an overview of quality from the participants in terms of definitions and their perspective of quality. He also talked about the various existing accreditation programmes in context to Public Healthcare System. He explained the Donabedian model of structure process and outcome. He further elaborated the concept of Quality Management System and talked about Juran's trilogy and its relevance with quality control, quality assurance and quality improvement. All these key principles finally lead path for accreditation and minimize variation.

### **Session 3 : -National Quality Assurance Standards :**

The subsequent session on the **National Quality Assurance Standards for Public Health Facilities** was taken by Dr Deepika Sharma.

She gave an Overview of the National Quality Assurance Standards under which she discussed all the 8 areas of concern and the 74 standards falling in these 8 areas of concern. She also narrated how the different components of NQAS framework are inter-related with each other. Further, she discussed the 04 newly added quality standards and their importance. In the session it was highlighted that all standards are not relevant in all checklists and at all level of public health facilities, they have been categorized separately as per the level of the facility viz. District Hospital, Community Health Centre, Rural/Urban Primary Health Centre. She elaborated the applicable standards at PHC. With this overview, the participants were well oriented on the programme as well as standards.

### **Group Activity on Standards:**

In continuation to previous session, a group activity was carried out by Dr. Arpita Agrawal where all the participants were asked to pick one chart and with the gap statement mentioned on the chart, they were asked to identify their standard and their related area of concern as per PHC Standards.

### **Session 4 : - Measurement system and Assessment Protocol**

Fourth session of the Day 1 was on the **Measurement system and Assessment Protocol** by Dr Parminder Gautam.



He talked about the characteristics of the NQAS Programme and explained how it is an explicit toolkit. He made the participants understand the anatomy of the checklist & explained about the area of concern, standard and measurable element, checkpoints and scorecard. While deliberating he talked about the relationship between these various components. The four types of assessment method were discussed in detail with the participants, which included -

- Observation
- Staff interview
- Record Review
- Patient interview

Dr Parminder talked about the three golden rules to check for compliance and provide scores in the checklist. Further, he elaborated on completion of scoring in the checklist, four types of score card will be generated after the assessment. He gave an overview of the eighteen checklists along with the other checklist under Rural/Urban Primary Health Centre and at last discussed the key features of these standards.

### **Session 5 : -Assessment of Area of Concern 'A' - Service Provision**

The last session of the day covered **Area of Concern A – Service Provision**. The session was delivered by Dr. Arvind Srivastava where he explained how to assess the facility as per the six standards present in the area of concern A. He explained that here we are checking the availability of following services: -

- Curative Services
- RMNCH+A
- Diagnostics Services
- National Health Programs
- Support Services
- Services as per local/community needs

He elaborated in detail about the four standards those are applicable at the PHC and their assessment methodology.





## **Day-2: -21<sup>st</sup> August 2019**

The training started with recap of the last day sessions by Dr Arpita Agrawal. In this session, all the participants were divided into different groups and multiple-choice questions were asked from the group. Score was given to the group who attempted the question with right answers and there was not any negative marking for wrong attempt.

**Session 1: - Assessment of Area of Concern 'B' - Patient Rights:** -The first session was delivered by Ms. Vinny Arora. She talked about the definition of Rights and discussed the various fundamental rights. She talked about the rights of the patient in context of: -

- Availability of Drugs, Diagnostics, Doctors and Devices.
- Accessibility in terms of physical access, financial access, information and non-discrimination
- Acceptability in terms of privacy, cleanliness, gender equity and courteous behavior.
- Quality in terms of clinical protocols, clinical records, infection control and outcome of care.

Ms. Vinny Arora explained the assessment of patient rights through an examples of Primary Health Centers of public health facilities and elaborated the area of concern for the following standards: -

- **B1** Information
- **B2** Accessibility
- **B3** Privacy and Confidentiality
- **B4** Participation
- **B5** Free Services
- **B6** Ethical Issues (newly added standard)

### **Group Exercise on Patient Rights**

The session on Patient Rights was followed by exercises on Area of Concern B and it was taken by Ms. Vinny Arora to make the training more participative.

The exercise was related to identification of standards and measurable element on Patient Rights from a complaint. Twelve groups were formed, and each group was given one complaint. Participants were asked to find related standard and measurable elements from Area of Concern B after analysis of the complaint.

### **Session 2 : -Assessment of Area of Concern C - Input**

The second Session of the Day 2 was on **Assessment of Area of Concern C - Input** and the session was delivered by Dr Sushant Agrawal. He covered all the seven standards pertaining to this area of concern C - Infrastructure and Space, Physical Safety, Fire Safety, Human Resource, Drugs and Consumables, Instrument and Equipment and Staff Competence (newly added standard).

Since, standard C7 is newly introduced standard, he highlighted on key features of this standard in detail. This standard talks about competence assessment and performance evaluation of all medical, para-medical and outsourced staff.





### **Session-3: -Assessment of Area of Concern D- Support Services**

The session was taken by Dr Deepika Sharma. She explained the role of support services in the facility and covered all the 12 Standards under this area of concern. These are

- D1 – Equipment Maintenance,
- D2 – Inventory Management
- D3- Safety & Security
- D4 – Facility Management
- D5 – Water and Power Supply
- D6 – Dietary Services
- D7 – Laundry Services
- D8 – Community Monitoring
- D9 – Financial Management
- D10 – Legal Compliances
- D11- HR Management
- D12 – Contact Management

She briefed the participants that how these standards have been clubbed at PHC and CHC level based on the scope of services delivery at these levels of health facilities. She emphasized that HR management is captured at two area of concern however their measurable elements and checkpoints capture different information. In continuation to this she explained how these standards could be assessed by giving examples of Public Health facilities.

### **Exercise on Area of Concern C & D: -**

It was conducted by Dr Sushant Agrawal, wherein she showed some pictures taken from the health facility during field visit to the participants. Afterwards, group member has to identify the visible gaps in the picture, relevant standard and measurable element explaining the identified gap.

### **Session 4 : Assessment of Area of Concern E– General Clinical Services E1-E9 : -**

Assessment of Area of Concern E1 related to the General Clinical services followed this session. Dr. Parminder Gautam talked about the general clinical services in which he discussed following mentioned standards from E1 to E9.

- Registration, consultation & admission
- Clinical assessment & reassessment
- Continuity of care and referral
- Nursing care
- High risk & vulnerable
- STGs & generic drugs
- Safe drug administration
- Maintaining, updating, storage of records
- Discharge of patient

He illustrated the standards by correlating it with the PHC functioning and described how to give compliance against them.



**Session-5: Assessment of Area of Concern E Standard E10-E16: -** The session on special clinical services (E10-E15) is delivered by Dr Kanika Jain. She elaborates on the following points related to specific departments: -

- Intensive Care – Layout and process protocols
- Emergency Services – Key feature of Accident and Emergency department, triage was briefed.
- Diagnostic Services – Pretesting, Testing and Post Testing protocols were described.
- Blood Bank and Transfusion
- Anesthesia
- OT Services
- End of life care and Death

**Session-6: Assessment of Standard E 17 - E22: RMNCHA and Overview of LaQshya**

The sixth session of the day was taken by Dr Nikhil Prakash. He explained the standards of Maternal Health Services present in the NQAS guidelines, which are as follows: -

- E 17: - Antenatal care
- E 18: - Intra natal care
- E 19: - Post Natal care
- E20: - Care for Newborn, Infant and Child
- E21:- Abortion and Family Planning
- E22:- Adolescent Reproductive and Sexual Health

During his session, he discussed the key issues in Pre-natal, Intra-natal and Post-natal care. He briefed the participants that why LaQshya component has been introduced. He further explained the critical components in the Labour room and Maternity Operation Theatre assessment under LaQshya. He also highlighted the Labour Delivery Recovery (LDR) concept. He described the laQshya components wrt to its compliance in Area of Concern A to Area of Concern F under National Quality Assurance Standards.

**Session 7: Overview of GUNAK Application and its use.**

This session was conducted by Ms. Vinny Arora. She introduced GUNAK, the mobile application for NQAS and Kayakalp to the participants. She gave a demonstration and talked about the various features of the application, which would help the assessors to successfully conduct an assessment.



### **Day-3: -22<sup>nd</sup> August' 2019**

The training started with recap of the last day sessions by Dr Arpita Agrawal. In this session, all the participants were divided into different groups and multiple-choice questions were asked from the group. Score was given to the group who attempted the question with right answers and there was no negative marking for wrong attempt.

#### **Session 1 : Assessment of Area of Concern G-Quality Management**

Day 3 began with the first session on **Assessment of Area of Concern G - Quality management**. It was delivered by Dr Parminder Gautam. While explaining Dr Parminder firstly talked about the PDCA cycle. The ten standards of Quality management were discussed by him in detail which includes:

- Quality Team
- Patient Satisfaction Survey
- Internal & External Quality Assurance
- Standard Operating Procedures
- Process Mapping
- Medical, Clinical Audit
- Vision, Mission, Quality Policy
- Quality Tools
- Risk Management Framework
- Risk Management Plan

The standards talked about the organizational framework required at the facility for quality improvement. He also talked about Value Stream Mapping and Process Mapping in detail along with 7 basic quality tools. This session was followed by exercises on Patient Satisfaction, Pareto Chart, Prescription Audit, Run Chart, Control Chart and Histogram.

#### **Session 2 : Assessment of Area of Concern H-Outcome**

The next session was delivered on the **Key Performance Indicators** by Dr Sushant Agrawal. All the 30 Key Performance indicators, productivity, clinical, service quality and efficiency were explained by him to the participants with examples and calculations. The session was interactive and gave clarity to the participants on how they can calculate and the source from which they can derive.

#### **Session 3: Assessment of RNTCP**

Third session of the day on RNTCP was briefed by Dr. Bhavin Solanki, Consultant RNTCP division, Ministry. He explained the participants about the program and the major changes that have been incorporated. He explained that how to check for Quality in the given framework of QA.

#### **Session-4: -Assessment of Other Programs:**

Fourth session on day was delivered by Dr Kanika Jain. She talked about the National Health Program of India and how to check for different components of Health Program under National Quality Assurance Standards toolkit.



The following National Health Programmes with details was discussed.

1. National Vector Borne Disease Control Programme
2. National Leprosy Eradication Programme
3. National AIDS control programme
4. National Programme for control of Blindness
5. National Programme for the health care of elderly
6. National Programme for prevention and control of Cancer, Diabetes, Cardiovascular disease and Stroke
7. Integrated Disease Surveillance Programme
8. National Programme for Prevention and Control of Deafness
9. National Mental Health Programme
10. School Health programme
11. Universal Immunization Programme
12. National Iodine deficiency Programme
13. National Tobacco Control programme
14. National Oral health care Programme

#### **Session 5 : Assessment of Area of Concern F-Infection Control**

Dr. Rashmi Wadhwa took up session on the Area of Concern Infection Control. She discussed the six standards pertaining to infection control Programme, standard operating procedure for hand hygiene, personal protection, processing of equipment and instrument, environmental control and bio medical waste management in detail. She also enumerated the changes in bio-medical rules and recent amendments 2018 & 2019. She explained how to assess these standards in the facility by giving examples from Public Health domain.

#### **Session 6: Assessment Team Formation and Instructions for field visit**

The last session of Day 3 was **Assessment Team formation and Instructions for the field visit**. It was a half an hour session conducted by Ms. Vinny Arora. She divided the participants into the groups and gave them instructions regarding the field visit. She briefed them how to do prepare the report followed by a presentation.



## DAY 4- 23<sup>rd</sup> August 2019

### Field Visit

On 4<sup>th</sup> Day, the participants were assembled at NHSRC, New Delhi and were divided according to their groups and departments assigned.

### **HOSPITAL-1: Shri Dada Dev Maitri Evam Shishu Chikitsalya, New Delhi**

**The Team Members & assigned Departments that were visited-**

<b>Day-4- External Assessor Training 23rd August'19</b>				
<b>TEAM</b>	<b>Sl. NO.</b>	<b>Prefix</b>	<b>Name of Participants</b>	<b>Department</b>
<b>TEAM-1</b>	1	Dr.	INDERDEEP KAUR	<b>OPD</b>
	2	Dr.	M GOPALAKRISHNAN	
	3	Dr.	B. S. POHSNGAP	
	4	Dr.	MUKTI KANTA NAYAK	
<b>TEAM-2</b>	5	Dr.	PRADEEP BAITHA	<b>MATERNITY WARD</b>
	6	Dr.	SUBHRAJYOTI RAO	
	7	Dr.	MANJU SHREE	
	8	Dr.	RAGHU	
<b>TEAM-3</b>	9	Dr.	SANJAY KUMAR SINHA	<b>ACCIDENT &amp; EMERGENCY</b>
	10	Dr.	JAGRITI BAHUGUNA	
	11	Dr.	M.KRISHNA CHAITANYA	
	12	Dr.	GANESH S R	
<b>TEAM-4</b>	13	Dr.	SUDHAKAR PANDEY	<b>Paediatric Ward</b>
	14	Dr.	ANTOLY SUU	
	15	Dr.	NARESH KUMAR G	
	16	Dr.	M. ABDUL KHADER	
<b>TEAM-5</b>	17	Dr.	DEEPAWALI	<b>LABOUR ROOM</b>
	18	Dr.	SANJEEVA KUMAR	
	19	Dr.	BOLLOJU KESHAVARAO	
	20	Dr.	ROOP KUMAR BOYA	
<b>TEAM-6</b>	21	Dr.	BPS KALYANI	<b>SNCU</b>
	22	Dr.	M.SUHASINI	
	23	Dr.	JAGADISH H S	
	24	Dr.	VIRENDER YADAV	



## HOSPITAL:2: - Rao Tula Ram Hospital, Delhi

**The Team Members & assigned Departments that were visited-**

<b>Day-4- External Assessor Training 23rd August'19</b>				
<b>TEAM</b>	<b>Sl. NO.</b>	<b>Prefix</b>	<b>Name of Participants</b>	<b>Department</b>
<b>TEAM-7</b>	25	Dr.	ZAKIYA SAYYED	<b>LABORATORY</b>
	26	Dr.	BALWINDER KAUR	
	27	Dr.	VANDANA DHUME	
	28	Dr.	SANDEEP KUMAR	
<b>TEAM-8</b>	29	Dr.	R.K.VERMA	<b>LABOR ROOM</b>
	30	Dr.	SUMITHA .K	
	31	Dr.	RAJESH CHAUDHARY	
	32	Dr.	RAJESH KOTWAL	
<b>TEAM-9</b>	33	Dr.	DHANANJAYA B.N	<b>IPD</b>
	34	Dr.	NETARAM BECK	
	35	Dr.	R. LALSANGLURA	
	36	Dr.	ARJUN SAHA	
<b>TEAM-10</b>	37	Dr.	V.P.S DAHIYA	<b>OPD</b>
	38	Dr.	IRA ALMEIDA	
	39	Dr.	AJIT KARANJKAR	
	40	Dr.	THAMIZHABAN D	
<b>TEAM-11</b>	41	Dr.	INDRA NAYAK PARKHE	<b>Radiology</b>
	42	Dr.	SATYA NARAYAN AGARWAL	
	43	Dr.	MAHVESH FATMA YAZDANI	
	44	Dr.	H.R. RANGPARIYA	
<b>TEAM -12</b>	45	Dr.	VIKRANT NAGRA	<b>General Admin-istration</b>
	46	Dr.	BALWANT K. MAKWANA	
	47	Dr.	GAGAN SINGLA	
	48	Dr.	K.C. SAINI	
	49	Dr.	N. BHOOPESH	

Through this field visit the participants got an exposure of how to use these checklists, it gave them an opportunity for the practical application.

**Presentations on the field visit:** - All the twelve teams presented on the respective departments that was provided to them. The presentations were delivered in a common format, which briefly described the findings of the field visit. Team mentors namely; Dr Chinmayee Swain, Dr Arvind Srivastava, Dr. Rashmi Wadhwa and Dr. Arpita Agrawal were supporting to all the participants during their field visit.

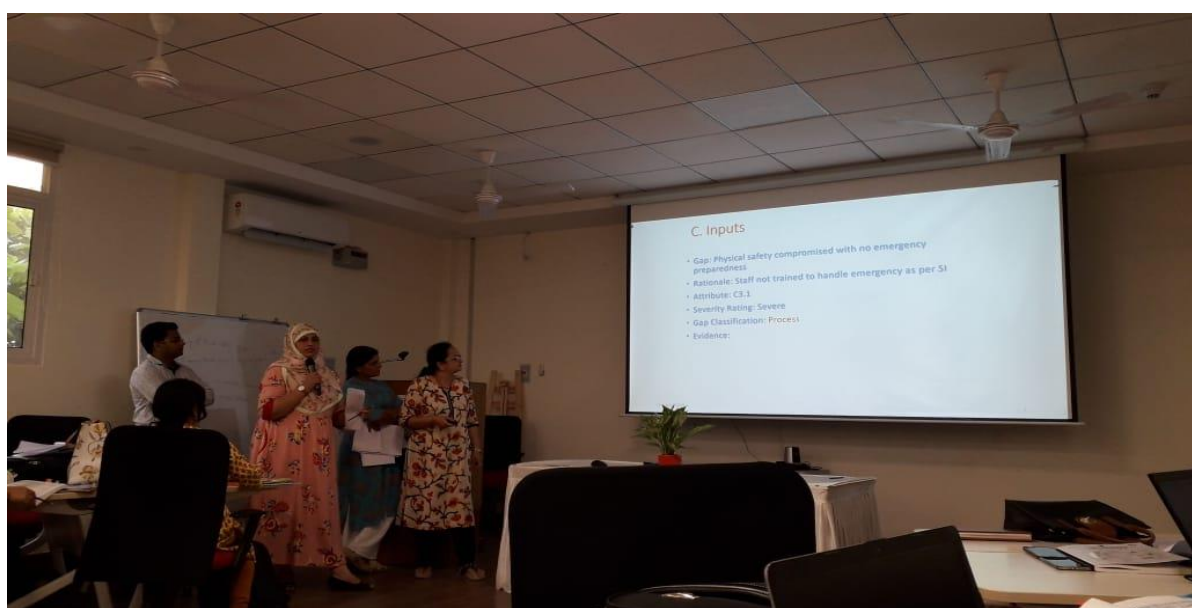




## GROUP-I



## GROUP PRESENTATION







**DAY 5- 24<sup>th</sup> August 2019**

### **Session 1 : Kayakalp – Rejuvenation of Public Healthcare facilities**

The session on **Kayakalp** was taken by Dr. Sushant Agrawal. He gave an overview of the Kayakalp program. He talked about the key features of the award scheme along with the criteria of assessment and assessment process. He described Internal, Peer and External Assessment in detail with the help of checklist. He also talked about the seven thematic areas under the scheme. He shared some glimpses of best practices and gains from Kayakalp.

He also briefed the participants on SSS. Implementation of SSS in Urban areas was also described at length. As per participants request a brief description on 5S methodology was also shared during the session followed by an exercise.

### **Session 2 : Operational issues & Post Assessment Protocols under Certification Process**

In this session Ms. Vinny Arora talked about the standard operating procedure for the External assessment and certification. She explained the assessment cycle giving an overview of the entire assessment process including internal assessment and external assessment. She talked about the functions of the external assessors; which narrated their role. She also talked about the principles of assessment based on ISO 19000:2011, which includes-

- Integrity
- Fairness
- Confidentiality
- Evidence based approach

She also gave an overview of some do's and don'ts while performing an assessment along with discussion on the documents, records and policies that need to be submitted by the state for certification. Conflict resolution, along with appeal committee functioning was described to the participants. In the end she talked about the rules of certification and challenges faced by the NHSRC while scheduling the external assessment.

### **Session 3 : Role Play on operational issues under certification process**

This session was conducted by NHSRC Team & Participants lead by Dr Parminder Gautam where three practical conditions were performed by the team.

- External Assessor behave in non-courteous manner with the State nodal offices and quality assessment team , facility professionals and demands irrational things during conduction of external assessment
- Media person were putting pressure on assessment team to declare the score of national assessment.
- External Assessor irrational behavior while giving consent for the availability of assessment of a health facility.

This session was useful to the participants for their preparedness for the assessments.



## **VII. Evaluation**

Participants underwent an evaluation based on the 5-day training. They were given question paper with 37 multiple-choice questions, case study. There were total four sets (each participant having a different set). In addition to these participants were also given spotting of the gaps in 10 slides for which they were shown pictures of gaps in public health hospitals and were asked to enumerate the gaps in form of gap statement.

## **VIII. Valedictory**

Dr Gautam, Sr. Consultant - QI delivered the Valedictory address. He thanked all the participants for the overwhelming participation and sincerity towards the training.

Some of the participants shared their views on the training. They expressed that this training was fruitful for them; whatever good practices they had learnt here they will implement in their facilities.

## **VI. Feedback by the Participants: -**

### **The average score of feedback analysis is given below: -**

Day-1	4.26
Day-2	4.41
Day-3	3.95
Day-4	4.29
Day-5	4.56
<b>Average</b>	<b>4.29</b>

### **Faculty wise feedback Analysis:-**

<b>Name</b>	<b>Average</b>
Dr. J. N. Srivastava	4.18
Dr. Parminder Gautam	4.33
Dr. Deepika Sharma	4.25
Ms. Vinny Arora	4.57
Dr. Sushant Agrawal	4.09
Dr. Rashmi Wadhwa	3.97
Dr. Arvind Srivastava	3.90
Dr. Kanika Jain	3.51
<b>External faculty</b>	
Dr. Nikhil Prakash	3.49
Dr. Bhavin	3.63

	<b>Most liked sessions</b>	<b>Trainer</b>
1	Operational issues and Post Assessment protocols under Certification Process	Ms. Vinny Arora
2	Kayakalp – Rejuvenation of Public Health Facilities	Dr. Sushant Agrawal
3	Area of Concern B – Patient Rights	Ms. Vinny Arora

All participants came forward to deliver the vote of thanks to Quality Improvement division of NHSRC. They expressed that they are well satisfied with the training. They have learned many new subjects, acquired a number of new technical skills to conduct an assessment. They expressed that after going through this program their knowledge and skills both have been upgraded in respect to Healthcare Quality, which they will implement at their respective working units / Hospitals.

**X . Suggestions given by the participants: -**

<b>Sl. No.</b>	<b>SUGGESTIONS TO IMPROVE TRAINING</b>
1	Field visit to be undertaken in NQAS accredited facility and it must be close to Centre
2	Time Management – All session to be covered in stipulated time
3	Lectures to delivered in English only
4	A sample of spot test should be explained before the exam
5	Slow speed in sessions approach to be adopted
6	More exercises and interactive sessions with pictures/videos for better understanding
7	Focus on Concepts
8	Clinical Services to be taken by a person with experience in Clinical Services
	<b>Suggestions of Participants for any topic inclusion</b>
1	Quality Monitoring along with Excel Activities
2	How to evaluate the General Administration Checklist
3	Six Sigma to be explained
4	STG and SOPs to be explained to be covered



## AGENDA

### External Assessors' Training National Quality Assurance Standards for Public Health Facilities

**Tuesday 20<sup>th</sup> August to Saturday 24<sup>th</sup> August 2019**

**Venue – Training Hall, NHSRC**

Time	Topic	Resource Person
<b>Day 1 –Tuesday, 20<sup>th</sup> August 2019</b>		
8:30 am -9:30 am	Registration	
9:30 am-9:35 am	Welcome Address	Ms. Vinny Arora Consultant QI, NHSRC
9:35 am – 9:50 am	Introduction of Participants & NHSRC Faculty	All
9:50am – 10:40 am	Overview of Public Health System & programs in India and Introduction to Quality Assurance Program for Public Health Facilities	Dr. J N Srivastava, Advisor QI, NHSRC
10:40 am – 11:00 am	<b>Tea</b>	
11:00 am – 12:00 noon	Key Concept of Quality and its Terminology	Dr. Parminder Gautam
12:00 noon – 1:15 pm	National Quality Assurance Standards	Dr. Deepika Sharma
1:15 pm- 2:00 pm	<b>Lunch</b>	
2:00 pm-3:00 pm	Group Activity on Standards	Dr. Arpita Agrawal
3:00 pm-4:00 pm	Measurement System and Assessment Protocol	Dr. Parminder Gautam
4:00pm – 4:15pm	<b>Tea</b>	
4:15 pm - 5:00pm	Assessment of Area of Concern 'A' (Service Provision)	Dr. Arvind Srivastava
5:00pm – 5:30pm	Group Exercise on Area of Concern A	Dr. Arvind Srivastava
<b>Day 2 – Wednesday, 21<sup>st</sup> August'2019</b>		
9.00 am–9:20 am	Recap	Dr. Arpita Agrawal
9:20 am- 10:00 am	Assessment of Area of Concern 'B'- Patient Rights	Ms. Vinny Arora
10:00 am – 10:30 am	Exercise on Patient Rights	Ms. Vinny Arora
10:30 am-10: 45 am	<b>Group Photo followed by Tea</b>	
10:45 am-11:30 am	Area of Concern C – Inputs	Dr. Sushant Agrawal
11: 30 am – 12:15 pm	Area of Concern D – Support Services	Dr. Deepika Sharma
12:15 pm – 1:00 pm	Exercise on Inputs and Support Services	Dr. Sushant Agrawal
1:00 pm - 1:45 pm	<b>Lunch</b>	
1:45 pm- 2:45 pm	Assessment of Area of Concern 'E' - General Clinical Services' E1-E9	Dr. Parminder Gautam
2:45 pm- 3:45 pm	Assessment of Area of Concern 'E'- Specific Clinical Services E10- E16	Dr. Kanika Jain
3:45 pm- 4:00 pm	<b>Tea</b>	
4:00 pm – 5:00 pm	Assessment of Area of Concern 'E' – RMNCHA Services E 17-E22 and Overview of LaQshya	Dr. J N Srivastava
5:00 pm – 5:30 pm	Overview of “ Gunak Application” and its use	Dr. Deepika Sharma



Day 3 –Thursday ,22 <sup>nd</sup> August' 2019		
9.00 am - 9:30 am	Recap	Dr. Arpita Agrawal
9:30 am -10:30 am	Assessment of Area of Concern G 'Quality Man-agement'	Dr. Parminder Gautam
10:30 am-10:45 am	<b>Tea</b>	
10:45 am-11: 30 am	Assessment of Area of Concern G 'Quality Man-agement'	Dr. Parminder Gautam
11:30 am – 12:30 pm	Area of Concern 'H'	Dr. Sushant Agarwal
12:30 pm – 1: 15 pm	Assessment of RNTCP	RNTCP Divison
1:15 pm - 2:00 pm	<b>Lunch</b>	
2:00 pm - 2:45 pm	Assessment of Non – Communicable Disease Pro-gram	NCD Division
2:45 pm – 3:45 pm	Assessment of Other Programs	Dr. Kanika Jain
3:45pm – 4:00pm	<b>Tea</b>	
4:00 pm- 4:45 pm	Assessment of Area of Concern F- Infection Control	Dr. Rashmi Wadhwa
4:45 pm – 5:30 pm	Assessment team formation and instructions for field visit	Ms. Vinny Arora
Day 4 – Friday, 23 <sup>rd</sup> August' 2019		
9.00 am - 1.00 pm	Field Visit	NHSRC Team
1:00 pm- 2.00 pm	<b>Lunch</b>	
2.00 pm- 3.00 pm	Analysis & Scoring	Teams
3.00 pm- 4.00 pm	Presentations & Discussions	Teams
4.00 pm- 4.30 pm	<b>Tea</b>	
4.30 pm- 5.30 pm	Presentations & Discussions	Teams
Day 5 – Saturday, 24 <sup>th</sup> August' 2019		
9.00 am- 9:30 am	Recap	Dr. Arpita Agrawal
9:30 am-10: 15 am	Kayakalp – Rejuvenation of Public Healthcare facil-ities	Dr. Sushant Agrawal
10:15 am-10:45 am	Swachh Swasth Sarvatra	Dr. Parminder Gautam
10:45 am- 11: 00 am	<b>Tea</b>	
11:00 am – 12:00 pm	Operational issues under Certification Process	Ms. Vinny Arora
12:00 pm– 1:00 pm	Role Play on Operational issues under Certifica-tion Process	Dr. Parminder Gautam
1:00 pm- 1:45 pm	<b>Lunch</b>	
1:45 pm- 4:30 pm	Post Training Evaluation	
4:30 pm onwards	Feedback & Valedictory followed by Tea	



### Name of the Participants

S. No.	State	Name of Participant	Email - Id	Contact Number
1	Andhra Pradesh	Dr. M. Suhasini	<a href="mailto:nhm.qarect@gmail.com">nhm.qarect@gmail.com</a>	8008578384
2	Andhra Pradesh	Dr. M. Krishna Chaitanya	<a href="mailto:drmkchai-tanya@gmail.com">drmkchai-tanya@gmail.com</a>	6300881194
3	Andhra Pradesh	Dr. M. Abdul Khader	<a href="mailto:ab-dulkhader0104@gmail.com">ab-dulkhader0104@gmail.com</a>	9652266855
4	Andhra Pradesh	Dr. Roop Kumar Boya	<a href="mailto:roopku-mar.boya@gmail.com">roopku-mar.boya@gmail.com</a>	9885888379/ 6302577505
5	Bihar	Dr. Sanjay Kumar Sinha	<a href="mailto:drsksinha63@gmail.com">drsksinha63@gmail.com</a>	9934693798
6	Bihar	Dr. Sanjeeva Kumar	<a href="mailto:kumarsan-jeeva2011@gmail.com">kumarsan-jeeva2011@gmail.com</a>	9546325712
7	Chandigarh	Dr. Manju Shree	<a href="mailto:drmanjushree@gmail.com">drmanjushree@gmail.com</a>	9417375499
8	Chandigarh	Dr Jagriti Bahuguna	<a href="mailto:jughead.ram@gmail.com">jughead.ram@gmail.com</a>	9417605359
9	Chhattisgarh	Mr. Netaram Beck	<a href="mailto:nrbeck01@gmail.com">nrbeck01@gmail.com</a>	9424260834
10	Delhi	Dr. Mahvesh Fatma Yazdani	<a href="mailto:ayeshafatriz@gmail.com">ayeshafatriz@gmail.com</a>	9899062230
11	Goa	Dr. Vandana Dhume	<a href="mailto:vrdhume@gmail.com">vrdhume@gmail.com</a>	9011025029
12	Goa	Dr. Ira Almeida	<a href="mailto:ira18395@yahoo.co.in">ira18395@yahoo.co.in</a>	9011025065
13	Gujarat	Dr. H R Rangpariya	<a href="mailto:drhardikrangparia@gmail.com">drhardikrangparia@gmail.com</a>	9727779790
14	Gujarat	Dr. Balwant K. Makwana	<a href="mailto:dr.bk7871@gmail.com">dr.bk7871@gmail.com</a>	8980002557
15	Haryana	Dr. Virender Yadav	<a href="mailto:dr.yadavviren@gmail.com">dr.yadavviren@gmail.com</a>	9711575000
16	Haryana	Dr. Balwinder Kaur	<a href="mailto:balwinder-kaur2068@gmail.com">balwinder-kaur2068@gmail.com</a>	9813661844
17	Haryana	Dr. Gagan Singla	<a href="mailto:gagansinglapkl@gmail.com">gagansinglapkl@gmail.com</a>	9855591450
18	Haryana	Dr. Rajesh Chaudhary	<a href="mailto:drrajesh-chaudhary07@gmail.com">drrajesh-chaudhary07@gmail.com</a>	9416156315
19	Haryana	Dr. V.P.S Dahiya	<a href="mailto:drvpsdahiya@gmail.com">drvpsdahiya@gmail.com</a>	9354083575
20	J & K	Dr. Sandeep Kumar	<a href="mailto:skumar-sandeep14@gmail.com">skumar-sandeep14@gmail.com</a>	9149672022 09149672066
21	J & K	Dr. Rajesh Kotwal	<a href="mailto:rajeshkot-waldr@gmail.com">rajeshkot-waldr@gmail.com</a>	8082251769
22	Jharkhand	Dr Deepawali	<a href="mailto:nrhmjhar-khandmh@gmail.com">nrhmjhar-khandmh@gmail.com</a>	9234612220
23	Jharkhand	Dr Pradeep Baitha	<a href="mailto:dr.pradeepbaitha@gmail.com">dr.pradeepbaitha@gmail.com</a>	9661597023
24	Karnataka	Dr. Jagadish H S	<a href="mailto:dr.jagdish.hs@gmail.com">dr.jagdish.hs@gmail.com</a>	9980465813
25	Karnataka	Dr. Sumitha K	<a href="mailto:drsumithasun-il@gmail.com">drsumithasun-il@gmail.com</a>	9900542746
26	Karnataka	Dr. Dhananjaya B.N	<a href="mailto:doctor-deena47@gmail.com">doctor-deena47@gmail.com</a> <a href="mailto:phckerethon-noru@gmail.com">phckerethon-noru@gmail.com</a>	7899537799



S. No.	State	Name of Participant	Email - Id	Contact Number
27	Maharashtra	Dr. Ajit Karanjkar	<a href="mailto:doc.ajitk@gmail.com">doc.ajitk@gmail.com</a>	9822023293
28	Maharashtra	Dr. Indra Narayan Parkhe	<a href="mailto:mophcshelpimpalga-on@gmail.com">mophcshelpimpalga-on@gmail.com</a>	9822540964
29	Meghalaya	Dr. B. S. Pohsngap	<a href="mailto:annpohsngap@gmail.com">annpohsngap@gmail.com</a>	9612124502
30	Mizoram	Dr. R. Lalsanglura	<a href="mailto:lalsanglura06@gmail.com">lalsanglura06@gmail.com</a>	9862327400
31	MP	Dr. Zakiya Sayyed	<a href="mailto:dr.zakiyasayyed@yahoo.co.in">dr.zakiyasayyed@yahoo.co.in</a>	8717903201
32	MP	Dr R.K.Verma	<a href="mailto:bmo.apr@gmail.com">bmo.apr@gmail.com</a>	9826118683
33	Nagaland	Dr. Antoly Suu	<a href="mailto:antoly7@gmail.com">antoly7@gmail.com</a>	9436004174
34	Odisha	Dr Mukti Kanta Nayak	<a href="mailto:drmkn1968@gmail.com">drmkn1968@gmail.com</a>	9439986433
35	Odisha	Dr. Subrajyoti Rao	<a href="mailto:sibujr@yahoo.com">sibujr@yahoo.com</a>	9937441651
36	Punjab	Dr. Inderdeep Kaur	<a href="mailto:drinder-deep1722@gmail.com">drinder-deep1722@gmail.com</a>	9872401722, 8968017221
37	Punjab	Dr Vikrant Nagra	<a href="mailto:nagra.vikrant@gmail.com">nagra.vikrant@gmail.com</a>	9888730083
38	Rajasthan	Dr. Khem Chand Saini	<a href="mailto:block_mandphiya@yahoo.com">block_mandphiya@yahoo.com</a>	9001990405
39	Rajasthan	Dr. Satya Narayan Agarwal	<a href="mailto:satyanaraya-nagarwal393@gmail.com">satyanaraya-nagarwal393@gmail.com</a>	9413709716
40	Tamil Nadu	Dr. Ganesh S.R	<a href="mailto:nanbansrga@gmail.com">nanbansrga@gmail.com</a>	94433 91474
41	Tamil Nadu	Dr. N Boopesh	<a href="mailto:drboopesh@yahoo.com">drboopesh@yahoo.com</a>	9841734363
42	Tamil Nadu	Dr Thamizhanbhan	<a href="mailto:thamizhdr@live.co.uk">thamizhdr@live.co.uk</a>	9500293057
43	Tamil Nadu	Dr M Gopalakrishnan	<a href="mailto:drpmsg@gmail.com">drpmsg@gmail.com</a>	9943900726
44	Telangana	Dr. Raghu	<a href="mailto:draghupu-jari@gmail.com">draghupu-jari@gmail.com</a>	9440254446
45	Telangana	Dr. Naresh Kumar G	<a href="mailto:dr.nareshkumarg@hmail.com">dr.nareshkumarg@hmail.com</a>	9963300896
46	Telangana	Dr. Bolloju Keshavarao	<a href="mailto:drbkeshav@gmail.com">drbkeshav@gmail.com</a>	9032397200
47	Tripura	Dr. Arjun Saha	<a href="mailto:drarjun-saha21@gmail.com">drarjun-saha21@gmail.com</a>	7005271046/ 9774732159
48	Uttar Pradesh	Dr. Sudhakar Pandey	<a href="mailto:official.drsudhakarpandey@gmail.com">official.drsudhakarpandey@gmail.com</a>	9415237960
49	Uttar Pradesh	Dr. BPS Kalyani	<a href="mailto:bpskalyani@gmail.com">bpskalyani@gmail.com</a>	9456000050

**Name of Participants for Re-Examination: -**

S. No	Name of the participant
1	Dr. Veena Vasudev
2	Dr. Praveen Karn
3	Ms. Lilarani Swain
4	Dr. Jyotsana
5	Dr. Gunasheela
6	Dr. Nandita Chowhan



## **RESULT**

S. No.	Prefix	Name of Participant
1	Dr.	THAMIZHABAN D
2	Dr.	IRA ALMEIDA
3	Dr.	M. ABDUL KHADER
4	Dr.	BALWANT K. MAKWANA
5	Dr.	BOLLOJU KESHAVARAO
6	Dr.	VIKRANT NAGRA
7	Dr.	BALAHUN SHISHA POHSNGAP
8	Dr.	INDRA NAYAK PARKHE
9	Dr.	SATYA NARAYAN AGGARWAL
10	Dr.	H.R. RANGPARIYA
11	Dr.	LALSANGLURA
12	Dr.	ROOP KUMAR BOYA
13	Dr.	VANDANA DHUME
14	Dr.	ARJUN SAHA
15	Dr.	GAGAN SINGLA
16	Dr.	SUBHRAJYOTI RAO
17	Dr.	MANJU SHREE
18	Dr.	NARESH
19	Dr.	NANDITA CHOWHAN
20	Dr.	INDERDEEP KAUR
21	Dr.	VIRENDER YADAV
22	Dr.	M.KRISHNA CHAITANYA
23	Dr.	ZAKIYA SAYYED
24	Dr.	ANTOLY SUU
25	Dr.	BPS KALYANI
26	Dr.	GUNASHEELA
27	Dr.	DEEPAWALI
28	Dr.	JAGRITI BAHUGUNA
29	Dr.	VPS DAHIYA

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