

## **REPORT ON EXTERNAL ASSESSORS TRAINING**

**25<sup>th</sup> to 29<sup>th</sup> June 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 then quality assurance in states and districts. This system requires assessment of health facilities internally by the facilities and the district teams followed by external assessment by the state and Centre.

National Health Systems Resource Centre (NHSRC) has taken the task to create a pool of assessors for which a five-day external assessor training was organized from **25<sup>th</sup> June to 29<sup>th</sup> June 2019**. The Training Process was designed with a view to enable the trainees for the Assessment of the Healthcare Facilities against the checklists contained in the Assessor guidebooks (Two Volumes).

This report therefore 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. A set of Operational guidelines for Quality assurance in Public Health Facilities, Assessors Guidebook for Quality Assurance in district hospital, CHC, PHC and UPHC was shared with the participants for facilitation of the training. The Sessions were divided into five days and consisted of elaborate sessions describing Standards, Measurable Elements, Check points and all Areas of Concern 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 scoring was minimum 70 % for empaneled as external assessor.

There were total **45 participants** from nursing cadre, who were mostly from the different areas like State Quality Team, Corporate Healthcare Sector, Nursing College and NGO, freelancer.

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

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

- A.** To equip participants with knowledge of key concepts, tools and methodologies 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, check-points and all Areas of Concern as mentioned in the Operational Guidelines. A field visit was also organized in two of the hospitals in Delhi (2 groups)– **Pt. Madan Mohan Malviya Hospital, Malviya Nagar New Delhi and Sardar Vallabh Bhai Hospital, Patel Nagar, 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. Swachta guidelines and Kayakalp standards.
- j. Swachh Swastya Sarvatra for Urban areas Guideline
- k. LaQshya Guidelines

The workshop was held at NHSRC, NIHFWS Campus, Munirka, New Delhi from 25<sup>th</sup> to 29<sup>th</sup> June 2019.

### **IV. Methodology**

A mix of methods was used for the National External Assessor Training Workshop. They are as follows-

- a) Power point presentations
- b) Brainstorming sessions
- c) Case studies
- 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 started by welcome address of Dr Uddipan Dutta, Principal Administrative Officer, NHSRC and Dr J N Srivastava, Advisor Quality improvement along with the QI team members. Dr Uddipan Dutta extended a warm welcome to all the participants from various organizations.

It was followed by inaugural session delivered by Ms. Sunita Sharma, Director NHM-III. She appreciated the efforts taken by NHSRC in conducting this exclusive batch of Nursing Cadre. She encouraged participants to implement the learnings at their workplace and thereby, ensures quality of the services at the facility level.

Dr Rajani Ved, ED NHSRC briefed the participants on the National Quality Assurance Programme and its importance for our public health facilities. She emphasized on the importance of quality for universal health coverage. She said that this training of 5 days would be an enriching experience for all as there will be cross learnings. After that, all the participants introduced themselves and shared what they understood of the term quality and what are their expectations out of this training. This was followed by photo sessions and subsequent technical sessions.



Inaugural session

## **VI. PRESENTATION BRIEFINGS**

**DAY 1: 25<sup>th</sup> June 2019**

### **Session 1: - Overview of Public Health System 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 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 on the eight key features of the Programme 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



## **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 minimizes 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. With this overview, the participants were very 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. Deepika Sharma where all the participants were asked to pick one chit and with the gap statement mentioned on the chit, they were asked to identify their standard and the area of concern.



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

The third session of the Day 1 was on the **Measurement system and Assessment Protocol** & Dr Parminder Gautam delivered the session.

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 of compliance and scoring rules. 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 was on the **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

## Day-2: -26<sup>th</sup> June 2019

The training started with recap of the last day sessions by Dr Chinmayee Swain. 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 seven 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 in public health facilities and elaborated the area of concern for 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. Eleven 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 the Assessment of Area of Concern C - Input and the session was delivered by Dr Rashmi Wadhwa. She 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
- Staff Competence (newly added standard)

Since, standard C7 is newly introduced standard, she 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. She emphasized to start achieving compliance under Standard D-10 which talks about regulatory acts. In continuation to this she explained how these standards could be assessed by giving examples.





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

It was conducted by Dr Rashmi Wadhwa, 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



**Session-5: Assessment of Area of Concern E Standard E10-E16:** - The session on special clinical services(E10-E15) is delivered by Dr J N Srivastava. He elaborates on the following points: -

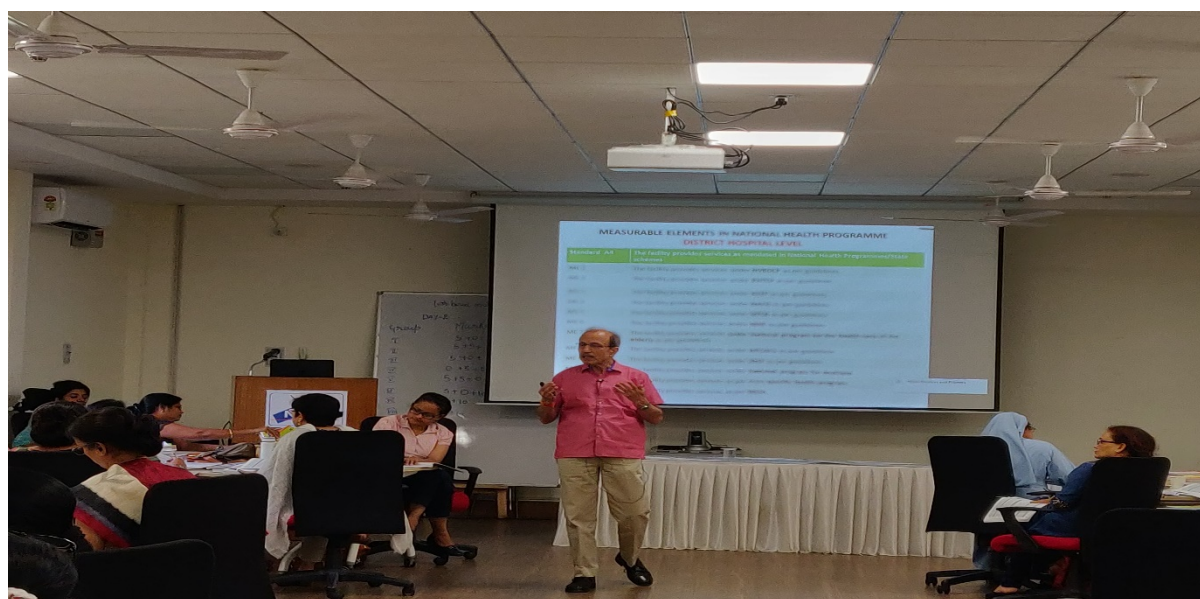
- Intensive Care
- Emergency Services
- Diagnostic Services
- Blood Bank and Transfusion
- Anesthesia
- OT Services
- End of life care and Death

**Session-6: Assessment of Standard E 23: National Health Program**

The sixth session of Day 2 was on **Assessment of Standard E 23: National Health Program** taken by Dr. Himanshu Bhushan. He 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. Revised National TB control Programme
3. National Leprosy Eradication Programme
4. National AIDS control programme
5. National Programme for control of Blindness
6. National Programme for the health care of elderly
7. National Programme for prevention and control of Cancer, Diabetes, Cardiovascular disease and Stroke
8. Integrated Disease Surveillance Programme
9. National Programme for Prevention and Control of Deafness
10. National Mental Health Programme
11. School Health programme
12. Universal Immunization Programme
13. National Iodine deficiency Programme
14. National Tobacco Control programme
15. National Oral health care Programme
16. National Viral Hepatitis Control Program



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

This session was conducted by Dr Deepika Sharma. 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: -27<sup>th</sup> June 2019**

The training started with recap of the last day sessions by Dr Chinmayee Swain. 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 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



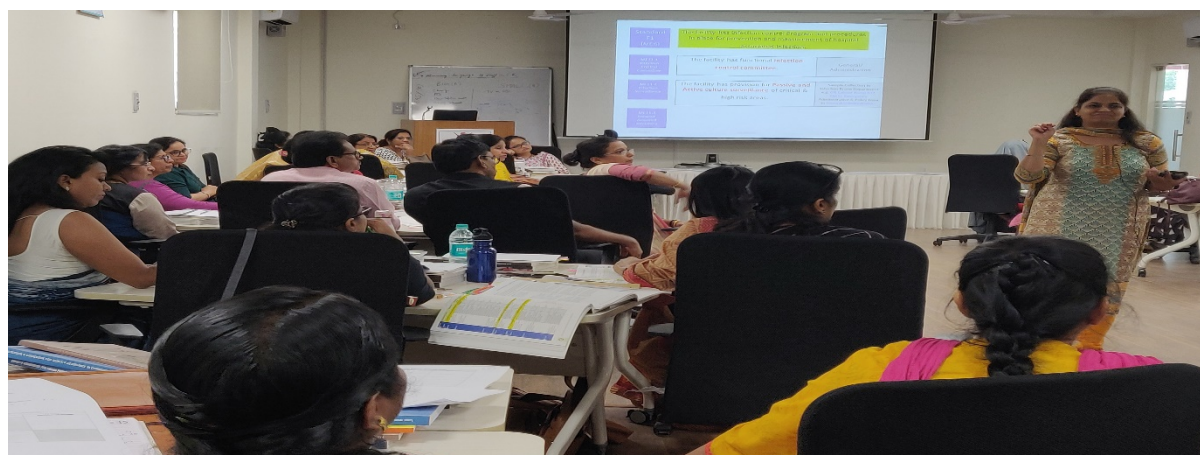
- Quality Tools
- Risk Management Framework
- Risk Management Plan

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 F-Infection Control**

Ms. Vinny Arora took up another important 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 Healthcare domain.





### **Session 3 : Assessment of Area of Concern H-Outcome**

The next session was delivered on the **Key Performance Indicators** by Dr Arvind Srivastava. 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 very interactive and gave clarity to the participants on how they can calculate and the source from which they can derive. The indicators explained are mentioned below:-

#### **Productivity**

- Bed Occupancy Rate
- Lab Utilization Index
- Percentage of High-Risk Pregnancy/ Obstetric Complications
- Percentage of Surgeries done at Night
- Percentage of Surgeries done during day
- C- Section Rate

#### **Efficiency**

- Emergency Death Rate
- Referral Rate
- Major Surgeries per Surgeon
- OPD per Doctor
- External Quality Assurance Score for Lab test
- Stock out percent of supplies for RMNCHA

#### **Clinical Quality**

- Maternal Death Rate
- Neonatal Death Rate
- Percentage Maternal Death Review done
- Average Length of Stay
- Surgical Site Infection Rate
- SNCU Mortality Rate
- No. of Sterilization Failures
- No. of Sterilization Complications
- No. of Sterilization Deaths
- Blood unit replacement Rate
- Partograph Recording Rate
- Antibiotic use rate

#### **Service Quality**

- LAMA Rate
- Patient Satisfaction Score (OPD)
- Patient Satisfaction Score (IPD)
- Registration to Drug time
- Percentage of JSY payment done before discharge
- Percentage of women provided drop back after delivery

### **Session 4: Overview of LAQSHYA-with emphasis on assessment standard E17, E18 & E19**

The fourth session of the day was taken by Dr Manju Chhugani. With background on status of maternal and child health in India, she explained the 3 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

During her session, she also discussed the key issues in Pre-natal, Intra-natal and Post-natal care. She further explained the critical components in the Labour room and Maternity Operation Theatre assessment under LaQshya. She also highlighted the concept of Labour Delivery Recovery (LDR) concept.



#### **Session-5: -Assessment of standard-E20, E21 & E22:**

This lecture was delivered by Dr Manju Chhugani, Principle of Nursing College from Jamia Hamdard. Major areas covered under this session were SNCU, NRC, Pediatric Clinic and Immunization services. Dr Manju discussed the standard E – 20 of the NQAS guidelines, which says **the facility has established procedures for care of newborn, infant and child as per guidelines**. While dealing this presentation she explained the OPD checklist and discussed standard E20, which talks about the immunization services. Dr. Manju talked about the Special Newborn Care Unit and discussed the checklist too. The various aspects covered under the SNCU were-

- Management of low birth weight infants <1800 gm and preterm
- Resuscitation
- Provision of Warmth
- Phototherapy for newborn
- Management of newborn sepsis
- Breast feeding/feeding support and Kangaroo Mother care (KMC)
- Screening of newborn for Birth Defects
- SNCU has facility /Linkage for laboratory investigation

While discussing the clinical requirements, other requirements related to the patient information, patient rights, infrastructure, electrical safety, work environment and security, clinical care, infection control as well as reporting of indicators were also covered. She also discussed the checklist of the pediatric ward as well as Nutritional Rehabilitation Centre, which gave a fair amount of information to the participants. In the end, she talked about Nutrition interventions, National Iron plus Initiative, Management of common childhood illness, Strengthening Universal Immunization Programme and RBSK.



### **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 Dr Arpita Agrawal. She divided the participants into the groups and gave them instructions regarding the field visit.

### 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: Pt. Madan Mohan Malviya Hospital, Malviya Nagar New Delhi**

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

GROUP	S.NO	NAME OF PARTICIPANTS		DEPARTMENT
GROUP-1	1	Mr.	Abdur Rub Naqvi	OPD
	2	Ms.	Anandhi Sathya Kumar	
	3	Ms.	Anandi Bisht	
	4	Ms.	Elizabeth M Varghese	
	5	Ms.	Rajalaxmi Mishra	
GROUP-2	1	Ms.	Renu Bala	ACCIDENT & EMERGENCY
	2	Ms.	Lilarani Swain	
	3	Ms.	Angela Gnanadurai	
	4	Ms.	Annu Kaushik	
	5	Ms.	K. Sentamizhselvi	
GROUP-3	1	Mr.	Sunil Kumar Patria	MATERNITY WARD
	2	Ms.	Indu Chauhan	
	3	Mrs.	V. Manjula	
	4	Mr.	Arun Kadam	
GROUP-4	1	Ms.	Rita	LABOUR ROOM
	2	Ms.	Bimla Rani	
	3	Mrs.	A. Eswari	
	4	Ms.	Jyoti Ulhas Londhe	
GROUP-5	1	Ms.	Baby C. Y	GENERAL ADMIN-ISTRATION
	2	Ms.	Jeena Pradeep	
	3	Ms.	Sunita Duhan	
	4	Ms.	M. Gayathri	



## **HOSPITAL:2: - Sardar Vallabh Bhai Patel Hospital, Patel Nagar, New Delhi**

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

GROUP	S.NO	NAME OF PARTICIPANTS		
GROUP-6	1	Ms.	R. Revathi	IPD
	2	Ms.	Suwarna Bedre	
	3	Ms.	Krishna Chaubey	
	4	Ms.	Jisha Sreekumaran	
	5	Ms.	Manoj Bhatt	
GROUP-7	1	Mrs.	R. Sakila	LABORATORY
	2	Mr.	Prahlad Gunjal	
	3	Mr.	Vijeesh Varghese	
	4	Ms.	Kavitha Anburaj	
	5	Ms.	Leena Kumari	
GROUP-8	1	Mr.	M. Vijayakumar	PHARMACY
	2	Ms.	Sangita Sane	
	3	Ms.	M. Rajeswari	
	4	Ms.	Nirmal Negi	
GROUP-9	1	Prof	Ponnamma K M	OPERATION THEATER
	2	Ms.	Poonam Rhode	
	3	Ms.	Pragna Pravinkumar Dabhi	
	4	Prof	Sreelekha Rajesh	
GROUP-10	1	Ms.	Qaisar Jahan	RADIOLOGY
	2	Ms.	Roopa Rawat	
	3	Ms.	Sr Ally	
	4	Ms.	Tipti Nanda	
	5	Ms.	Vimala Maragatharaj	

This field visit gave a great exposure to the participants, giving them an opportunity for practical application.

**Presentations on the field visit:** - All the ten 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; Ms. Vinny Arora, Dr Rashmi Wadhwa, Dr Chinmayee Swain & Dr Arvind Srivastava were supporting to all the participants during their field visit. Ms. Jayathra & Ms. Sridevi also extend their support during the field visit.



**GROUP-II**



**GROUP-I**



**GROUP PRESENTATION**



## DAY 5- 29<sup>th</sup> June 2019

### Session 1 : Standards for Primary Health Centres, Urban PHC & CHC

This session was taken by Dr. Deepika. She talked about the peculiarities of UPHC and challenges they face. She talked about the need of a thematic checklist instead of departmental checklist for UPHC. She described in brief about the 12 thematic areas with the help of the checklist covering each standard and measurable element. She concluded this session by talking about the utility of UPHCs in Preventive Care.

She also briefed the participants about the Quality measurement system in PHC. She explained the six checklists for PHC, which included-

- A. OPD
- B. Labour room
- C. Indoor Services
- D. Laboratory
- E. General Administration
- F. National Health Programme

While dealing with each checklist she explained the various areas as well as processes covered in each checklist. She talked about the differentiation in the measurement system of district hospital, CHC as well as PHC. Dr. Deepika explained about the weightage of the standards in terms of structure, Process and outcome. Dr. Deepika also talked about the eight areas of concern and the various standards included in it.

Service Provision	Inputs	Patient Rights
RMNCH+A	Information Accessibility	Infrastructure & space
Diagnostic Services /Para Clinical and Support	Non-discrimination and Physical accessibility	Physical & fire Safety
Clinical and Support Services	Privacy, dignity and Confidentiality	Qualified & trained staff
National Health Program	Financial Barrier free access	Drugs & consumables
		Equipment & Instrument

SURVEYOR TRAINING PROGRAMME

Support Services	Clinical Services	Infection Control
Facility Management	Includes Clinical, Non-Clinical services Maternal Health and National Program	Hand Hygiene
Inventory Management		Personal Protection
Water, Electricity, Diet and linen Services		Instrument Processing
Community monitoring		Environment Control
Financial Management and Contract Management		Bio Medical Waste Management
Legal Compliances		
HR Management		
NHP monitoring & reporting		
Quality Management		Outcome
Organizational Framework & Quality policy		Productivity Indicators
Patient Satisfaction Surveys		Efficiency Indicators
Internal & External QAP		Clinical care & Safety indicator
Standard Operating procedures		Service Quality indicator



## **Session 2 : Kayakalp – Rejuvenation of Public Healthcare facilities**

The session was taken by Dr. Rashmi Wadhwa. She gave an overview of the Kayakalp program. She talked about the key features of the award scheme along with the criteria of assessment and assessment process. She described Internal, Peer and External Assessment in detail with the help of checklist. She also talked about the seven thematic areas under the scheme. Dr Rashmi highlighted the key achievement of the initiative in terms of rising number of facilities awarded under Kayakalp scheme. In the end, she shared some glimpses of best practices and gains from Kayakalp.



## **Session 3 : 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, 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. In the end she talked about the certification rules and challenges faced by the NHSRC while scheduling the external assessment.





#### **Session 4 : 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.

- Medical Superintendent of the hospital along with Hospital Manager were facing the assessment and they were non-cooperative.
- External Assessor behave in non-courteous manner with the State nodal offices and quality assessment and demands irrational things during conduction of external assessment
- Media person were putting pressure on assessment team to declare the score of national assessment.

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 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 J N Srivastava, Advisor- 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	4.3
Day-2	4.0
Day-3	3.9
Day-4	4.5
Day-5	4.6
<b>Average</b>	<b>4.26</b>

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

<b>Name</b>	<b>Average</b>
Dr. J. N. Srivastava	3.8
Dr. Himanshu Bhusan	3.6
Dr. Parminder Gautam	4.2
Dr. Deepika Sharma	3.9
Ms. Vinny Arora	4.6
Dr. Rashmi Wadhwa	3.2
Dr. Arvind Srivastava	3.9
Dr. Arpita Agrawal	4.6
Dr. Manju Chuggani	3.8

	<b>Most liked sessions</b>	<b>Trainer</b>
1	Assessment of Area of Concern 'G' - Quality Management	Dr. Parminder Gautam
2	Operational issues and Post Assessment protocols under Certification Process	Ms Vinny Arora
3	Standards of Primary Health Care, Urban PHC and CHC	Dr Deepika Sharma

Although most of the participants were from various domains of the Healthcare System ranging from External Assessors of other Quality Systems, to Hospital Administration, Healthcare Education and so forth; they all participated and 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 and improved another group of existing skills. 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	More Field Bases Activities
2	A Sample of spot test should be explained before the exercise
3	Small breaks in between
4	More exercises and interactive sessions with pictures/videos for better understanding
5	Separate workshop on family planning
6	LaQshya should be dealt more elaborately
7	Outcome area should be more practical
8	Focus should not be examination oriented
9	More problem-solving exercises
10	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



## AGENDA

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

Tuesday 25<sup>th</sup> June to Saturday, 29<sup>th</sup> June 2019

Venue – Training Hall, NHSRC

Time	Topic	Resource Person
<b>Day 1 – Tuesday, 25<sup>th</sup> June 2019</b>		
8:30 am -9:30 am	Registration	
9:30 am-9:40 am	Welcome Address	Dr J N Srivastava, Advisor QI, NHSRC
9:40 am – 9:50 am	Address by PAO	Dr Uddipan Dutta, PAO, NHSRC
9:50 am – 10:00 am	Inaugural address	Ms. Sunita Sharma Director-NHM-III (TBC)
10:00 am – 10:10 am	Key-note address	Dr Rajani Ved ED NHSRC
10:10 am – 10:25 am	Introduction of participants	Dr. Arpita Agarwal
10:25 am – 10:45 am	<b>Tea</b>	
10:45 am-11:30 am	Overview of Public Health System and Introduction to Quality Assurance Program for Public Health Facilities	Dr J N Srivastava, Advisor QI, NHSRC
11:30 am – 12:15 pm	Key concepts of Quality and its terminology	Dr Parminder Gautam
12:15 pm – 1:30pm	National Quality Assurance Standards	Dr Deepika Sharma
1:30 pm- 2:15 pm	<b>Lunch</b>	
2:15 pm – 3:00 pm	Group Activity on Standards	Dr Shivali, Dr. Kirti, Dr Palak
3:00 pm-4:30 pm	Measurement System and Assessment Protocol	Dr Parminder Gautam
4:30 pm-4:45 pm	<b>Tea</b>	
4:45 pm-5:30 pm	Assessment of Area of Concern 'A (Service Provision) with Group Exercise for Home Work	Dr Arvind Srivastava
<b>Day 2 – Wednesday, 26<sup>th</sup> June 2019</b>		
9.00 am-9:30 am	Recap	Dr. Chinmayee Swain
9:30 am-10:15 am	Assessment of Area of Concern 'B (Patient Rights)	Ms. Vinny Arora
10:15 am- 10:45 am	Exercise on Patient Rights	Ms. Vinny Arora
10:45 am -11:00 am	<b>Tea</b>	
11:00 am-11:45 am	Assessment of Area of Concern 'C'- Inputs	Dr Rashmi Wadhwa
11:45 am-12:45 pm	Assessment of Area of Concern D- Support Services	Dr. Deepika Sharma
12:45pm -1:15 pm	Exercises on Area of Concern C & D	Dr Rashmi Wadhwa
1.15 pm -2:00 pm	<b>Lunch</b>	
2.00 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 Standard E10-E16	Dr J N Srivastava
3:45 pm-4:00 pm	<b>Tea</b>	
4:00 pm-5:00 pm	Assessment of Standard E23: National Health Program	Dr Himanshu Bhushan, Advisor PHA division NHSRC
5:00 pm -5:30 pm	Overview of Gunak Application and its use	Dr Deepika Sharma
<b>Day 3 – Thursday, 27<sup>th</sup> June 2019</b>		
9.00 am-9:30 am	Recap	
9:30 am -10:30 am	Assessment of Area of Concern 'G'- Quality Management	Dr Parminder Gautam
10:30 am-10:45 am	<b>Tea</b>	
10:45am -11:45 am	Exercise on Area of Concern 'G'- Quality Management	Dr Parminder Gautam
11:45 am- 12:30 pm	Assessment of Area of concern F- Infection control	Ms Vinny Arora
12:30 pm –1:30 pm	Area of Concern H: Outcome	Dr Arvind Srivastava
1:30 pm - 2:15 pm	<b>Lunch</b>	
2:15 pm - 3:00 pm	Overview of LAQSHYA – with emphasis on Assessment Standard E17,18 and E19	Dr Manju Chhugani, Principal, Nursing College, Jamia Hamdard
3:00 pm - 3:15 pm	<b>Tea</b>	
3:15 pm - 4:15 pm	Assessment of Standard E20, E21 & E22: Family Planning	Dr Manju Chhugani, Principal, Nursing College, Jamia Hamdard
4:15 pm - 5:00 pm	Assessment Team formation and Instructions for Field Visit	Dr Arpita Agarwal
<b>Day 4 – Friday, 28<sup>th</sup> June 2019</b>		
9.00 am - 1.00 pm	Field Visit	
1:00 pm - 2.00 pm	<b>Lunch</b>	
2.00 pm - 3.00 pm	Analysis & Scoring	Group Work
3.00 pm - 4.00 pm	Presentations & Discussions	Group Work
4.00 pm - 4.15 pm	<b>Tea</b>	
4.15 pm - 5.30 pm	Presentations & Discussions	Group Work
<b>Day 5 – Saturday, 29<sup>th</sup> June 2019</b>		
9:00 am - 10:00 am	Standards for Primary Health Centre, Urban PHC and CHC	Dr Deepika Sharma
10:00 am - 10:15 am	<b>Tea</b>	
10:15 am – 11:15 am	Kayakalp – Rejuvenation of Public Healthcare facilities	Dr Rashmi Wadhwa
11:15 am – 12:15 pm	Operational issues & Post assessment Protocols under Certification Process	Ms. Vinny Arora
12:15 pm- 1:00 pm	Role play on operational issues under Certification process	Dr Parminder Gautam
1:00 pm - 1:30 pm	<b>Lunch</b>	
1:30 pm - 4:00 pm	Post Training Evaluation	
4:00 pm - 4:15 pm	<b>Tea</b>	
4:15 pm- 5:00 pm	Feedback & Valedictory	

### Name of the Participants

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

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1	Dr.	Ganesh Adiki
2	Mr.	Gangadhar Gonwant Rao
3	Ms.	Jayantee Rabha
4	Ms.	Jeya Venkatesh
5	Dr.	Mohamad Saleem A
6	Dr.	Niranjan Reddy
7	Dr.	P. Senthil Kumar
8	Dr.	Pallavi Annarao Reddy
9	Dr.	Rajesh Patel
10	Dr.	Roopashree M R
11	Mr.	Sabir Patel
12	Mr.	Sridhar Salem
13	Dr.	V Balakrishnan
14	Mr.	Vineet Kumar Soni
15	Mrs.	Sindhu Rajesh

Result of External Assessor Training (25th June -29th June 2019)	
S. No.	Qualified Participants
1	A. Eswari
2	Anandhi Sathya Kumar
3	Anandi Bisht
4	Angela Gnanadurai
5	Annu Kaushik
6	Arun Nansaheb Kadam
7	Bimla Rani
8	Elizabeth M Varghese
9	Ganesh N Adiki
10	Indu Chauhan
11	Jeena Pradeep
12	Jisha Sreekumaran
13	Jyoti Ulhas Londh E
14	Kavitha Anburaj
15	M Rajeshwari
16	M S Krishna Chaubey
17	M Vijaya Kumar
18	Manoj Bhatt
19	Niranjan Reddy
20	Nirmal Negi
21	P Senthil Kumar
22	Pallavi Annarao Reddy
23	Parage Gangadhar
24	Poonam Rhode
25	Pragna P Dabhi
26	Pralhad Ambada Gunjal
27	Prof. Ponnammma K M
28	R Sakila
29	R. Revathi
30	Rajalaxmi Mishra
31	Rajesh Patel
32	Renu Bala
33	Rita
34	Roopa Rawat
35	Roopashree MR
36	Sabir Patel
37	Sangeeta Sanjay Sane
38	Sindhu Rajesh
39	Sridhar Subramanian
40	Suwarna Shriram Bedre
41	Tripti Nanda
42	V. Balakrishnan
43	Vijeesh Varghese
44	Vimala Maragathar A J
45	Vineet Kumar Soni

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