REPORT ON EXTERNAL ASSESSORS TRAINING

9th to 13th April 2019

National Health Systems Resource Centre

Ministry of Health & Family Welfare

Government of India
New Delhi

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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 **9th April to 13th April 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 empanelled as external assessor.

There were total **54 participants**, who were mostly from the different arenas like State Quality Team, Corporate Healthcare Sector, Training Institutes and NGO, free lancer.

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 Sanjay Gandhi Memorial Hospital, S Block Mangolpuri, 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.

c. Assessors Guidebook for Quality Assurance in District Hospital Volume I

d. Assessors Guidebook for Quality Assurance in District Hospital Volume II

e. Assessors Guidebook for Quality Assurance in CHC

f. Assessors Guidebook for Quality Assurance in PHC

g. Quality Standards for Urban Primary Health Centre.

h. Swacchta guidelines and Kayakalp standards.

i. Swachh Swastya Sarbartra Guideline

The workshop was held at NHSRC, NIHFW Campus, Munirika, New Delhi from 9th to 13th April 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 inaugural lecture of Dr Uddipan Dutta, Principal Administrative Officer, NHSRC and Dr J N Srivastava, Advisor Quality improvement with the QI team members. Inaugural Address was delivered by Dr Dinesh Baswal, Deputy Commissioner I/C, Maternal Health Division.

Dr Uddipan Dutta extended a warm welcome to all the participants from various organizations. He briefed the participants on the National Quality Assurance Programme and its importance for our public health facilities. He said that this training of 5 days would be an enriching experience for all as there will be cross learnings Dr. J N Srivastava Advisor Quality Improvement, NHSRC also welcomed all participants. 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. All the participants came technical sessions started.

Inaugural session

VI. PRESENTATION BRIEFINGS

DAY 1-9th April 2019

Session 1:- Overview of Public Health System and Introduction to Quality Assurance Program for Public Health Facilities.

The First Session of the Day 1 was on the **Overview of Public Health System & programs in India.**

The session was delivered by Dr J N Srivastava.

Dr Srivastava told 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 explained National Health Mission, its structure, 5 key strategies and implications.

Dr Srivastava also highlighted National indicators and current trend e.g. TFR, MMR, IMR; also discussed financial indicators related to expenditure & cost and inclination in Urban Health Mission. He also briefed about Kayakalp Award Scheme and Mera- Aspataal Initiative. He also talked about Sustainable Development goals and National Health Policy, 2017 during this session.

Session 2:- Key Concepts of Quality and its terminology

The second session of the Day 1 was on the **Key Concepts of Quality and its terminology.** The session was delivered by Dr Nikhil Prakash.

Firstly, he took an overview of quality from the participants in terms of definitions and 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. 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 4: -<u>National Quality Assurance Standards for Public Health Facilities</u>:

The fourth session of the Day 1 was on the **National Quality Assurance Standards for Public Health Facilities .**Dr Deepika Sharma delivered the session.

Shee gave an **Overview of the National Quality Assurance Standards** under which he discussed all the 8 areas of concern and the standards falling in these 8 areas of concern. 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 word mentioned on the chit they were asked to identify their standard and the area of concern. This exercise formed 8 groups belonging to each areas of concern. Each group presented on their respective area of concern. They explained the various standards falling under their area of concern and explained the importance of their area of concern.

Session 3: - 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 implicit tool. 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 compliance as well as scoring rules. He gave an overview of the eighteen checklists and at last discussed the key features of these standards.

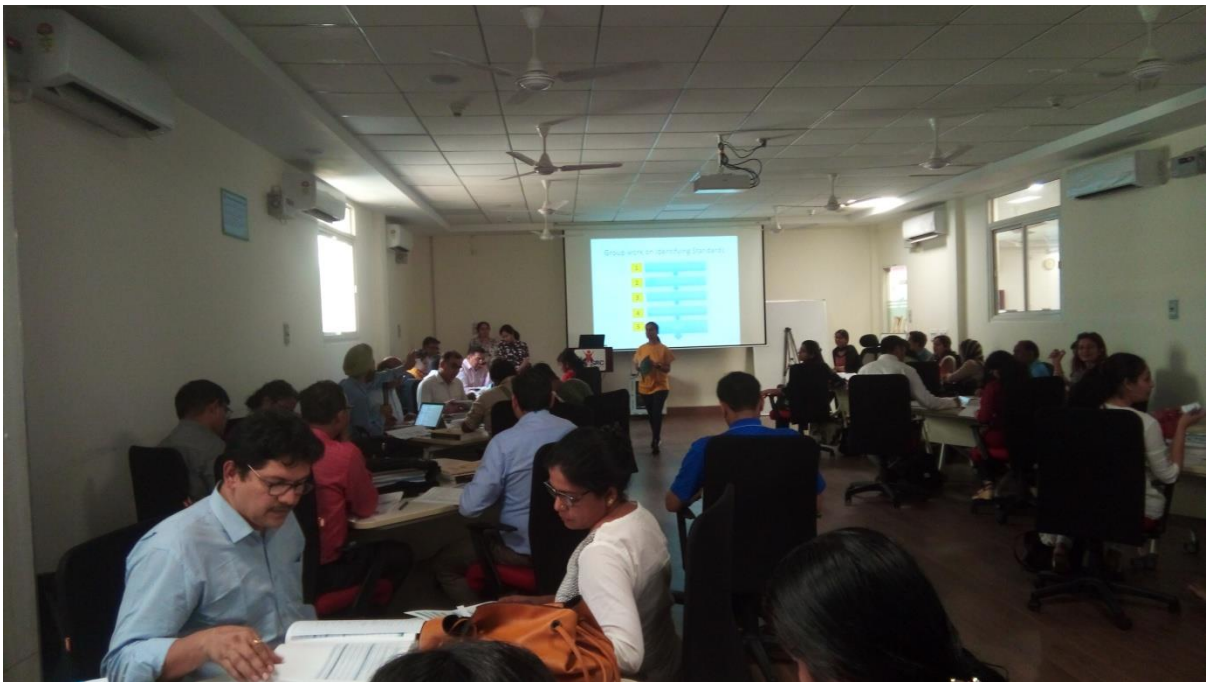
Session 6: -<u>Assessment of Area of Concern 'A - Service Provision</u>

The last session of the day was on the **Area of Concern A – Service Provision.** The session was delivered by Dr. Sushant Agrawal 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 services mentioned below:-

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

Day-2-10th April 2019

The training started with recap of the last day sessions by Dr. Arpita Agrwal.



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.

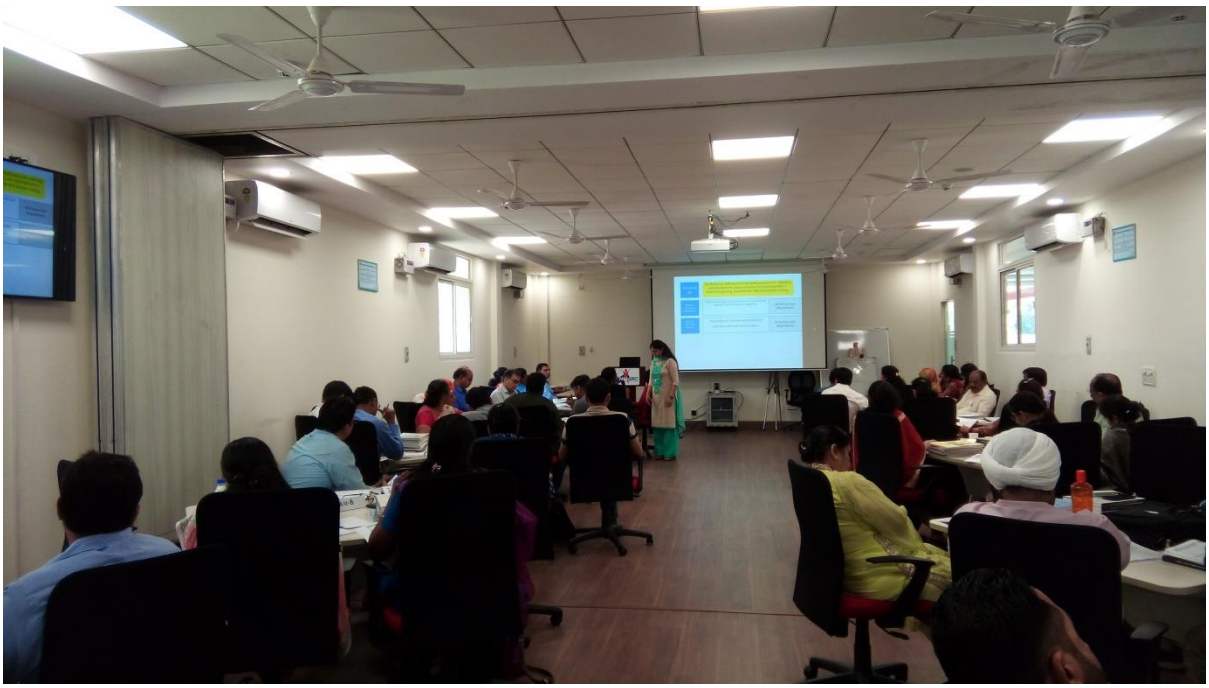
Ms Vinny Arora explained the assessment of patient rights in public health facilities while dealing the standards of Area of concern B narrated below:-

- **B1** Information
- **B2** Accessibility
- **B3** Privacy and Confidentiality
- **B4** Participation
- **B5** Free Services

Group Exercise on Patient Rights

The second session of the day-2 was taken by Ms Vinny Arora by conducting group exercise on Patient rights.

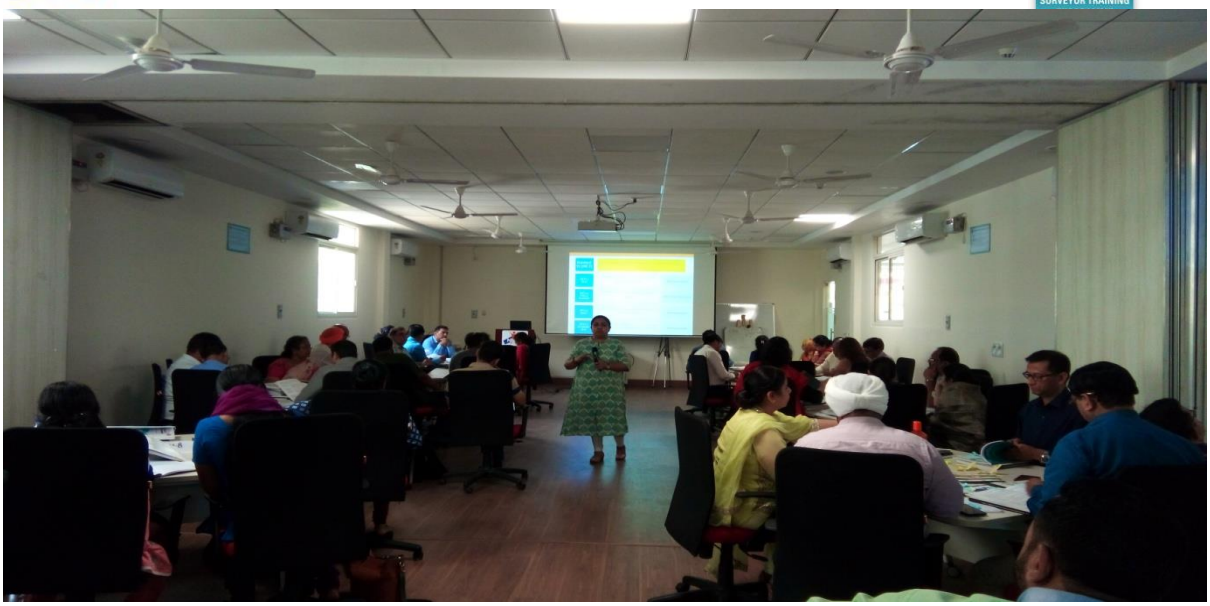
Session on patient rights was followed by an **exercise "Assessing the complaints"** to make the training more participative. The exercise was related to identification of standards on Patient Rights from a complaint. Ten groups were formed and each group was given one complaint. Participants were asked to find related standard and measurable elements from Area of Concern B after analysis of the complaint.



Session 2: -<u>Assessment of Area of Concern C - Input</u>

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 six standards pertaining to this area of concern C:

- Infrastructure and Space
- Physical Safety
- Fire Safety
- Human Resource
- Drugs and Consumables
- Instrument and Equipment



Session-3:-Assessment standard-E20: Assessment of New-born, Infant and Child Health Services

This lecture was delivered by **Dr. Renu Srivastava** from the Child Health Division, Ministry of Health and Family Welfare, GOI. Major areas covered under this session were SNCU, NRC, Pediatric Clinic and Immunization services. Dr. Srivastava discussed the standard **E – 20** of the NQAS guidelines, which says **The Facility has established procedures for care of new born, 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. Srivastava talked about the Special New Born 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 new born
- Management of newborn sepsis
- Breast feeding/feeding support and Kangaroo Mother care (KMC)
- Screening of New born 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, Dr. Srivastava talked about Nutrition interventions, National Iron plus Initiative, Management of common childhood illness, Strengthening Universal Immunization Programme and RBSK.

Session-4:-Assessment of Area of Concern D- Support Services:-The session was taken by Dr Arvind Srivastava

He explained the role of support services in the facility and covered all the 12 Standards under this area of concern. He explained how these standards could be assessed by giving examples.

Session 5:-General clinical services: Assessment of Area of Concern E– General Clinical Services:-

Assessment of Area of Concern E1 related to the General Clinical services followed this session. Dr. Nikhil Sharma talked about the general clinical services in which he discussed standards E1 to E9. He also had a detailed discussion of Area of Concern E Standard E10 - E 15.

- 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-6: E10-E15 :-The session on general clinical services(E10-E15) is delivered by Dr.Sujit Sinha .He elaborates on the following points:-

Standard E10 The facility has defined and established procedures for intensive care.

Standard E11 The facility has defined and established procedures for Emergency Services and Disaster Management.

Standard E12 The facility has defined and established procedures of diagnostic services. Standard E13 The facility has defined and established procedures for Blood Bank/Storage Management and Transfusion.

Standard E14 The facility has established procedures for Anaesthetic Services.

Standard E15 The facility has defined and established procedures of Operation theatre services.

Session-7 : Assessment of Standard E 23: National Health Program

The fifth session of Day 3 was on **Assessment of Standard E 23: National Health Program** taken by Dr. Himanshu Bhushan. He talked about the National Health Program of India.

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

DAY 3

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 eight standards of Quality management were discussed by him in detail. The standards talked about the organizational framework required at the facility for quality improvement. She also talked about Value Stream Mapping and Process Mapping in detail along with 7 basic quality tools.

Session 2: Assessment of Area of Concern F-Infection Control

Dr.Rashmi Wadhwa 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 .She explained how to assess these standards in the facility by giving examples from Public Healthcare domain.

Session 3 : Assessment of Standard E 22 : Family Planning

The third session of Day 3 was on **Assessment of Standard E 22: Family Planning** by Dr Upasana (MoHFW) .

She gave an overview of family planning Programme in India by linking it with the eight areas of concern in the checklist. They also talked in detail about Community based scheme (ASHA), IUCD services and scheme, Sterilization services and scheme, Family planning indemnity scheme and new initiatives under Family Planning. Also briefed about the Family Planning guidelines. The session was concluded by discussing the importance of Family Planning Services for achieving Quality of Care in Public Health Facilities.

Session 4 : Overview of LAQSHYA

The third session of the day was **Overview of LAQSHYA with emphasis on Assessment Standard E17, 18 & E19** by Dr. J N Srivastava. With this background, he 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**

Dr. J N Srivastava discussed all the measuring elements related to these above-mentioned standards. During his session, he also discussed the key issues in Pre-natal, Intra-natal and Post-natal care.

Area of concern –H

The last technical session was delivered by Dr.Sushant Agrawal on 30 Key Performance Indicators & other outcome indicators.

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. Chinmayee Swain. She divided the participants into the groups and gave them instructions regarding the field visit.

DAY 4

Field Visit

On 4th 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-

TEAM	Sl.NO.	Prefix	Name	Department
TEAM-1	1	Dr	A.KANNAN	OPD
	2	Dr	AJITHA AKKINENI	
	3	Dr	DEEPAK DONGRE	
	4	(Lt. Col)Dr	DEEPTI SAHRAN	
	5	Dr	GAJ RAJ SINGH	

TEAM-2	6	Dr	GAURAV CHHABRA	**MATERNITY WARD**
	7	Dr	GURVINDER KAUR	
	8	Dr	IRFAN AHMAD ABBASI	
	9	Dr	JASKARAN SINGH SETHI	
	10	Dr	JASWANT MALL	
TEAM-3	11	Dr	JOSEPH ITTERRA	**ACCIDENT & EMERGENCY**
	12	Dr	K.NIRANJAN REDDY	
	13	Prof (Dr)	KUNAL SAH	
	14	Dr	M. SREEDHAR RAO	
	15	Dr	M.ROOPALATHA	
TEAM-4	16	Dr	MIRZA FAISAL RAHMAN	**RADIOLOGY**
	17	Dr	MOHAMAD REHAN ALAM	
	18	Dr	MOHAN PUSHPINDER SINGH KOHLI	
	19	Dr	N.V.SREEVATHS	
	20	Dr	NAGESH	
TEAM-5	21	Dr	NAZIA SHAHEEN	**LABOUR ROOM**
	22	Ms	NIHAR BHATIA	

	23	Dr	NISHANT KUMAR JAISWAL	
	24	Dr	NIVEDITA	
	25	Dr	PALLAVI ANNARAO REDDY	
TEAM-6	26	Dr	RAAVI SRINIVASARAO	**IPD**
	27	Dr	RAMAKRISHNA DEVAKI	
	28	Dr	RAVINDER NATH BANSAL	
	29	Dr	RENU BHAYANA	
	30	Dr	RITU RAJ SHARMA	

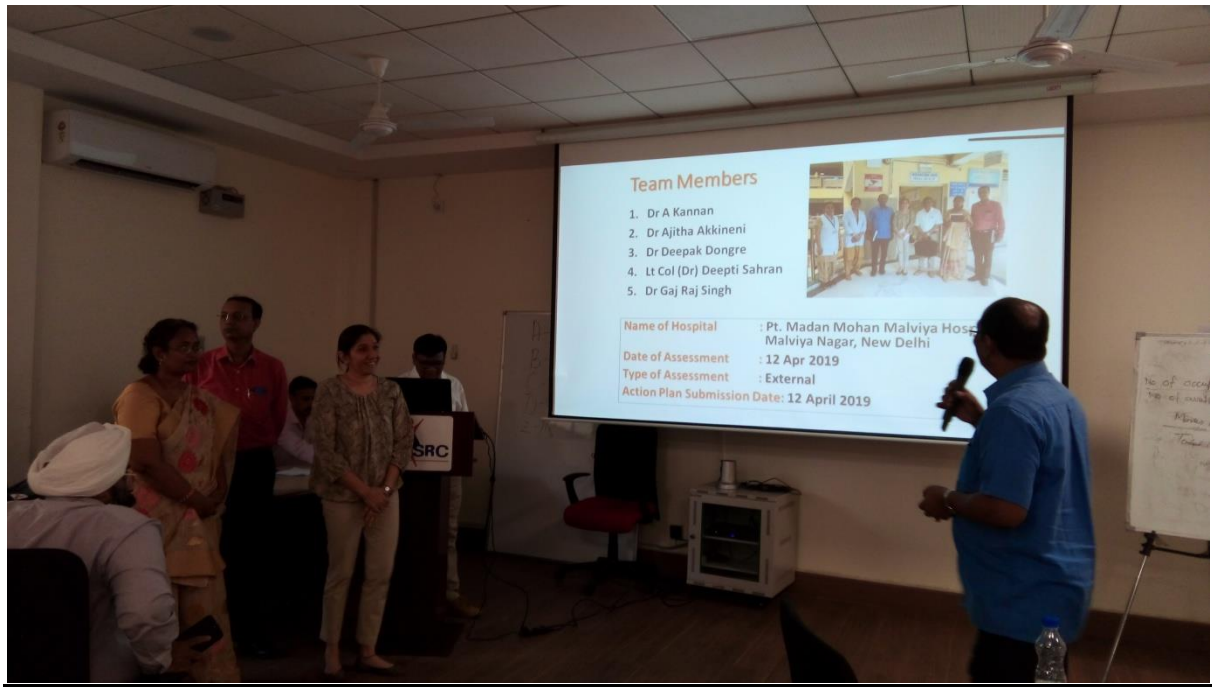
HOSPITAL:2:- Sanjay Gandhi Memorial Hospital, S Block Mangolpuri, New Delhi

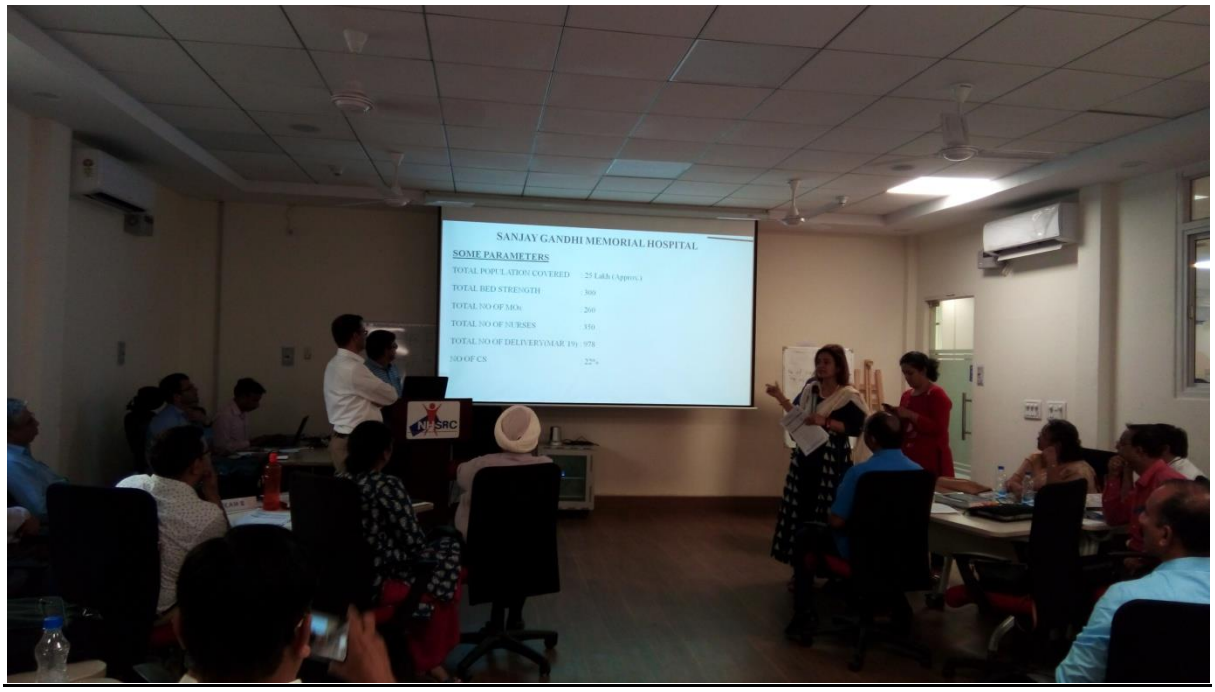
TEAM-7	31	Dr	ROOPASHREE.M.R	**LABORATORY**
	32	Dr	S.SANGEETHA.	
	33	Dr	S.SREELAKSHMI	
	34	Dr	SABIR PATEL	
	35	Dr	SACHIN GUPTA	
TEAM-8	36	Dr	SAMPATHSINGH.S. RANGAWALE	**LABOR ROOM**
	37	Dr	SANJEEV KUMAR	
	38	Dr	SEEMA ALVI	

	39	Dr	SHARATH KUMAR RAO	
	40	Ms	MEENU BHARADWAJ	
TEAM-9	41	Dr	SONIA TRIKHA KHULLAR	**OPERATION THEATER**
	42	Dr	SUNAYAN CHOWDHURY	
	43	Dr	SUNIL KUMAR RAWAT	
	44	Dr	TARUNA JUNEJA	
	45	Dr	TELLA RAJESH PAUL	
TEAM-10	46	Dr	UMESH GUPTA	**OPD**
	47	Dr	V. BALA KRISHNAN	
	48	Dr	VEENA KUMARI	
	49	Dr	VIDYA P V	
	50	Dr	VIVEK GUPTA	
TEAM-11	51	Dr	VIVEK VERMA	**PAED WARD**
	52	Dr	W.INAYAT KABIR	
	53	Mr	SUNIL KUMAR SHARMA	
	54	Dr	SIDHARTH	

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

Presentations on the field visit: - All the eleven 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. Two Team mentors Dr. Sushant & Dr. Arvind were supporting to all the participants during their field visit. Mr.Gulam Rafy & Dr.Arpita Agrawal also extend their support during the field visit.





DAY 5

Session 1: **Standards for Urban Primary Health Centres**

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

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. Sushant Kumar Agarwal, Consultant. 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 six thematic areas under the scheme. In the end, he shared some glimpses of best practices and gains from Kayakalp.

Session 3: 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 internal assessment and external assessment .He talked about the functions of the external assessors; which narrated their role. He also talked about the principles of assessment, which included-

- 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. While ending she talked about the certification rules.

Session 4: Role Play:

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.
- A laboratory technician was very submissive and giving false information to assessment team.
- 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 42 multiple-choice questions, case study & descriptive questions. There were total three 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	4.17
Day-2	3.72
Day-3	4.45
Day-4	4.51
Day-5	4.22
Avg.	**4.214**

Faculty wise feedback Analysis:-

Name	Avg.
Dr.J.N.Srivastava	4.30
Dr.Himanshu Bhusan	3.71
Dr.Parminder Gautam	4.73
Dr.Nikhil prakash	4.09
Dr.Deepika Sharma	4.21
Dr.Sushant Agrawal	3.94
Ms.Vinny Arora	4.15
Dr.Rashmi Wadhwa	3.82
Dr.Arvind Srivastava	4.12
Dr.Chinmayee Swain	4.71
Dr.Sujit Sinha	3.35
Dr.Renu Srivastava	3.69
Dr.Upasana Naik	3.67

	Most liked sessions	Trainer

1	Assessment of Area of Concern 'G' - Quality Management	Dr. Parminder Gautam
2	Assessment of Area of Concern 'F' - Infection Control	Dr. Rashmi Wadhwa
3	Overview of LaQshya-with emphasis on Assessment Standard E17,18 and E19	Dr. J.N Srivastava

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 . <u>Suggestions given by the participants: -</u>

Sl No	SUGGESTIONS TO IMPROVE TRAINING
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 picturess/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
	Suggestions of Participants for any topic inclusion
1	Quality Monitoring along with Excel Activities
2	How to evaluate the General Administration Checklist

External Assessors' Training 2019:
National Quality Assurance Standards for Public Health Facilities
Tuesday, 9th April to Saturday, 13thApril2019
Venue – First Floor Hall, NHSRC

Time	Topic	Resource Person
Day 1 – Tuesday, 9th April 2019		
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 – 9:45 am	Address by PAO	DrUddipanDutta, PAO, NHSRC
9:45 am – 10:00 am	Inaugural address	Dr Dinesh Baswal,DC I/C,MH,MoHFW
10:00 am – 10:30 am	Introduction of participants& Vote of Thanks	Dr Chinmayee Swain
10:30 am – 10:45	**Tea**	
10:45 am-11:30 am	Overview of Public Health Systemand 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 Nikhil Prakash
12.15 pm – 1:30pm	National Quality Assurance Standards	Dr Deepika S
1:30 pm- 2:15 pm	**Lunch**	
2:15 pm – 3:00 pm	Group Activity on Standards	Dr Shivali,DrArpita& Dr Isha Thakur
3:00 pm-4:30 pm	Measurement System and Assessment Protocol	Dr Parminder Gautam
4:30- 4:45	**Tea**	
4:45 pm-5:30 pm	Assessment of Area of Concern 'A (Service Provision) with Group Exercise for Home Work	Dr Sushant Agrawal
Day 2 – Wednesday, 10th April 2019		
9.00 am–9:30 am	Recap	Dr Arpita
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	**Tea**	
11:00 am-11:45 am	Assessment of Area of Concern 'C'- Inputs	Dr Rashmi Wadhwa
11:45 am-12:45 pm	Assessment of Standard E23: National Health Program	Dr Himanshu Bhushan, Advisor, PHA, NHSRC
12:45pm- 1:30pm	Assessment of Area of Concern D- Support Services	Dr Arvind Srivastava
1.30 pm-2:15 pm	**Lunch**	
2.15 pm-3:00 pm	Assessment of Area of Concern E 'General Clinical Services E1- E9	Dr Nikhil Prakash

3:00 pm-4:00 pm	Assessment of Area of Concern E Standard E10-E15	Dr Sujeet Sinha
4:00 pm-4:15 pm	**Tea**	
4:15pm-5:15 pm	Assessment of Standard E20: New born, child health services and Pediatric care	Dr Renu Srivastava
5:15pm -5:30 pm	Overview of Gunak Application and its use	Dr Deepika S
Day 3 – Thursday,11thApril 2019		
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	**Tea**	
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	Dr Rashmi Wadhwa
12:30pm –1:30 pm	Case Study on Area of Concern D	Dr Rashmi Wadhwa
1:30 pm -2:00 pm	**Lunch**	
2:00 pm-3:00 pm	Assessment of Standard E22: Family Planning	Dr Upasana Naik(Consultant,Family planning team
3:00 pm – 4:00 pm	Overview of LAQSHYA – with emphasis on Assessment Standard E17,18 and E19	Dr J N Srivastava
4:00 pm-4:15 pm	**Tea**	
4:15 pm -5:30 pm	Area of Concern H: Outcome	Dr Sushant Agrawal
5:30 pm- 6:00 pm	Assessment Team formation and Instructions for Field Visit	Dr Chinmayee Swain
Day 4 – Friday , 12thApril 2019		
9.00 am -1.00 pm	Field Visit	
1:00 pm-2.00 pm	**Lunch**	
2.00 pm-3.00 pm	Analysis & Scoring	Group Work
3.00 pm-4.00 pm	Presentations & Discussions	Group Work
4.00 pm-4.30 pm	**Tea**	
4.30 pm-5.30 pm	Presentations & Discussions	Group Work
Day 5 – Saturday, 13th April 2019		
9:00 am-10:00 am	Standards for Primary Health Centres, Urban PHC and CHC	Dr Deepika S
10:00 am-10:15 am	**Tea**	
10:15 am – 11:15 am	Kayakalp – Rejuvenation of Public Healthcare facilities	Dr Sushant Aggarwal
11.15 am – 12:15 pm	Operational issues & Post assessment Protocols under Certification Process	Ms. Vinny Arora
12:15 -1:00 pm	Role play on operational issues under Certification process	Dr Parminder Gautam
1:00 pm-1:30 pm	**Lunch**	

1:30 pm- 4:00 pm	Post Training Evaluation
4:00 pm-4:15 pm	**Tea**
4:15 pm-5:00 pm	Feedback & Valedictory

Name of the Participants

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Name of Participants for Re-Examination:-

1	Dr.	PREETI SINHA
2	Dr.	SUGUNA
3	Dr.	RAJESH PATEL
4	Dr.	NARAYAN PAI
5	Dr.	TARAVI PRATIK VIJAY
6	Mr.	DINESH
7	Dr.	V.BHARATI

8	Dr.	ANURAG MITTAL
9	Dr.	MEENA MITTAL
10	Dr.	SUNIL KUMAR SHARMA
11	Dr.	GANGADHAR PARANGE

LIST OF THE QUALIFIED PARTICIPANTS OF EXTERNAL ASSESSORS TRAINING-9th APRIL TO 13th APRIL ,2019

SL NO.	NAME
1	DR ANURAG MITTAL
2	Dr DEEPAK DONGRE
3	(Lt. Col)DR DEEPTI SAHRAN
4	DR DEVENDER SINGH NEGI
5	DR GURVINDER KAUR
6	DR IRFAN AHMAD ABBASI
7	DR JASKARAN SINGH SETHI
8	DR JASWANT MALL
9	DR JAYESH PATEL
10	PROF (DR) KUNAL SAH
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12	DR M.ROOPALATHA
13	DR MEENA MITTAL
14	MS. MEENU BHARADWAJ
15	DR MIRZA FAISAL RAHMAN
16	DR MOHAN PUSHPINDER SINGH KOHLI

17	DR NAGESHWAR RAO
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20	MS. NIHAR BHATIA
21	DR NISHANT KUMAR JAISWAL
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34	DR SIDHARTH
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