

# **INTERNAL ASSESSORS TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS.**

**18TH TO 19TH MAY 2015 SHIMLA**

**DR. PARMINDER GAUTAM**

**Conducted by:**

**National Health System Resource Centre  
in collaboration with National Health Mission, Himachal Pradesh.**



**TRAINING REPORT: INTERNAL ASSESSOR'S TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS**

**TRAINING COORDINATOR:** Dr PARMINDER GAUTAM (Sr. Consultant, NHSRC, New Delhi)  
Dr.ALKA GUPTA(Nodal officer for QA Himachal Pradesh)

**DATE OF TRAINING:** 18<sup>TH</sup> TO 19<sup>TH</sup> MAY 2015

**PLACE OF TRAINING:** State Institute of Health and Family Welfare, Parimahal, Shimla, Himachal Pradesh.

**PARTICIPANTS OF TRAINING:** Total no. 34

**OVERVIEW:**

2-days Internal Assessor training was conducted in state of Himachal Pradesh by National Health System Resource centre) in collaboration with National Health Mission (NHM) Himachal Pradesh from 18<sup>th</sup> to 19<sup>th</sup> May, 2015.

Main objective of the training was to provide an overview of National Quality Assurance Standards as well as to develop state internal Assessor for the NQAS program. To fulfil the main objective state nominated 34 participants for the training which include SMOs, MOs, Faculty from Indira Gandhi Medical College Shimla and Dr.Rajendra Prasad Government Medical College, Tanda, State Nodal officer for QA, , Pathologist, Pediatrician, Microbiologist, Medical Specialist, District Family Welfare Officers, and District Program Officers.

Training started with inaugural Key note by Principal, SiHFW, who discuss about importance of the Quality in Healthcare system & assure participants about state support for Quality assurance in state. 2 day training was spread in to 10 Topics & 4 exercises for Hands on experience about various methodologies of the assessment.

Training was followed by Post training evaluation, which is attended by 34 participants. Post training evaluation contain open book exam with Question paper having 42 multiple-choice Questions. Maximum Marks for Question paper is 40. Passing marks for exam was 60%. Out of **34 participants 32 has passed, and Two of them failed to clear the the internal Assessor Exam**

Training program have inbuilt training course evaluation system, where training feedback form is provided to each participant. Feedback of participants has been analyzed on 5 point scale. **Overall score for training program was 4.11 on a Five-point scale.**

## Training Agenda:

### Session Brief

Topic	Session Brief
<b>Day -1 (18-05--2015)</b>	
<b>Overview of National Quality Assurance Program and Measurement system and Assessment Protocols</b>	Session covers concepts of Quality, discussion about various definitions of Quality, Development of National Quality Assurance Standards & their implementation framework at state & district level, Key features of NQAP and NQAS, Measurement system of National Quality Assurance standards. Elaboration of 8 Area of Concerns, Standards, Measurable Elements & checkpoints. It also cover overview about scoring & their methodology. A detailed discussion about 18 checklists of District Hospital Level.
<b>Standards for Service Provision , Patient Rights &amp; Inputs</b>	Session cover an elaborative discussion about first 3 area of concern i.e. Service Provision, Patient rights & Input. It includes thorough understanding about availability of services & discussion on patient rights. It includes availability of infrastructure, human resource and their training, competencies & also availability of consumables & drugs.
<b>Case study</b>	Case Study of Labour room is given to participants for better understanding of scoring system as well as hands on experience about assessment. Individually all participants had worked upon case study followed by formulation of score card for Area of Concern A, B & C. Followed by thorough discussion about all the checkpoints
<b>Standards for General Clinical Services</b>	Session include importance of clinical services as well as discussion on 9 standards of Clinical services which includes assessment of Quality of registration, admission, consultation services, assessment & reassessment of in patients, their care during transfer & referral. It also include discussion about nursing care, drug administration, patient record maintenance and discharge process etc.

<b>Standards for Support Services</b>	Session Include importance of support services in public healthcare facilities as well as detailed discussion on 12 standards of Support services. It also include detailed discussion on Maintenance of equipments, calibration, inventory management, dietary services, Laundry services, Security services, Community participation, financial management, contract management & Statutory requirement etc.
<b>Group Activity</b>	Group activity is about identification of Standards & their area of concern. During Exercise one key word is given to each participant & they have to identify in which area of concern & standard it falls.
<b>Day -2 (19-05-2015)</b>	
<b>Standards for Specific &amp; RMNCHA Services</b>	Session include discussion about Assessment of quality of specific clinical services like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank as well as end of life care. It also include discussion on RMNCHA services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services
<b>Standards for Infection Control</b>	Session includes detailed discussion about standards precautions as well as infection control committee. It includes elaborative details on how to assess the infection control practices at public health care facilities
<b>Standards for Quality Management</b>	Session include discussion on 8 standards of Quality Management system. It also include how to assess Quality policy, objective, SOP, PSS, process mapping etc
<b>Key Performance Indicators</b>	Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI at facility, district & state level
<b>Roadmap for Quality Assurance</b>	Session include compilation of all standards & step need to take for assessment as well as guideline for implementation after gap finding. It also include guidance about activities that can be started at facility along with assessment process.
<b>Post Training Evaluation</b>	At last Post training Evaluation of participants has been conducted. Post training evolution contain 40 Multiple choice

Questions. Participants are allowed to use their notes & assessment guidebook for answering question paper.

## TRAINING FEEDBACK EVALUATION

S.NO	SESSION DETAILS	AVERAGE SCORE
	OVERVIEW OF NATIONAL QA PROGRAM & STANDARDS. (DR. P.G)	<b>4.31</b>
	AREA OF CONCERN A, B, & C (DR. D.S)	<b>4.06</b>
	CASE STURY (LABOUR ROOM)	<b>4.06</b>
	GENERAL CLINICAL SERVICES (DR. S.A.)	<b>4.00</b>
	GROUP ACTIVITY	<b>4.09</b>
	SPECIFIC CLINICAL SERVICES &RMNCH+A (DR. P.G)	<b>4.20</b>
	SUPPORT SERVICES (DR. S.A.)	<b>3.97</b>
	INFECTION CONTROL (DR. D.S.)	<b>4.09</b>
	KPI (DR. S.A.)	<b>3.94</b>
	QUALITY MANAGEMENT & ROAD MAP (DR. P.G.)	<b>4.23</b>
	KAYAKALP ASSESSMENT (DR. P.G.)	<b>4.26</b>
	<b>AVERAGE</b>	<b>4.11</b>

**DETAILS OF PARTICIPANTS APPEARED IN INTERNAL ASSESSOR EXAM WITH RESULT**

**RESULTS OF FIRST INTERNAL ASSESSOR TRAINING-HIM**

**18 TO 19 MAY AT SIHFW, PARI MAHAL, SHIMLA, HP**

S. N o.	Name of Participant	Name of Facility	Designation	Contact number	Marks obtained	Result	Email ID
1	Dr. Arun Kumar Negi	Reginal Hospital Reckong Peo	Medical Officer	8894087927	26	Pass	<a href="mailto:drarunkumarnegi23@gmail.com">drarunkumarnegi23@gmail.com</a>
2	Dr. Ramesh Chauhan	RH Hamirpur	SMO	9418058018	25	Pass	<a href="mailto:dr.rameshchauhan72@gmail.com">dr.rameshchauhan72@gmail.com</a>
3	Dr. Anuradha Sharma	Zonal Hospital Mandi	Medical Officer	9418158247	31	Pass	<a href="mailto:anuradha.uanaby@gmail.com">anuradha.uanaby@gmail.com</a>
4	Dr. Jivanand Chauhan	DH Biraspur	BMO	9418056973	31	Pass	<a href="mailto:jivanand.chauhan1@gmail.com">jivanand.chauhan1@gmail.com</a>
5	Dr. Jagroop Singh	RH Bilaspur	M O (Anesthesia)	9418042843	32	Pass	<a href="mailto:jagroopdoc@gmail.com">jagroopdoc@gmail.com</a>
6	Dr. Puneet Mahajan	IGMC shimla	Assoc. Prof. (Shimla)	9418151939	31	Pass	<a href="mailto:puneetdr1@gmail.com">puneetdr1@gmail.com</a>
7	Dr. Tilak Bhagra	Zonal Hospital Dharamshala	Radiologist	8894325870	34	Pass	<a href="mailto:drbhagratilak@gmail.com">drbhagratilak@gmail.com</a>
8	Dr. Ashish Chaba	RH Kullu	Medical Officer (Surgery)	9418013160	31	Pass	<a href="mailto:dr.ashishchaba@gmail.com">dr.ashishchaba@gmail.com</a>
9	Dr. Surender Singh		Medical Officer	9418011027	29	Pass	<a href="mailto:dr giamzo@gmail.com">dr giamzo@gmail.com</a>
10	Dr. Praveen Kr Sharma		Medical Officer	9418470907	26	Pass	<a href="mailto:bunty70907@gmail.com">bunty70907@gmail.com</a>
11	Dr. Alka Gupta	National Health Mission	SPO (QA)	81418058280	28	Pass	-
12	Dr. S.S.Negi	RH Ripeo	DPO	9418461072	33	Pass	<a href="mailto:mohkunnour@gmail.com">mohkunnour@gmail.com</a>
13	Dr. Lalita Negi	IGMC Shimla	Assistant Professor	9418460840	23	Fail	<a href="mailto:lalitanegi@gmail.com">lalitanegi@gmail.com</a>
14	Dr. Rita Mittal	IGMC Shimla	Associate Professor	9418067055	28	Pass	<a href="mailto:mittledrrita@gmail.com">mittledrrita@gmail.com</a>

15	Dr. Jalam Singh	DH Chamba	DPO	9418247979	31	Pass	-
16	Dr. Bharat Bhushan Katoch	Zonal Hospital Dharamshala	Sr. Medical Superintendent	9418073786	29	Pass	<a href="mailto:bharatkatoch6@gmail.com">bharatkatoch6@gmail.com</a>
17	Dr. Suman Singh	RPGMC Tanda	Assistant Professor (Path)	9418310253	32	Pass	<a href="mailto:csuman9@gmail.com">csuman9@gmail.com</a>
18	Dr. Dandub Gialchhen Negi	RH R Peo, Kinnaur	SMO	9459128347	32	Pass	<a href="mailto:smorecongpeo@gmail.com">smorecongpeo@gmail.com</a>
19	Dr. Satish Sharma		Paediatrician	9418453909	32	Pass	<a href="mailto:dr.satish16@gmail.com">dr.satish16@gmail.com</a>
20	Dr. Anjali Mahajan		Assistant Professor	9418485312	31	Pass	<a href="mailto:anj311@gmail.com">anj311@gmail.com</a>
21	Dr. Ekta Dogra		DPO -II	9805764160	33	Pass	<a href="mailto:ldograckta@gmail.com">ldograckta@gmail.com</a>
22	Dr. Vinay Kumar	RH Nahan	Medical Officer	9418087764	30	Pass	<a href="mailto:drvimyguptanhm@yahoo.com">drvimyguptanhm@yahoo.com</a>
23	Dr. Resham Singh		Medical Officer	9418450769	25	Pass	-
24	Dr. Shrikant Chavan	RH Nahan	DPO	9418497197	34	Pass	<a href="mailto:chavanshrikant12@gmail.com">chavanshrikant12@gmail.com</a>
25	Dr. Sita Thakur	DR. R.P.Govt. Medical College	Professor OBG	9418091512	32	Pass	<a href="mailto:sitathakur02@gmail.com">sitathakur02@gmail.com</a>
26	Dr. R.S.Rana	Kangra	MOH	9418085966	32	Pass	<a href="mailto:ranaravinder321@gmail.com">ranaravinder321@gmail.com</a>
27	Dr. Shruti Sharma	DDU Shimla	Distt. Family Welfare Officer, Shimla	8351016373	36	Pass	<a href="mailto:shrutichail@gmail.com">shrutichail@gmail.com</a>
28	Dr. K.S.Malhotra	NSCB ZH Mandi	Medical Superintendent	9459551185	27	Pass	-
29	Dr. Praveen Kumar	ZH Mandi	DPO	9418014788	33	Pass	<a href="mailto:drpraveen69@yahoo.com">drpraveen69@yahoo.com</a>
30	Dr. Rattan Mahesh Negi	DDU Shimla	GDMO-II	9805994923	31	Pass	<a href="mailto:dr.rattannegi@gmail.com">dr.rattannegi@gmail.com</a>
31	Dr. Madan Lal Bhandhu	RH Kullu	SMO	9418471588	31	Pass	<a href="mailto:madanbandhu@yahoo.co.in">madanbandhu@yahoo.co.in</a>

3 2	Dr. Pradeep Bansal	RPGMC Tanda	Professor	94184711 00	32	Pass	<a href="mailto:pbansalpsm@gmail.com">pbansalpsm@gmail.com</a>
3 3	Dr. Ashok Kumar Daroch	RH UNA	SMO	94180095 12	22	Fail	<a href="mailto:drashokkumar0027@gmail.com">drashokkumar0027@gmail.com</a>
3 4	Dr. Nikhil	DH UNA	Medical Officer	98054112 34	29	Pass	<a href="mailto:nikhilsahore63@yahoo.co.in">nikhilsahore63@yahoo.co.in</a>