

**Chandigarh Internal Assessor Training on National Quality Assurance Standards**

**31<sup>st</sup> March - 1<sup>st</sup> April 2015**



**Conducted by:**  
**National Health System Resource Centre in collaboration with NHM, UT Chandigarh**

**TRAINING COORDINATOR:** Mr. Jagjeet Singh (Consultant, NHSRC, New Delhi)  
Dr. Nitin Arora (Consultant QA, NHM, Chandigarh)

**DATE OF TRAINING:** 31<sup>st</sup> March – 1<sup>st</sup> April 2015

**PLACE OF TRAINING:** District Hospital Conference hall, UT Chandigarh

**PARTICIPANTS OF TRAINING:** Total no. 27 (*List attached in Annexure I*)

**COURSE OVERVIEW:** The course schedule (*Attached in Annexure II*)

**OBJECTIVES OF TRAINING:**

The specific objectives of the Training programme were: -

- A) To set up pool of Internal Assessors for state of Jharkhand.
- B) To equip assessors with knowledge of key concepts, tools and methodologies of National quality assurance standards.
- C) Provide skill to assessors to independently assess different area of concern, measurable elements & checklist
- D) To develop skills and acumen to carry out internal evaluation as well as assessment of hospitals.

**BACKGROUND**

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

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

Two day internal assessor training is mandated for assessors who will periodically assessed their facilities covering all critical departments and action plan would be prepared on observed non conformities.

Main aim of training is to provide complete understanding of standards, their sub components, & scoring methodology to aspiring Internal Assessors.

There is fixed curriculum for the training extended up to period of two days, followed by written evaluation of aspiring Internal Assessor. In evaluation, if trainer would be able to score minimum 60 % of marks, than he/she will be awarded with Internal Assessor Certification for NQAS & eligible as an empanelled Internal Assessor for the State.

## **EXECUTIVE SERVICE**

1<sup>st</sup> Internal Assessor training was conducted by NHSRC in collaboration with NHM, UT Chandigarh from 31<sup>st</sup> March to 1<sup>st</sup> April 2015 at District Hospital Conference hall, UT Chandigarh.

The aim of training was to strengthen assessor's knowledge of key concepts, tools, and methodologies for assessment of National Quality assurance Standards. Course curriculum for training was prepared by the NHSRC and was duly syndicated with state. Participants were from diverse background including Deputy Directors, HODs, Medical Officer's and Program officers.

The participants were given-

1. A copy of Operational Guideline for National Quality Assurance in public health care.
2. A copy of Assessor's guidebook for District Hospital.(Volume1 & Volume 2)
3. A Bag with writing pad and pen.
4. Instruction's for Participant about "Internal Assessor's Training.
5. Hard copy of Exercises and material wherever required during training.

Dynamic Training tools like Group discussions; Interactions, individual work etc. has been used to facilitate focused learning and keep the interest of the audience alive.

The programme had 13 Sessions, spread over a period of two day.

Feedback from the participants was taken and the report contains analysis and suggestions given by the participants.

Training was started with welcome speech from Dr. Soma Rani [Deputy Director (QA), NHM, UT Chandigarh] followed by presentation from Dr. Nikhil Prakash (Senior Consultant- QI, NHRSC).

The overall rating of the programme in feedback was excellent with an overall score of **2.93** on a 4 point scale.

## DAYWISE SUMMARY OF THE PRESENTATIONS

### DAY 1

In the first presentation of the training **Dr. Nikhil Prakash, (Senior Consultant, QI, NHSRC)** gave an **Overview of National Quality Assurance Program**. He started with his session with the concepts of Quality and explained various definition and dimension of Quality. He also discussed about the existing models of quality like NABH, ISO, IPHS etc and there implication on public health. He emphasized on need of Pro- Public Health quality model which give flexibility to the states to customize, sustainable and scalable, low cost of implementation. He introduced national quality assurance program and briefly explained eight key features of QA program namely –

1. Unified organizational framework
2. Quality assurance standards
3. Continual assessment and scoring
4. Assessment Methodology
5. Training and Capacity building
6. Inbuilt quality improvement model
7. Certification at state and national level
8. Incentives and sustenance

The next session started by **Dr. Sushant Agarwal (Consultant, QI, NHSRC)**. She explained about measurement system of **NQAS** and the relationship between the areas of concern – Standard - measurable element - Checkpoint and approaches for assessment. Participants were explained about the scoring patterns and the method to obtain the cumulative hospital score card. This helped the participants to acquaint themselves with the newly introduced National Quality Assurance standards.

The next session started by **Dr. Nikhil Prakash (Senior Consultant, QI, NHSRC)**, he explained about the **1<sup>st</sup> area of concern “Service Provision”**. During the session participants were given a detailed explanation about all the standards of Area of Concern service provision which include curative service, RMNCH+A services, Support Services, National Health Program, diagnostic services & services as per community needs. Participants were given details about the availability of services at facility as per state norms /IPHS.

Dr. Nikhil continued his presentation with **Area of Concern B & C “Assessment of Patient Rights & Inputs ”**. In his presentation he explained

about the patient rights which explain about accessibility of services along with their availability & services provided in dignified manner for its acceptance by clients (patients). He continued his presentation with “**Area of Concern C - Inputs**” and explained about infrastructure availability & adequacy, physical safety, fire safety, HR availability & their training requirement & availability of equipments & instruments.

Followed by this session **Dr. Jagjeet Singh (Consultant, QI, NHSRC)** distributed **case study on labour room** as an exercise for participants. In this exercise one sheet of paper was distributed to all participants, which was about the observation of assessment done by assessor. All participants were instructed to fill the checklist of Labour Room from area of concern A to C. This exercise worked as a breather for the participants.

Based upon the score generated by the participants Dr. Jagjeet explained how this scoring can be done in excel sheet. He also explained about the methodology of Hospital wise scoring, Department wise scoring and Area of concern wise scoring.

The last session of the day was started by **Dr. A K Dutta (Short Term Consultant, QI, NHSRC)** and discussed about **Area of Concern E Clinical services**. This session only includes standards E1 to E9 i.e General Clinical services standards. He explained about admission, consultation & discharge processes of hospital, other than that it include standards for clinical assessment & reassessment, continuity of care, nursing processes, identification of high risk & vulnerable patients, use of STGs, drug administration & record maintenance. Participants were encouraged to discuss day to day challenges faced by them in improving the quality of clinical services.

They covered Specific clinical services like ICU, Accident and Emergency department of the Hospital. Dr. Dutta also explained best practices and quality standards as per NQAS for both of these departments.

Dr. A K Dutta explained standards related to laboratory and blood banks. He explained about the pre- analytic, analytic and post analytic standards for lab services. He continued his presentation with standards for RMNCH+A services and explained about the Quality of ANC services, labour room protocol etc during this session.

## DAY-2

Day 2 was initiated with a brief recap of all the sessions of Day 1 by Dr. Sushant. Participants were encouraged to talk about their understanding from day-1.

First Session of the day was started by **Ms Surbhi Sharma**. She presented on **Area of Concern D- Support services**. Participants were given a snapshot of 12 standards and the concerning measurable elements. Ms Surbhi related real life situations faced by staff working in support services of the hospital and encouraged the participants to share their comments.

Session followed on **Area of Concern F - Infection Control by Ms Richa Sharma**. All the six standards related to infection control namely infection control program, Hand Hygiene practices, use of Personal protective equipments, processing of equipment and instruments ,Physical layout and environmental control of the patient care areas & Bio medical waste management were explained. He demonstrated six steps of Hand washing and discussed practical issues related to infection control during his session.

After this session **Dr. Jagjeet Singh (Consultant, QI, NHSRC)** presented on **“Key Performance Indicators”**. Participants were explained about all the 30 indicators mentioned in the operational guidelines and were given examples to calculate each indicator. This session was very participative as it engaged all the participants for exercise.

Next session was started by **Dr. Sushant Agarwal (Consultant, QI, NHSRC)** about presentation on **Area of Concern G “Quality Management System**. During the session participants were given a holistic view about PDCA cycle. All eight standards of quality management i.e. G1 to G 8 were discussed.

Last session of the day was taken by **Dr. Sushant Agarwal** on **“Road Map for Quality Assurance”**.

After completion participants were given question paper with 42 multiple choice questions. 3 set of question paper were prepared for evaluation.

## **PARTICIPANT FEEDBACK**

Following examination feedback was taken from participants. Evaluation of participant feedback is taken on 4 point scale. Analysis of Participant feedback is attached in *Annexure III*. Overall Average scoring was **2.93** of **out of 4**.

### **MOST LIKED SESSIONS WERE:**

<b>Name of Session &amp; Presenter</b>	<b>Score</b>
STANDARDS FOR INFECTION CONTROL MS RICHA SHARMA	3.35
EXERCISE GAP ANALYSIS AND ACTION PLANNING MS RICHA SHARMA	3.14
ROAD MAP FOR QUALITY ASSURANCE DR. SUSHANT AGARWAL	3.11
STANDARDS FOR SUPPORT SERVICES MS SURBHI SHARMA	3.04
STANDARD FOR QUALITY MANAGEMENT DR. SUSHANT AGARWAL	3.00

### **SUGGESTIONS TO IMPROVE THE TRAINING**

1. Field visits.
2. More training days.

***Annexure I***

<b>List of Participants for IA-Training UT Chandigarh</b>			
S.No.	Name of Participant	Name of Facility	Designation
1	Dr. Kulbir S Bal		SMO
2	Dr. Nitin Arora	GMSH - 16, UT Chandigarh	Consultant (QA)
3	Mr. Sanjeev Puri		Pharmacist
4	Dr. Gopal Bhardwaj	GMSH - 16, UT Chandigarh	HOD Medicine
5	Dr. Narendra Goswami		Consultant
6	Dr. Karam Singh		Medical Officer
7	Mr. Rajiv Kumar		Pharmacist
8	Dr. Sandeep Tandon		Programme Officer, NIDDCP
9	Dr. Sarita Mehra	Civil Hospital Manimajra	MOIC Gyna. & Obs.
10	Dr. Sadbhavna Pandit		Senior Medical Officer In charge
11	Dr. Asha Sharma		SMO
12	Dr. Rama Singh		MO
13	Dr. Jaishree Seshan	Civil Hospital Manimajra	MO (Pediatrics)
14	Mr. Manisha Arora		Senior Dietician
15	Dr. Pushpinder Kaur Chahal	GMSH - 16, UT Chandigarh	I/C, HOD Dental Department
16	Dr. Param Jyoti		P.O, RBSK/ RSKS
17	Dr. Charru Singla		MO I/C Anesthesia
18	Dr. Simrat Kaur		MO Skin
19	Dr. Anil Garg		Assistant Director



			Malaria & State Surveillance Officer
20	Mr. Rajiv Khaneja		STO (RNTCP)
21	Dr. Sukhdev Singh	GMSH - 16, UT Chandigarh	SMO ENT
22	E.P. Satheesh Kumar	GMSH - 16, UT Chandigarh	Senior O.T Supervisor
23	Dr. Anoop Jeeu		MO Orthopedics
24	Dr. Kawal Jeet Singh Sandha		MO Pathology
25	Dr. Manju Behl		P.O, RCH
26	Dr. Bandana Pandey		SMO Laboratory
27	Mr. Anmol Ratian		Pharmacist

***Annexure II***

**Internal Assessor's Training on National Quality Assurance Standards  
Chandigarh.**

<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
10:00A M-10:30 AM	<b>Registration</b>	
10:30A M - 11:00 AM	<b>Inaugural Address MD NHM</b>	
11: 00AM - 11:15 AM	<b>Tea</b>	
11.15- 12.00 AM	<b>Overview of National Quality Assurance Program</b>	<b>Dr. Nikhil Prakash</b>
12.00- 12.45	<b>Measurement System for Quality Assurance &amp; Assessment Protocol</b>	<b>Dr. Sushant Agarwal</b>
12.45 PM-1.30 PM	<b>Standards for Service Provision , Patient Rights &amp; Inputs</b>	<b>Dr. Nikhil Prakash</b>
1.30 PM -2.15 PM	<b>Lunch</b>	
2.15 PM -3.15 PM	<b>Case Study 1</b>	<b>Dr. Jagjeet Singh</b>
3.15PM -4.00	<b>Standards for Clinical Services</b>	<b>Dr. A. K. Dutta</b>

PM		
4.00-4.15	<b>Tea</b>	
4.15 PM - 4.45 PM	<b>Standards for Clinical Services (Specific &amp; RMNCHA)</b>	<b>Dr. A. K. Dutta</b>
4.45-5.30	<b>Group Activity- Identifying Standards</b>	<b>Dr. Jagjeet Singh</b>
<b>Day-2</b>		
9.30 AM - 9.40 AM	<b>Recap</b>	
9.40 AM - 10.45 AM	<b>Standards for Support Services</b>	<b>Ms Surbhi Sharma</b>
10.45 AM - 11.00 AM	<b>Tea</b>	
11.00 AM - 11.45 PM	<b>Standards for Infection Control</b>	<b>Ms Richa Sharma</b>
11.45 PM - 12.30 PM	<b>Standards for Quality Management</b>	<b>Dr. Sushant Agarwal</b>
12.30 PM - 1.15 PM	<b>Key Performance Indicators</b>	<b>Dr. Jagjeet Singh</b>
1.15 PM - 2.00 PM	<b>Lunch</b>	
2.00 PM - 2.45	<b>Exercise Gap analysis &amp; Action</b>	<b>Ms Richa Sharma</b>

PM	<b>Planning</b>	
2.45 PM -3.30 PM	<b>Roadmap for Quality Assurance</b>	<b>Dr. Sushant Agarwal</b>
3.30 PM -3.45PM	<b>Tea</b>	
3.45 PM -4.45 PM	<b>Post Training Evaluation</b>	
4.45 PM - 5.15PM	<b>Feedback &amp; Valedictory</b>	

<b>Annexure-III</b>	
<b>Internal Assessor Training, UT Chandigarh Participant Feedback Evaluation</b>	
<b>Topic</b>	<b>Average</b>
Overview of National Quality Assurance Program Dr. Nikhil Prakash	<b>2.80</b>
Measurement System for Quality Assurance & Assessment Protocol Dr. Sushant Agarwal	<b>2.80</b>
Standards for Service Provision, Patient Rights and Inputs Dr. Nikhil Prakash	<b>2.77</b>
Case Studies Dr. Jagjeet Singh	<b>2.86</b>
Standards for General Clinical Services Dr. A. K. Dutta	<b>2.83</b>
Standards for Specific Clinical Services Dr. A. K. Dutta	<b>2.83</b>
Standards for RMNCH+A Dr. A. K. Dutta	<b>2.68</b>

Standards for Support Services Ms Surbhi Sharma	<b>3.04</b>
Standards for Infection Control Ms Richa Sharma	<b>3.35</b>
Standards for Quality Management Dr. Sushant Agarwal	<b>3.00</b>
Key Performance Indicators Dr. Jagjeet Singh	<b>2.91</b>
Exercise Gap Analysis and Action Planning Ms Richa Sharma	<b>3.14</b>
Road Map for Quality Assurance Dr. Sushant Agarwal	<b>3.11</b>
<b>Overall Average</b>	<b>2.93</b>