

Jharkhand Internal Assessor Training on National Quality Assurance Standards

12th-13th January 2015



Conducted by:
National Health System Resource Centre in collaboration with NHM, Jharkhand

TRAINING COORDINATOR: Mr. Jagjeet Singh (Consultant, NHSRC, New Delhi)
Mr. Kedar Nath Verma (Consultant QA, NHM, Jharkhand)

DATE OF TRAINING: 12th – 13th January 2015

PLACE OF TRAINING: Institute of Public Health (IPH) Ranchi

PARTICIPANTS OF TRAINING: Total no. 37 (*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

1st Internal Assessor training was conducted by NHSRC in collaboration with NHM, Jharkhand from 12th January to 13th January 2015 at Institute of Public Health (IPH) Ranchi, Jharkhand.

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 Superintendents, Medical Officer's and Hospital Managers from 24 districts of Jharkhand.

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. Tunul Hemrom [Deputy Director (QA), NHM, Jharkhand] followed by presentation from Dr. J N Srivastava (Advisor- QI, NHRSC).

The overall rating of the programme in feedback was excellent with an overall score of **3.17** on a 4 point scale.

DAYWISE SUMMARY OF THE PRESENTATIONS

DAY 1

In the first presentation of the training **Dr. J N Srivastava, (Advisor, 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. Deepika Sharma (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 **1st 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. Nikhil & 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.

Followed by this, **Dr. Deepika Sharma (Consultant, QI, NHSRC)** 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.

The last session of the day was started by **Dr. J N Srivastava (Advisor, 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.

DAY-2

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

First session of the day was started by **Dr. Nikhil Prakash (Senior Consultant, QI, NHSRC)** about **Area of concern E “Clinical Services”** (Specific & RMNCHA). They covered Specific clinical services like ICU, Accident and Emergency department of the Hospital. Dr. Nikhil also explained best practices and quality standards as per NQAS for both of these departments.

Dr. Nikhil 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.

Session was followed by **Dr. Deepika Sharma** Presentation on **Area of Concern F - Infection Control**. 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. Deepika Sharma (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. Deepika Sharma** 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 **3.17** of **out of 4**.

MOST LIKED SESSIONS WERE:

Name of Session & Presenter	Score
STANDARDS FOR GENERAL CLINICAL SERVICES DR J N Srivastava	3.27
STANDARDS FOR SPECIFIC CLINICAL SERVICES DR. NIKHIL PRAKASH	3.23
STANDARDS FOR INFECTION CONTROL DR. DEEPIKA SHARMA	3.23
ROAD MAP FOR QUALITY ASSURANCE DR. NIKHIL PRAKASH	3.22
STANDARD FOR SERVICE PROVISION, PATIENT RIGHTS & INPUTS DR. NIKHIL PRAKASH	3.12

SUGGESTIONS TO IMPROVE THE TRAINING

1. Real time case study would be more meaningful.
2. More training days.

Annexure I

List of Participants for IA-Training Jharkhand			
S.No.	Name of Participant	Name of Facility	Designation
1	Md. Shahnawaz		HM
2	Dr. Sahir Pall	DH, East Singhbhum	District Surveillance Officer
3	Dr. Manish Kumar Sinha	DH, Pakur	DRCHO (Nominated)
4	Ms. Jaya Reshma Xaxa	DH, Latehar	DPM
5	Mr. Sudip Kumar Kisku		HM
6	Dr. Lakhan Soren	DH, Dumka	MO
7	Dr. Capt.Shesh Narayan Jha	DH, Lohardaga	ACMO
8	Mr. Atindra Upadhyay	DH, Ramgarh	HM
9	Ms. Mamta Sahu		Junior Nursing Tutor
10	Ms. Madhumita Prabha		RCQA
11	Ms. Kanan Bala Tirky		DPM
12	Ms. Sinny Ravi		Junior Nursing Tutor
13	Ms. Shanti Lata Purti		Nursing Tutor
14	Mr. Kedar Nath Gupta	DH, Ranchi	Quality Consultant
15	Mr. Murshid		HM
16	Ms. Niraj Kujur	DH, Ranchi	Nursing Tutor
17	Ms. Chandmani Purty		Sister Tutor
18	Md. Azmat Azeem		District Epidemiologist
19	Mr. Jiren.S. Kandulna		HM
20	Mr. Chandra Sekhar		HM

	Mahato		
21	Dr. Bandevi Jha		MO
22	Dr. Ram Prasad		District Leprosy Officer
23	Dr. Sudhir Prasad		DRCHO
24	Antara Jha		HM
25	Dr. P.P. Pandey	DH, Sahibganj	District TB Officer
26	Dr. R.C.Sahay		ACMO
27	Mr. Ravi Shankar Saurav		HM
28	Mr. Mukesh Kumar	DH, Godda	HM
29	Ms. Subhashini Chandrika		HM
30	Dr. Maheshwar Prasad		DRCHO
31	Dr. Binod Oraon	DH, Simdega	DS
32	Mr. Suneet Kumar Srivastava		HM
33	Mr. Nishant Kumar Kunal	DH, Chatra	HM
34	Dr. Nand Kishore Rajak	DH, Garhwa	DRCHO
35	Dr. Rajkumar Beck	DH, Gumla	DS
36	Mr. Niraj Kumar Bhagat		DPM
37	Dr. Subodh Kumar	DH, Jamtara	MO

Annexure II

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

Time	Topic	Resource Person
10:00A M-10:30 AM	Registration	
10:30A M - 11:00 AM	Inaugural Address MD NHM	
11: 00AM - 11:15 AM	Tea	
11.15- 12.00 AM	Overview of National Quality Assurance Program	Dr. J N Srivastava
12.00- 12.45	Measurement System for Quality Assurance & Assessment Protocol	Dr. Deepika Sharma
12.45 PM-1.30 PM	Standards for Service Provision , Patient Rights & Inputs	Dr. Nikhil Prakash
1.30 PM -2.15 PM	Lunch	
2.15 PM -3.15 PM	Case Study 1	Dr. Jagjeet Singh
3.15PM -4.00	Standards for Clinical Services	Dr. J N Srivastava

PM		
4.00-4.15	Tea	
4.15 PM - 4.45 PM	Standards for Clinical Services (Specific & RMNCHA)	Dr. Nikhil Prakash
4.45-5.30	Group Activity- Identifying Standards	Dr. Deepika Sharma
Day-2		
9.30 AM - 9.40 AM	Recap	
9.40 AM - 10.45 AM	Standards for Support Services	Dr. Deepika Sharma
10.45 AM - 11.00 AM	Tea	
11.00 AM - 11.45 PM	Standards for Infection Control	Dr. Deepika Sharma
11.45 PM - 12.30 PM	Standards for Quality Management	Dr. Deepika Sharma
12.30 PM - 1.15 PM	Key Performance Indicators	Dr. Jagjeet Singh
1.15 PM - 2.00 PM	Lunch	
2.00 PM - 2.45	Exercise Gap analysis & Action	Dr. Jagjeet Singh

PM	Planning	
2.45 PM -3.30 PM	Roadmap for Quality Assurance	Dr. Nikhil Prakash
3.30 PM -3.45PM	Tea	
3.45 PM -4.45 PM	Post Training Evaluation	
4.45 PM - 5.15PM	Feedback & Valedictory	

Annexure-III Internal Assessor Training, Jharkhand Participant Feedback Evaluation	
Topic	Average
Overview of National Quality Assurance Program Dr. J N Srivastava	3.00
Measurement System for Quality Assurance & Assessment Protocol Dr. Deepika Sharma	3.09
Standards for Service Provision, Patient Rights and Inputs Dr. Nikhil Prakash	3.12
Case Studies Dr. Jagjeet Singh	2.96
Standards for General Clinical Services Dr. J N Srivastava	3.27
Standards for Specific Clinical Services Dr. Nikhil Prakash	3.23
Standards for RMNCH+A Dr. Nikhil Prakash	3.12

Standards for Support Services Dr. Deepika Sharma	3.12
Standards for Infection Control Dr. Deepika Sharma	3.23
Standards for Quality Management Dr. Deepika Sharma	3.08
Key Performance Indicators Dr. Jagjeet Singh	3.00
Exercise Gap Analysis and Action Planning Dr. Jagjeet Singh	3.09
Road Map for Quality Assurance Dr. Nikhil Prakash	3.22
Overall Average	3.17