

Jharkhand Internal Assessor Training on National Quality Assurance Standards

2nd to 3rd March 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: 2nd to 3rd March 2015

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

PARTICIPANTS OF TRAINING: Total no. 34 (*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

2nd Internal Assessor training was conducted by NHSRC in collaboration with NHM, Jharkhand from 2nd March 2015 to 3rd March 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. Nikhil Prakash (Senior Consultant- QI, NHRSC).

The overall rating of the programme in feedback was excellent with an overall score of **3.02** on a 4 point scale.

DAYWISE SUMMARY OF THE PRESENTATIONS

DAY 1

In the first presentation of the training **Dr. Nikhil Prakash, (Sr. 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. 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. Nikhil Prakash (Senior Consultant, QI, NHSRC) & Dr. Deepika Sharma (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. Deepika 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.

Next session started by **Dr. Deepika Sharma (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.

The last session of the day was started by **Dr. Nikhil Prakash (Senior Consultant, QI, NHSRC)** followed by **Dr. Deepika Sharma (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.

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 with the session of **remaining part of area of concern clinical services**. 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.

Followed by this, **Ms Surbhi 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.

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.

Post lunch **Ms Surbhi Sharma** started 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 of **3.02 out of 4**.

MOST LIKED SESSIONS WERE:

Name of Session & Presenter	Score
CASE STUDY DR. NIKHIL PRAKASH/ DR. DEEPIKA SHARMA	3.14
OVERVIEW OF NATIONAL QUALITY ASSURANCE PROGRAM DR. NIKHIL PRAKASH	3.09
MEASUREMENT SYSTEM FOR QUALITY ASSURANCE & ASSESSMENT PROTOCOL DR. DEEPIKA SHARMA	3.09
STANDARD FOR SERVICE PROVISION, PATIENT RIGHTS AND INPUTS DR. NIKHIL PRAKASH	3.09
STANDARD FOR SPECIFIC CLINICAL SERVICES DR. NIKHIL PRAKASH	3.09

SUGGESTIONS TO IMPROVE THE TRAINING

1. Field visits.
2. More training days.

Annexure I

List of Participants for IA-Training Jharkhand			
S.No.	Name of Participant	Name of Facility	Designation
1	Dr. Vinod Kumar		Dy. Director
2	Dr. Shio Shankar Lal		Deputy Director
3	Mr. Narayan Behera		State RMNCH+A Technical officer
4	Dr. D.P. Taneja		SIS Assist USAID Project
5	Dr. S.R.Dangi		DS
6	Mr. Anupam Verma		State RMNCH+A Technical officer
7	Dr. U. Ram	DH, Lohardaga	DTO
8	Dr. Sandeep Rai		State RMNCH+A Technical officer
9	Dr. S. Murmoo	DH, Deoghar	DS
10	Dr. D. Hemrom	DH, Chatra	DS
11	Mr. Nirmal Kumar Das	DH, West Singhbhum	DPM
12	Mr. Randhir Kumar		SPM
13	Dr. Jaya Prasada		Dy. Director
14	Dr. Anuj kumar Mandal		Co-ordinator
15	Mr. Sanjay Kumar		Executive Assistant
16	Mr. Prem Ranjan Mishra		IEC Officer
17	Dr. Arjun Prasad	DH, Bokaro	DS
18	Dr. Manir Ahmed		TC - VSRC
19	Dr. Sunil Kumar Singh	DH, Ramgarh	Civil Surgeon

20	Mr. Suranleen Prasad	JHPIEGO	
21	Mr. Pankaj Kumar		IEC Co-ordinator
22	Dr. J.C Das		Dy. Director
23	Dr. Yogendra Mahato	DH, Godda	DS
24	Dr. Priya Ranjan	DH, Saraikela	DS
25	Dr. Lalita Verma	DH, Khunti	DS
26	Dr. Ajay Kumar Jha	DH, Ranchi	DS
27	<i>Mr. Neeraj Kumar Singh</i>		<i>DPM</i>
28	<i>Dr. Awadhesh Singh</i>	<i>DH, Palamu</i>	<i>DS</i>
29	<i>Dr. Ashok Kumar Orey</i>	<i>DH, Latehar</i>	<i>DS</i>
30	<i>Mr. Sanjay Kumar Paul</i>	<i>MNCH C3 India</i>	<i>Manager</i>
31	<i>Dr. T. Hemrom</i>		<i>Deputy Director (QA)</i>
32	<i>Ms. Madhumita Prabha</i>		<i>RCQA</i>
33	<i>Mr. Kedar Nath Verma</i>		<i>RCQA</i>
34	<i>Dr. Shama Bano</i>		<i>RCQA</i>

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. Nikhil Prakash
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	Ms. Deepika Sharma /Dr. Nikhil Prakash
3.15PM -4.00 PM	Standards for Clinical Services	Dr. Deepika Sharma
4.00- 4.15	Tea	
4.15 PM	Standards for Clinical Services	Dr. Nikhil Prakash /Dr.

-4.45 PM	(Specific & RMNCHA)	Deepika Sharma
4.45-5.30	Group Activity- Identifying Standards	
Day-2		
9.30 AM - 9.40 AM	Recap	
9.40 AM - 10.45 AM	Standards for Support Services	Ms Surbhi 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	Ms. Surbhi 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 PM	Exercise Gap analysis & Action Planning	Ms. Surbhi Sharma
2.45 PM - 3.30 PM	Roadmap for Quality Assurance	Dr. Deepika Sharma

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. Nikhil Prakash	3.09
Measurement System for Quality Assurance & Assessment Protocol Dr. Deepika Sharma	3.09
Standards for Service Provision, Patient Rights and Inputs Dr. Nikhil Prakash	3.09
Case Studies Dr. Nikhil Prakash / Dr. Deepika Sharma	3.14
Standards for General Clinical Services Dr. Deepika Sharma	3.05
Standards for Specific Clinical Services Dr. Deepika Sharma	3.09
Standards for RMNCH+A Dr. Nikhil Prakash	3.09
Standards for Support Services Ms Surbhi Sharma	2.86
Standards for Infection Control Dr. Deepika Sharma	3.09

Standards for Quality Management Ms Surbhi Sharma	2.86
Key Performance Indicators Dr. Jagjeet Singh	3.00
Exercise Gap Analysis and Action Planning Ms Surbhi Sharma	2.86
Road Map for Quality Assurance Dr. Deepika Sharma	3.00
Overall Average	3.02