

**Madhya Pradesh Internal Assessor  
Training on National Quality Assurance  
Standards**

**9<sup>th</sup> to 10<sup>th</sup> June 2015**

**Conducted by:  
National Health System Resource Centre in  
collaboration with NHM, Madhya Pradesh**

**TRAINING COORDINATOR:** Dr Sushant Kumar Agrawal (Consultant, NHSRC, New Delhi)

Ms. Juhi, (Consultant QA, NHM, MP)

**DATE OF TRAINING:** 9<sup>th</sup> to 10<sup>th</sup> June 2015

**PLACE OF TRAINING:** Hotel Amar Villash, Bhopal

**PARTICIPANTS OF TRAINING:** Total no. 26 (*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 MP.
- 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**

2<sup>nd</sup> Internal Assessor training was conducted by NHSRC in collaboration with NHM, Madhya Pradesh from 9<sup>th</sup> June 2015 to 10<sup>th</sup> June 2015 at Hotel Amar Villash, Bhopal (MP).

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 Civil Surgeons, RMO's, Medical Officer's and Hospital Administrators from 11 districts of Madhya Pradesh, selected for NQAS certification by state.

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 12 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. Pankaj Shukla (DD, NHM, MP) followed by presentation from Dr. Parminder Gautam (Senior Consultant- QI, NHRSC).

The overall rating of the programme in feedback was excellent with an overall score of 3.14 on a 4 point scale.

## DAYWISE SUMMERY OF THE PRESENTATIONS

### DAY 1

In the first presentation of the training **Dr. Parminder Gautam, (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

Dr.Parminder also 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 Post Lunch started by **Dr. Sushant Agrawal (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.Sushant 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.Sushant 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.Sushant 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.A.K.Dutta 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 about some part of **Area of concern E “Clinical Services”** which was taken by Dr. A.K.Dutta. He 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.

## 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 Dr. A.K.Dutta with the session of **remaining part of area of concern clinical services**. Dr.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.

Followed by this, Dr.Sushant presented on **Area of Concern D- Support services**. Participants were given a snapshot of 12 standards and the concerning measurable elements. Dr. Sushant 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.A.K.Dutta 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. Followed by this one Video about "Infection control practices" was shown by Dr.Sushant.

After this session Dr.Parminder Gautam 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 Dr.Sushant Agrawal started presentation on Area of Concern G "Quality Management System, meanwhile we were informed about arrival of Director (NHM), Madhya Pradesh Dr.B.N.Chauhan. Dr. Chauhan thanks NHSRC team for imparting training. He explained about the importance of Quality improvement for Public Health facilities. He said they have decided to scale QA program in all districts of Madhya Pradesh for FY-2015-16. He said during his surprise visits he had found many negligence's in public health facilities. There for he requested all civil surgeon to work in team. He said "Getting things done by someone is very difficult than doing". Therefore there is need of various strategies for the improvement.

Due to lack of time and requests from the participants Dr.Sushant were not able to complete his session on Quality Management system.

Last session of this training was "Introduction of Swachata Abhiyan and KAYAKALP Scheme of GOI, which was discussed by Dr.Parminder Gautam. Dr.Gautam first discussed about the swachata Guideline and its importance in Public health facilities. Followed by this Dr.Gautam also explained about GOI Scheme of "KAYAKALP". He said for FY-2015-16, State is supposed to take all District Hospital under this scheme; best district hospital will get Rs. 50 Lakhs, followed by 2<sup>nd</sup> prize of 20 lakhs and consolation award of Rs. 3 lakhs for facilities scored more than 70%. State can propose budget under this scheme for its implementation under Supplementary PIP.

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 **3.14 out of 4**.

### MOST LIKED SESSIONS WERE:

Name of Session & Presenter	Score
OVERVIEW OF NQAS DR.PARMINDER GAUTAM	3.36
KEY PERFORMONACE INDICATOR- DR.PARMINDER GAUTAM	3.35
ROAD MAP AND “KAYAKALP” DR.PARMINDER GAUTAM	3.27
STANDARD FOR INFECTION CONTROL DR.A.K.DUTTA	3.25
CASE STUDIES DR.SUSHANT KUMAR AGRAWAL	3.19

### SUGGESTIONS TO IMPROVE THE TRAINING

1. Participants should be split into 4 groups as per area of concern.
2. More exercise and field visits.
3. More training days.
4. Practical aspect should be covered.



***Annexure I***

<b>List of Participants for IA-Training MP</b>			
S.No.	Name of Participant	Name of Facility	Designation
1	DR.R K MEHRA	DH, MANDLA	CIVIL SURGEON
2	DR.YASHPAL SINGH BALYAN	DH, RAISEN	RMO
3	DR.P K SRIVASTAVA	DH,	CIVIL SURGEON
4	DR.YASHVANT VERMA	DH, KATNI	RMO
5	DR. P. SURYA	SEONI HOSPITAL	RMO
6	BHARTI MALVIYA	DH, MANDSAUR	HOSPITAL MANAGER
7	DR.RAVI SHARMA	DH, HOSHANGABAD	CIVIL SURGEON
8	DR.C.S.SHIV	DH, HARSINGHPUR	CIVIL SURGEON
9	DR.BABITA RAGHUVANSHI	DH	HOSPITAL MANAGER
10	DR.S.S MALVIYA	DH, DEWAS	RMO
11	DR.DHEERAJ YADAV	DH, NARSINGHPUR	RMO
12	DR.MAHENDRA NARAYAN	DH, JEONI	CIVIL SURGEON
13	DR. BALRAM UPADHYAYE	J P HOSPITAL	MEDICAL OFFICER
14	DR. NEELAM SHUKLA	J P HOSPITAL	CHILD SPECIALIST
15	SUSHILA KUSHWAHA	CIVIL HOSPITAL, BHOPAL	STAFF NURSE
16	DR. DHANENDRA SINGH VERMA	DH	CIVIL SURGEON
17	DR. R K SHRIVASTAVA		ORTHOPAEDIC SPECIALIST
18	DR. UMESH NAMDEV	DH	CIVIL SURGEON
19	DR. J D GUPTA		ENT SPECIALIST
20	DR.RAMESH NEEMA	DH, KHARGONE	CIVIL SURGEON
21	DR. JYOTSHANA TIWARI	CHC KOLAL	MEDICAL OFFICER
22	DR. SURENDRA SINGH	DH, SHIVPURI	RMO
23	DR. AJIT SINGH		RMO
24	DR.RITESH RAWAT	CIVIL HOSPITAL, BAIRAGARH	MEDICAL OFFICER
25	DR. DHANANJAY SHARMA		MEDICAL OFFICER

26	DR. DHARMESH LAL	PHFI	PROJECT LEAD
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## ***Annexure II***

<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
<b>Day-01 ( 9<sup>th</sup> June 2015)</b>		
09:00 am- 09:00am	Registration	
09:30 am -10:00am	Inaugural Address	HS/MD NHM/state official
10:00 am -12:00pm	Overview of National Quality Assurance Programme and Measurement System.	Dr. Parminder Gautam
12:00 pm - 01:30pm	Standards for Service Provision, Patient Rights and Inputs	Dr. Sushant Agrawal
01:30 pm -02:30 pm	<b>Lunch</b>	
02:30 pm - 03:00 pm	Group Activity- Identifying Standards	Dr. Sushant Agrawal
03:00 pm- 04:30 pm	Standards for General and Specific Clinical Services (E-1 to E-12)	Dr. A.K.Dutta
04:30 p.m. - 05:30 p.m.	Exercise	Dr. Sushant Agrawal
<b>Day-02 ( 10<sup>th</sup> June)</b>		
09:00 a.m. - 09:15 a.m.	Recap	
09:15 a.m. - 10:30 a.m.	Standards for Specific Clinical Services & RMNCH+A( E-13 to E-23)	Dr. A.K.Dutta
10:30 am - 11:30 am	Standards for Support Services	Dr. Sushant Agrawal
11:30 a.m. -12:30p.m.	Standards for Infection Control	Dr.A.K.Dutta
12:30 p.m. - 01:30 pm	Key Performance Indicator's	Dr. Parminder Gautam
01:30 p.m. - 02:30 p.m.	<b>Lunch</b>	
02:30 p.m. - 03:15 p.m.	Standards for Quality Management System	Dr. Sushant Agrawal
3:15 pm - 04:00 pm	KAYAKAIP Awards-Guidelines for Assessment & Roadmap.	Dr. Parminder Gautam
04:00 pm - 05:00 pm	Post Training Evaluation & Feedback (Tea during the session)	NHSRC Team

<b>Annexure-iii Internal Assessor Training, Madhya Pradesh Participant Feedback Evaluation</b>	
<b>Topic</b>	<b>Average</b>

Overview of National Quality Assurance Program Dr. Parminder Gautam	<b>3.36</b>
Standards for Service Provision, Patient Rights and Inputs Dr.Sushant Agrawal	<b>3.08</b>
Case Studies Dr.Sushant Agrawal	<b>3.19</b>
Standards for General Clinical Services Dr.A.K.Dutta	<b>3.12</b>
Standards for Specific Clinical Services Dr.A.K.Dutta	<b>3.08</b>
Standards for RMNCH+A Dr.A.K.Dutta	<b>2.96</b>
Standards for Support Services Dr. Sushant Agrawal	<b>3.09</b>
Standards for Infection Control Dr.A.K.Dutta	<b>3.25</b>
Standards for Quality Management Dr. Sushant Agrawal	<b>3.10</b>
Key Performance Indicators Dr.Parminder Gautam	<b>3.35</b>
Exercise Gap Analysis and Action Planning Dr.Sushant Agrawal	<b>2.86</b>
Road Map for Quality Assurance and Introduction of "KAYAKALP" Dr. Parminder Gautam	<b>3.27</b>
<b>Overall Average</b>	<b>3.14</b>