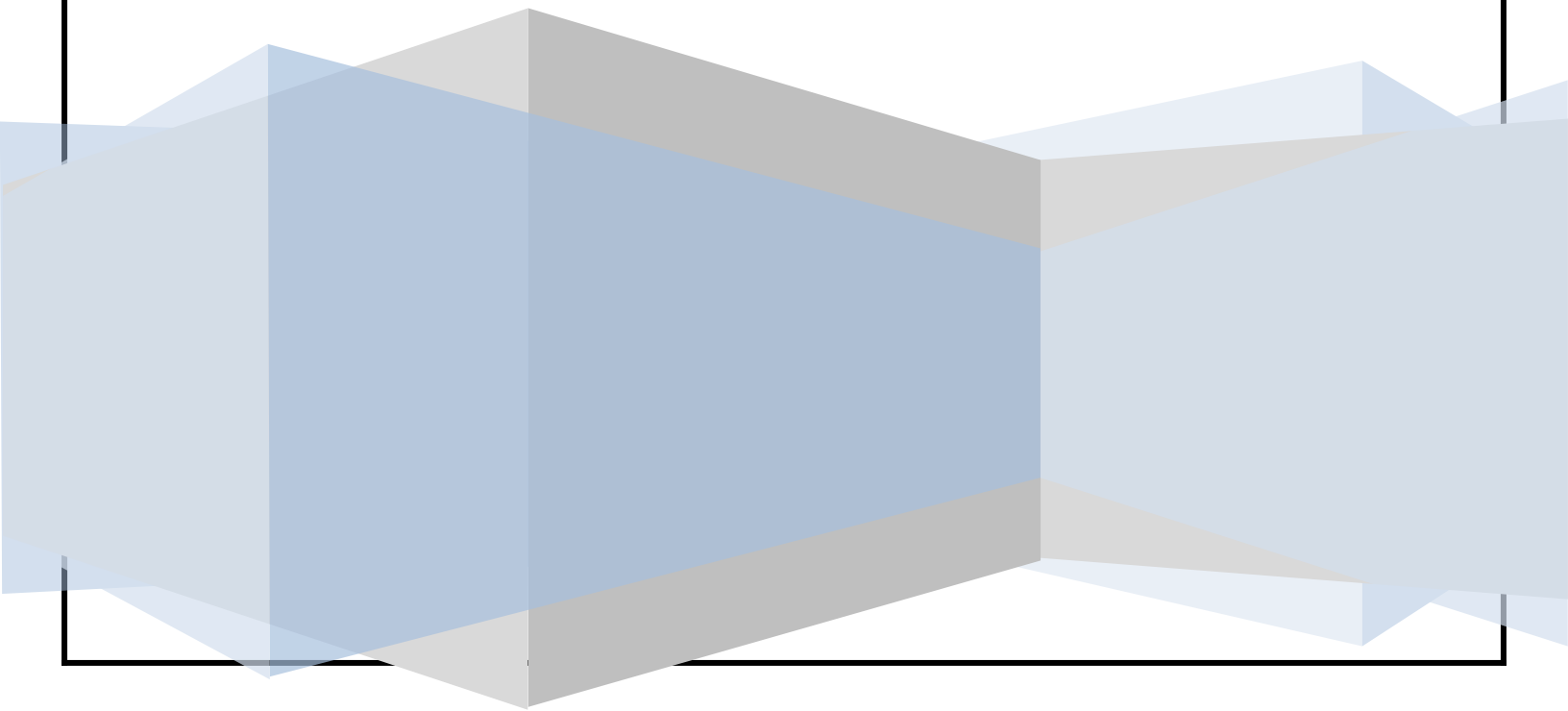


**Internal assessors
Cum
Service providers'
composite training
on
NQAS & Kayakalp**

18th to 19th December, 2019

**Venue:- Conference Hall, Office of
National Health Mission, Kavaratti,
Lakshadweep**



Training Resources from NHSRC:-

- **Dr. Arvind Srivastava-Consultant, Quality Improvement, NHSRC**
- **Ms. Vinny Arora- Consultant, Quality Improvement, NHSRC**

Participants for Training:-

- **Medical Officers**
- **Nursing Officers**
- **Medical Superintendent**
- **Medical Officer's Incharge**



Training Report (Overview):-

National Health System Resource Centre conducted 2-days Internal Assessor cum Service Providers (composite) training on NQAS & Kayakalp in collaboration with National Health Mission (NHM), Lakshadweep from 18th to 19th December 2019 in UT of Lakshadweep.

Main objective of the training was to provide an overview of National Quality Assurance Standards and Kayakalp as well as to develop Internal Assessors for the NQAS program in UT of Lakshadweep. To fulfil the main objective UT called to 32 participants for the training from different Islands, which include Medical Officer, Hospital Superintendent, Nursing Officers, Public Health specialists, Medical Officers Incharge.

Training started with inaugural Keynote by Dr. C.G Mohammed Jaleel, Medical Superintendent-District Hospital Kavaratti & Nodal Officer-QA, who discuss about importance of the Quality in Healthcare system & assure participants about support for Quality assurance in the UT.

2 day training was spread in to nine Topics & three exercises for Hands on experience about various methodologies of the assessment for Kayakalp & NQAS

Training was followed by Post training evaluation, which is attended by 32 participants. Post training evaluation contain open book exam with Question paper having 32 multiple-choice Questions. Maximum Marks for Question paper is 30. Passing marks for exam was 60%. Out of 32 participants 17 has passed, and 15 of them failed to clear 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 4.37 (87.05%) on a Five-point scale.

Training Agenda:-

Internal Assessor's cum SPT Training on National Quality Assurance Standards **Lakshadweep from 18 to 19 December 2019.**

Time	Topic	Resource Person
Day-01 (18th December, 2019)		
09:00 am - 09:30 am	Registration	
09:30 am - 10.00 am	Inaugural Address	State Resource
10.00 am - 11:30 am	Overview of National Quality Assurance Programme, NQAS & Kayakalp, Measurement System and Assessment Protocols (Tea during session)	Dr Arvind Srivastava - Consultant NHSRC
11:30 am - 12:45 pm	NQAS-Standards for Service Provision , Patient Rights, Input & Support Services	Ms. Vinny Arora - Consultant NHSRC
12:45 pm - 01:15 pm	Exercise on Labour Room	NHSRC Team
01:15 pm - 02:15 pm	Lunch	
02:15 pm- 03:15 pm	Standards For Clinical services	Dr Arvind Srivastava - Consultant NHSRC
03.15 pm- 04:00 pm	Standards for Infection Control	Ms. Vinny Arora - Consultant NHSRC
04:00pm - 04:30pm	Group Activity - Identifying Standards (Tea during the session)	NHSRC Team
04.30 pm - 06:00pm	Standards for Quality Management (Quality Team Formation, SOP, Quality Objective)	Dr Arvind Srivastava - Consultant NHSRC
Day-02 (19th December, 2019)		
09:00 a.m. - 09:30a.m.	Recap	
09:30a.m. -	Kayakalp Thematic areas & Score	Dr Arvind

11:00a.m.	Calculation with Mera Aspataal	Srivastava - Consultant NHSRC
11:00 a.m. - 11:30a.m.	Exercise on Assessment under Kayakalp (Tea during the Session)	NHSRC Team
11:30a.m. - 12:15p.m.	Key Performance Indicator	Dr Arvind Srivastava - Consultant NHSRC
12:15 pm - 01:30pm	Internal Assessment & Gap Analysis with Exercise	Ms. Vinny Arora - Consultant NHSRC
01:30p.m. - 02:15p.m.	Lunch	
02:15p.m. - 03:30p.m.	Improvement Cycle, 5 S & Patient Satisfaction Survey	Ms. Vinny Arora - Consultant NHSRC
03:30p.m. - 04:00p.m.	Road Map Ahead (Tea during session)	Dr Arvind Srivastava - Consultant NHSRC
04:00 pm - 05:00 pm	Post Training Evaluation & Feedback	NHSRC Team

Sessions :-

Topic	Session Brief
Day -1 (18.12.2019)	
Key concepts & Overview of National Quality Assurance Program, NQAS & Kayakalp, Measurement System for Quality Assurance & Assessment Protocol. (Dr. Arvind Srivastava)	<p>Session covers concepts of Quality, discussion about various definitions of Quality, Development of National Quality Assurance Standards & their implementation framework at state & district level, understanding about 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.</p> <p>Also thought about the Kayakalp award scheme & their protocols.</p>

Standards for Service Provision, Patient Rights & Inputs, Support Services. (Ms. Vinny Arora)	<p>Session cover an elaborative discussion about first 4 area of concern i.e. Service Provision, Patient rights, Input & Support Services. It includes thorough understanding about availability of services & discussion on patient rights. It includes availability of infrastructure, human resource and their training, competencies & availability of consumables & drugs.</p> <p>Also covered 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.</p>
Labour Room - Exercise	<p>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.</p>
Standards for Clinical Services (Dr. Arvind Srivastava)	<p>Session include importance of clinical services, which covered General Clinical services, Specific clinical Services and RMNCH-A with NHP. In this session 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. For specific clinical services like Emergency, ICU/SNCU, OT, anesthetic</p>

	services, diagnostic services, blood bank as well as end of life care were discussed. It also include discussion on RMNCHA services, which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services.
Standards for Infection Control <i>(Ms. Vinny Arora)</i>	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
Standards for Quality Management <i>(Dr. Arvind Srivastava)</i>	Session include discussion on 8 standards of Quality Management system. It also include how to assess Quality policy, objective, SOP, PSS, process mapping etc
Day -2 (19-12-2019)	
Kayakalp Thematic areas and score Calculation with Mera Aspataal. <i>(Dr. Arvind Srivastava)</i>	In this session, all the 7 thematic areas of Kayakalp for DH/CHC, PHC, UPHC & HWC were discussed. Also brief about the assessment & score calculation methodology.
Key Performance Indicators <i>(Dr. Arvind Srivastava)</i>	Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI at facility, district & state level
Internal Assessment & Gap Analysis <i>(Ms. Vinny Arora)</i>	The session covers how to do the unbiased assessment in their respective health facilities & based on Internal assessment score and how to identify the gaps, analysis, and prioritization of gaps for prepare the Time Bound Action Plan (TBAP).
Improvement Cycle, 5-S, & patient Satisfaction Survey.	Session covered, Improvement cycle (PDCA) with Quality tools & Root Cause analysis.

<i>(Ms. Vinny Arora)</i>	Also, brief about the importance of Patient satisfaction survey in the facility and feedback analysis with corrective & preventive actions process.
Roadmap for Quality Assurance State Team	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.
Post Training Evaluation	At last, Post training Evaluation of participants has been conducted. Post training evolution contain 32 Multiple-choice Questions. Participants are allowed to use their notes & assessment guidebook for answering question paper.

Glimps of the Training:-







List of Participants:-

Internal Assessor's cum SPT Training on NQAS & Kayakalp -Lakshadweep-		
Date-18 & 19 December 2019		
Sl.No.	Name & Designation	Unit
1	Dr. Mohammed Vajid N.M, Dental Surgeon	PHC, Chethalth
2	Jaseera D, Nursing Officer	PHC, Chethalth
3	Dr. Hamsakoya K.P, MO i/c	GH,Minicoy
4	Fathima T, Nursing Officer	PHC, Agatti
5	Nafeesa E.M, Nursing Officer	GH,Minicoy
6	Shameena H, Nursing Officer	GH,Minicoy

7	Dr. T.K. Abdul Rahman, Medical Officer	CHC,Kadmath
8	Hassan M.K, Nursing Officer	IGH,Kavaratti
9	Abdul Hakeem P.P, Nursing Officer	CHC,Kadmath
10	Halimabi A, Nursing Officer	PHC,Chethlath
11	Beebi Suhara, Nursing Officer	PHC,Kiltan
12	Dr. Kadeeja N.S, Mo i/c	CHC,Amini
13	Dr. Nezeeda M.P, Medical Officer	IGH,Kavaratti
14	Dr. Mohammed Nazeer, Dental Surgeon	PHC,Agatti
15	Dr. Mohammed Wakid C.G, MO	PHC,Kiltan
16	Fazna Beegum K.C, Nursing Officer	CHC,Amini
17	Mohammed Asif K.C, Nursing Officer	CHC,Androth
18	Dr. K. Shaik Koya, Physician	CHC,Androth
19	Ubaidulla U.P.U.M, Nursing Officer	CHC,Androth
20	Mohd. Azarudheen M, Nurisng Officer	CHC,Amini
21	Dr. Abdul Nizar, SMO	IGH,Kavaratti
22	Dr. C.G Mohammed Jaleel, MS	IGH,Kavaratti
23	Ramla Beegum, Nursing Officer	CHC,Kadmath
24	T.T Cresentia, Nursing Officer	IGH,Kavaratti
25	Mohammed Salahudheen, Nursing Officer	IGH,Kavaratti
26	Dr.Tasneem Muhammed Shareef MO	IGH,Kavaratti
27	Dr. M.K.Soudhabi, CMO	IGH,Kavaratti
28	Shamshad Beegum A, Nursing Officer	IGH,Kavaratti
29	Thahseena P.O, Nursing Officer	IGH,Kavaratti
30	Dr. Suhra Beegum P.P, Gynecologist	IGH,Kavaratti
31	Dr. Sabitha F. Hassan Public Health Specialist	DHS
32	Dr. M.P Basheer, DDPH	DHS

Training Feed Back:-

TRAINING FEEDBACK ANALYSIS	
IA cum SPT training on NQAS & Kayakalp	Compliance
18th to 19th December 2019	
Kavaratti, Lakshadweep	
Participants	AVERAGE %
The usefulness of the information received in the Training	86.43
The structure of the training sessions.	80.71
The pace of the training sessions.	78.57
Inclusion of relevant exercises and Activities.	84.29
Easy-To-Follow Content, Language and Instructions.	86.43
Well-balanced Theoretical and Practical elements.	80.00
The usefulness of the training material	85.71
Overall rating of the Training.	87.86
Feed back of Ms Vinny- Consultant, NHSRC	
Trainer's competency, proficiency and knowledge of subject matter	92.86
Ability to explain and illustrate concepts with relevant examples.	94.29
Ability to answer questions and clear doubts of participants completely	92.86
Ability to keep the class Interactive and participative	95.00
Feed back of Dr Arvind Srivastava- Consultant, NHSRC	
Trainer's competency, proficiency and knowledge of subject matter	87.86
Ability to explain and illustrate concepts with relevant examples.	84.29
Ability to answer questions and clear doubts of participants completely	87.14
Ability to keep the class Interactive and participative	88.57

Post-Training Evaluation:-

IA - Post Training Evaluation Result- Lakshadweep						
S.No	Name	Designation	Place of Posting	Marks Obtained	Max Marks	% (Min 60%)
1	Dr Sabitha F. Hassan	Public Health specialist	Directorate of Health services, Kavaratti	29	30	96.67
2	Dr Abdul Nizar	Senior Medical Officer	Indira Gandhi Hospital, Kavaratti	26	30	86.67
3	Dr. Tasneem Muhammed Shareef	Pathologist	Indira Gandhi Hospital, Kavaratti	25	30	83.33
4	Dr. Nezeeda M.P	Medical Officer	Indira Gandhi Hospital, Kavaratti	25	30	83.33
5	Dr K.P.Hamsakoya	CMO(NFSG)	Government Hospital, Minicoy	25	30	83.33
6	Beebi Suhara	Specialist grade II OBG	Indira Gandhi Hospital, Kavaratti	24	30	80.00
7	Dr Mohammed Wakid	Medical Officer Incharge	PHC, Kiltan	22	30	73.33
8	Fazna Beegum K.C	Nursing Officer	CHC Amini	21	30	70.00
9	Dr. Kadeeja N.S	Senior Medical Officer	CHC Amini	20	30	66.67
10	Dr. Mohammed Vajid N.M	Dental Surgeon	PHC Chetlat Island	20	30	66.67
11	Ubaidulla U.P.U.M	Staff Nurse	CHC	19	30	63.33
12	Dr. T.K. Abdul Rahman	Medical Officer	CHC Kadmat	18	30	60.00
13	Mohammed Asif K.C	Nursing Officer	CHC Androth Island	18	30	60.00
14	Dr. Mohammed Nazeer	Dental Surgeon	PHC Agatti	18	30	60.00
15	Shameena Holithige	Nursing officer	Government Hospital, Minicoy	18	30	60.00
16	Nafeesa E.M	Nursing Officer	Government Hospital, Minicoy	18	30	60.00
17	Dr. M.K.Soudhabi	CMO	Indira Gandhi Hospital, Kavaratti	18	30	60.00

Field Visit:-

On 19th December 2019, field visit of the health facilities were done. Sub division hospital at Kavaratti was visited, which is running on PPP mode. After the Hospital round, gaps were identified and discussed with the facilities staff that how they can close the gaps. One PHC & First Aid Centre was also visited on at Aggati.