

HARYANA INTERNAL ASSESSOR TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS

9th -11th March, 2015 at Panchkula



Conducted by:

**National Health System Resource Centre in collaboration with
Haryana State Health Resource Centre.**



TRAINING REPORT: INTERNAL ASSESSOR'S TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS

TRAINING COORDINATOR: Dr PARMINDER GAUTAM (Sr. Consultant, NHSRC, New Delhi)
Dr. MONIKA NARANG (Nodal officer for QA HSHRC Haryana)

DATE OF TRAINING: 9th to 11th March 2015 (Two Batches)
Batch One: 9th to 10th March 2015
Batch Two: 10th to 11th March 2015

PLACE OF TRAINING: Hotel Red Bishop, Panchkula, Haryana.

PARTICIPANTS OF TRAINING: Total no. 60 (in Two batches);. *(List attached in Annexure I)*

OVERVIEW:

Two batches of 2-days Internal Assessor training was conducted in state of Haryana by National Health System Resource centre) in collaboration with HSHRC (Haryana Health State Health Resource Centre) and National Health Mission (NHM) Haryana from 9th to 11th March, 2015.

Main objective of the training was to provide an overview of National Quality Assurance Standards as well as to develop state internal Assessor for the NQAS program. To fulfil the main objective state has nominated 60 participants for the training which include SMOs, MOs, Quality Managers, Matron, , Pathologist, Pediatrician, Microbiologist, Medical Specialist, District Improvement Coordinators from URC ASSIt.

Training started with inaugural Key note by Dr. Ashish Gupta, ED HSHRC who discuss about importance of the Quality in Healthcare system & assure participants about state support for Quality assurance in state. 2 day training was spread in to 10 Topics & 4 exercises for Hands on experience about various methodologies of the assessment.

Training was followed by Post training evaluation, which is attended by 60 participants. Post training evaluation contain open book exam with Question paper having 42 multiple-choice Questions. Maximum Marks for Question paper is 40. Passing marks for exam was 60%. Out of **60 participants 52 has passed, 7 failed and one did not appeared for the 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 4.0 on a Five-point scale.**

Training Agenda

Internal Assessor's Training on National Quality Assurance Standards

9-10th March, 2015: Haryana

Time	Topic	Resource Person
9:00AM-9:30 AM	Registration	
09:30AM - 10:00 AM	Inaugural Address MD NHM	
10:00-10:45 AM	Overview of National Quality Assurance Program	Dr. Parminder Gautam
10:45- 11:00 AM	Tea	
11.00-12:00	Measurement System for Quality Assurance & Assessment Protocol	Ms.Sanyukta
12.00PM-1:00 PM	Standards for Service Provision , Patient Rights& Inputs	Dr. Nikhil Prakash
1.00 PM -2.00 PM	Lunch	
2.00 PM -3.00 PM	Case Study 1	Mr.Sushant
3.00PM -3:45 PM	Standards for Support Services	Mr.SushantAggarwal
3:45-4:00	Tea	
4.00 PM -4.45 PM	Standards for Clinical Services (General& RMNCHA)	Dr. Nikhil Prakash
4.45-5.30	Group Activity- Identifying Standards	Ms Richa
Day-2		
9:00 AM -9:30 AM	Recap	
9.30 AM - 10.45 AM	Standards for Clinical Services (Specific)	Dr. Parminder Gautam
10.45 AM - 11.00 AM	Tea	
11.00 AM - 11.45 PM	Standards for Infection Control	Ms.Richa Sharma
11.45PM - 12.30 PM	Key Performance Indicators	Mr.SushantAggarwal
12.30PM - 1.15 PM	Standards for Quality Management	Ms.Richa Sharma
1.15 PM -2.00 PM	Lunch	
2.00 PM -2.45 PM	Exercise Gap analysis & Action Planning	Ms.Richa Sharma

2.45 PM -3.30 PM	Roadmap for Quality Assurance	Dr Parminder Gautam
3.30 PM - 3.45PM	Tea	
3.45 PM -4.45 PM	Post Training Evaluation	
4.45 PM - 5.15PM	Feedback & Valedictory	

Internal Assessor's Training on National Quality Assurance Standards 10-11 March, 2015: Haryana

Time	Topic	Resource Person
9:00AM-9:30 AM	Registration	
09:30AM -10:00 AM	Inaugural Address MD NHM	
10:00-10:45 AM	Overview of National Quality Assurance Program	Dr. Nikhil Prakash
10:45- 11:00 AM	Tea	
11.00-12:00	Measurement System for Quality Assurance & Assessment Protocol	Ms.Sanyukta
12.00PM-1:00 PM	Standards for Service Provision , Patient Rights& Inputs	Dr. Nikhil Prakash
1.00 PM -2.00 PM	Lunch	
2.00 PM -3.00 PM	Case Study 1	Dr. Nikhil Prakash
3.00PM -3:45 PM	Standards on Support Services	Mr SushantAggarwal
3:45-4:00	Tea	
4.00 PM -4.45 PM	Standards for Clinical Services (General & RMNCHA)	Dr. Nikhil Prakash
4.45-5.30	Group Activity- Identifying Standards	
Day-2		
9:00 AM -9:30 AM	Recap	
9.30 AM - 10.45 AM	Standards for Clinical Services (Specific)	Dr Parminder Gautam
10.45 AM - 11.00 AM	Tea	
11.00 AM - 11.45 PM	Standards for Infection Control	Ms.Richa Sharma
11.45PM - 12.30 PM	Standards for Quality Management	Dr. Parminder Gautam

12.30PM - 1.15 PM	Key Performance Indicators	Ms.Richa Sharma
1.15 PM -2.00 PM	Lunch	
2.00 PM -2.45 PM	Exercise Gap analysis & Action Planning	Ms.Richa Sharma
2.45 PM -3.30 PM	Roadmap for Quality Assurance	Dr. Parminder Gautam
3.30 PM - 3.45PM	Tea	
3.45 PM -4.45 PM	Post Training Evaluation	
4.45 PM - 5.15PM	Feedback & Valedictory	

Session Brief

Topic	Session Brief
Day -1	
Overview of National Quality Assurance Program	Session covers concepts of Quality, discussion about various definitions of Quality, Development of National Quality Assurance Standards & their implementation framework at state & district level.
Measurement System for Quality Assurance & Assessment Protocol Ms.Sanyukta	Session covers 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

Standards for Service Provision , Patient Rights & Inputs	Session cover an elaborative discussion about first 3 area of concern i.e. Service Provision, Patient rights & Input. It includes thorough understanding about availability of services & discussion on patient rights. It includes availability of infrastructure, human resource and their training, competencies & also availability of consumables & drugs.
Case study	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
Standards for Support Services	Session Include 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.
Standards for General Clinical Services	Session include importance of clinical services as well as 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.
Group Activity	Group activity is about identification of Standards & their area of concern. During Exercise one key word is given to each participant & they have to identify in which area of concern & standard it falls.
Day -2	
Standards for Specific & RMNCHA Services	Session include discussion about Assessment of quality of specific clinical services like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank as well as end of life care. 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	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	Session include discussion on 8 standards of Quality Management system. It also include how to assess Quality policy, objective, SOP, PSS, process mapping etc
Key Performance Indicators	Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI at facility, district & state level
Exercise - Gap Analysis & Action Planning	Session include identification of gaps with the help of photographs as well as identification of standards & Area of concern related to gaps
Roadmap for Quality Assurance	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 40 Multiple choice Questions. Participants are allowed to use their notes & assessment guidebook for answering question paper.

TRAINING FEEDBACK EVALUATION (Batch-I; overall score 4.0 on 5-point Likart Scale)

S.NO	SESSION DETAILS	AVERAGE SCORE
1	Overview of NQAP (Dr. Parminder Gautam)	4.13
2	Measurement System for QA & Assessment protocols (Ms. Samyukta Kashyap)	3.71
	Standards for Service Provision, Patient Rights & Inputs (Dr. Nikhil Prakash Gupta)	4.04

3	Exercise-Identifying Standards	4.04
4	Standards for support Services (Dr. Sushant Aggarwal	4.00
5	Standards for General Clinica &RMNCH+A (Dr. Nikhil Prakash Gupta)	3.88
6	Standards for Infection Control (Ms. Richa Sharma)	3.92
7	Standards for Specific Clinical Services (Dr. Parminder Gautam)	4.33
8	Standards for Quality Management (Ms. Richa Sharma)	3.75
9	Key Performance Indicators (Dr. Sushant Aggarwal)	3.88
10	Exercise Gap Analysis-Dr. Nikhil P. Gupta	3.88
11	Road map for Quality Assurance (Dr. Parminder Gautam)	4.42

TRAINING FEEDBACK EVALUATION (Batch-II, overall score 3.96 on 5-point Likert Scale)

S.N O	SESSION DETAILS	AVERAGE
1	Overview of NQAP (Dr. Nikhil.P.Gupta)	3.67
2	Measurement System for QA & Assessment protocols (Ms. Samyukta Kashyap)	3.60
3	Standards for Service Provision, Patient Rights & Inputs (Dr. Nikhil Prakash Gupta)	3.73
4	Case study-1	4.07
5	Standards for Clinical services-General (Dr. Nikhil Prakash Gupta)	3.67
6	Standards for support Services (Dr. Sushant Aggarwal)	3.77
7	Exercise-Identifying Standards.	3.86
8	Standards for Specific Clinical Services (Dr. Parminder Gautam)	4.30
9	Standards for Infection Control (Ms. Richa Sharma)	4.20
10	Standards for Quality Management (Dr. Parminder Gautam)	4.27
11	Key Performance Indicators (Ms. Richa Sharma)	4.13
12	Exercise Gap Analysis-Dr. Nikhil P. Gupta	4.17
13	Standards for RMNCH+A services.(Dr. Nikhil.P.Gupta)	4.10

DETAILS OF PARTICIPANTS APPEARED IN INTERNAL ASSESSOR EXAM WITH RESULT

Post Training Evaluation of INTERNAL ASSESSOR Training-II Batches (9th, 10th & 11th March 2015)						
S.N o.	Name of Participant	Name of Facility	Designation	Contact number	Email ID	Marks/40
1	Dr. Shama Parveen	GH FBD	QM	9716523876	shamap06@gmail.com	35
2	Dr. Virender Yadav	GH FBD	SMO	9711575000	dr.yadavviren@gmail.com	31
3	Dr. Vinod Kumar	GH Gurgaon	MO	9643455561	vdudi020@gmail.com	29
4	Ms. Rajesh Ram	GH Rewari	Matron	9466042257		24
5	Dr. Renu Bansal	GH Rewari	MO	8930967796	renubansal@rediffmail.com	28
6	Dr. Sanchit Kharwal	DIC Panipat	DIC (USAID ASSIST)	9736753536	skharwal@urc-chs.com	31
7	Dr. Kapil Pratap Singh Jadan	DIC -Bhiwadi	DIC (USAID ASSIST)	8199033347	kjadaun@urc-chs.com	34
8	Dr. V PS Dahiya	GH YNR	MO	9354083575	drvpsdahiya@gmail.com	34
9	Ms. Raghbir		MIS	9255479148	-	19
10	Baby Rani	G H Bhiwari	Matron	8930157155	-	35
11	Dr. Raj Mehta	G H Bhiwari	Pediatrician	9416566648	mehtaraj.1981@gmail.com	37
12	Ms. Rani	GH PKL	Matron	9463325778	-	26
13	Virender Chaudhary	GH Bhiwari	Pharmacist	9355510365	vchd07@gmail.com	26
14	Ms. Kamla Dahiya	GH Sonapat	LHV	9416014101	-	36
15	Mr. Jaibir Singh	GH Hisar	HI	9671933900	-	28
16	Sunita Sharma	GH Hisar	Matron	9416927646	-	29
17	Dr. Satish Kumar Verma	GH Palwal	MO	8295500545	532verma@gmail.com	32
18	Dr. Basudev Gupta	GH Palwal	MO	9416738222	ardgup1978@gmail.com	25

19	Dr. Jaikumar Mann	GH Jind	Microbiologist / BTO	01681-245454	jaikumar.mann@gmail.com	21
20	Dr. R K Kataria	GH Panipat	SMO	9416540740	katariark@yahoo.com	36
21	Ritika Sharma	GH Hisar	Quality Manager	9992996199	7.ritika@gmail.com	37
22	Dr. Parveen Kumar	GH Ambuty	MO	9466043575	rajanparveen@gmail.com	30
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25	Dr. Naresh Dahiya	GH Rohtak	MO	9671345698	drnareshdahiya@yahoo.com	30
26	Dr. Sandeep Mehta	DG Jhajjar	Anesthetist	8053443351	sandeep.mehta126@gmail.com	26
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32	Dr. Mahendra Singh		DYCS	9466846060	diosonipat@gmail.com	25
33	Dr. Adarsh		DYCS	9812028027	arjunadarshsharma@gmail.com	28
34	Mr. Amit Kumar		DIC, URC ASSIST	8053419695	asharma@urc-chs.com	29
35	Mr. Lokesh Sharma		DIC, URC ASSIST	9813132390	isharma@urc-chs.com	27
36	Dr. Sunil Bhatti		Medical Officer	9812611317	mohpcagroha@gmail.com	30
37	Dr. Mahender Singh		Medical Officer	9466775767	beniwalms@yahoo.co.in	31
38	Dr. Kavita Jain		DYCS (FW)	9992771010	fwynr1@gmail.com	33
39	Dr. Vijay		Medical Officer	9996885891	smochcnpur@gmail.com	31

40	Dr. Satyender Verma		Medical Officer	9888444728	drsatyender@gmail.com	29
41	Dr. Preeti Kashyap		Quality Manager	7814933322	preeti5553@yahoo.co.in	33
42	Dr. Jagdish Parashar		MO	9818985488	chc.khari@yahoo.com	15
43	Dr. Raj Karan		Dy. Civil Sergon	8295936548	fwjhajjar@gmail.com	15
44	Dr. Kuldeep Singh	Jhajjar	Medical Officer	9416193327	ghjhajjar@gmail.com	24
45	Dr. Vijay Prakash		SMO	9416349426	shkochirewari@gmail.com	23
46	Dr. Jay Prakash		Medical Officer	9416888876	drrika@yahoo.com	30
47	Dr. Harsh Kushwaha	ambala city	Medical Officer	9466466369	kushwahaharsh55@gmail.com	26
48	Dr. Naresh Kumar Verma		SMO	9416259488		28
49	Dr. Satish Sulekh	Jind	Dy. Civil Sergon	8295937032		19
50	Dr. Tarun Prasad	Shazadpur	SMO CHC	9416494520	chc.shehzadpur@yahoo.in	23
51	Ruchika Goyal	HSERC	consultant QA	8288021903	ruchika394@gmail.com	38
52	Dr. Maneesh Rathee		Hospital Administrator	981199043	maneeshrathee@gmail.com	39
53	Dr. Devinder Megha		Hospital Administrator	9868836792	drdevindermegha@gmail.com	39
54	Ms. Sonia Verma		Quality Manager	8826844096	sonia_0_6@yahoo.co.in	38
55	Dr. Ashish Gupta	HSERC	ED (IRS)	8288030201	ashishguptaa33@gmail.com	33
56	Dr. Dheerendra Verma	HSERC	TCQA	8288038231	dheerendra.verma@gmail.com	28
57	Ms. Poonam Chaudhary	HSERC	TCQA	8288038230	poonam_chaudhary@yahoo.com	37
58	Dr. Sarita Yadav		SMO	9417017223		35
59	Dr. Ruchi Gupta	HSERC	consultant QA	828804902	gahshrc@gmail.com	35
60	Sandeep Kumar	GN YNR	Storekeeper	9034015004	-	absent

