

# **Punjab Internal Assessor Training on National Quality Assurance Standards**

**3<sup>rd</sup> to 4<sup>th</sup> June 2015**



**Conducted by:  
National Health System Resource Centre  
in collaboration with PHSC, Mohali**

**TRAINING COORDINATOR:** Dr Sushant Kumar Agrawal (Consultant, NHSRC, New Delhi)  
Dr. Parvinder Pal Kaur, Additional Director QA Punjab

**DATE OF TRAINING:** 3<sup>rd</sup> to 4<sup>th</sup> June 2015

**PLACE OF TRAINING:** SIHFW Auditorium, PHSC Mohali

**PARTICIPANTS OF TRAINING:** Total no. 59—. (*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 Punjab.
- 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**

1<sup>st</sup> Internal Assessor training was conducted by NHSRC in collaboration with PHSC, Punjab from 3<sup>rd</sup> June, 2015 to 4<sup>th</sup> June, 2015 at SIHFW Auditorium, PHSC Mohali.

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 Medical Commissioner, Nodal Officers, SMO's, Medical officers, Hospital Administrators, Matrons and Nursing sisters from 11 districts of Punjab, 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.
6. 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. Parvinder Pal Kaur (AD, QA) 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 4.27 on a 5 point scale.

## DAYWISE SUMMERY 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 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



Next presenter **Dr.Sushant Agrawal Consultant, NHSRC explained about measurement system of NQAS** and the relationship between the areas of concern - Standard -measurable element –Checkpoint and approaches for assessment. Dr.Sushant also provided snapshot of all eight areas of concerns and the standards concerning them. Participants were explained about the scoring patterns and the method to obtain the cumulative hospital score card. A brief introduction of eighteen checklists was also provided. This helped the participants to acquaint themselves with the newly introduced National Quality Assurance standards



The next presenter for the day was **Dr. Parvinder Pal Kaur, she 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.



**Ms. Richa Sharma (Consultant QI, NHSRC)** took dais from Dr. Kaur and presented on **Area of Concern B & C “Assessment of Patient Rights & Inputs”**. In her presentation she 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). She continued her 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.



**Post lunch** session started by Ms. Richa Sharma and discussed about **Area of Concern E Clinical services**. This session only includes standards E1 to E9 i.e General Clinical services standards. She 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.

Next session was started by **Ms. Richa Sharma with an exercise called ‘IPD Exercise’**. 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 Maternity ward from area of concern A to C.

Based upon the score generated by the participants Ms. Richa Sharma explained how this scoring can be done in excel sheet. She also explained about the methodology of Hospital wise scoring, Department wise scoring and Area of concern wise scoring.



Meanwhile we were informed about arrival of Mission Director (NHM), Punjab Shri Hussan Lal. Dr. Lal thanks NHSRC team for imparting training. He explained about the importance of Quality improvement for Public Health facilities. He said Quality is not only cleanliness and hygiene but beyond of that is the implementation of predefined standards. He said they have decided to scale QA program in 11 districts of Punjab for FY-2015-16. He said due to issue in Quality care MMR of Punjab is higher than neighbouring state Haryana.



The last session of the day was about remaining part of **Area of concern E “Clinical Services”** which was taken by Dr. J.N.Srivastava. He covered Specific clinical services and standards for RMNCH+A services in his presentations. Due to shortage of time Dr. Srivastava covered these two topics with 3 small case studies. These case studies were real time problem identified in public Hospital like management of transfusion of blood, OT scheduling, management of pregnant women. These exercises were highly appreciated by participants and all participants were fully involved during these exercise.



## DAY-2

Day 2 was initiated with a brief recap of all the sessions of Day 1 by Dr. Sushant.

First session of the day was started by Dr. Sushant with the session of **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 Ms.Vinny Arora (Consultant QI, NHSRC) 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. She demonstrated six steps of Hand washing and discussed practical issues related to infection control during her session. Followed by this one Video about "Infection control practices" was shown by her.



This was followed by session on **Area of concern G -Quality Management**" which was taken by **Dr. Sushant Agrawal**, during the session participants were given a holistic view about PDCA cycle. Dr.Sushant had divided the PDCA cycle among all the eight standards for better understanding. "Plan" included standards on organizational framework, Quality policy and objectives & -SOP's, "Do" included process approach ,Patient and employee satisfaction, "Check" include patient and employee satisfaction, Internal and external QA programs and "Act"- Tools and methods of Quality improvement.

After this session Ms.Richa Sharma 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 guessing formula of each indicator's.

Second last presentation of the Day was about Exercise on Gap Analysis and action planning, which was conducted by Dr.Sushant Agrawal. Here participants were distributed

format for gap analysis. Dr. Sushant shown 3 photographs related to many gaps assessed in a district Hospital. Participants were instructed to find the gap and name corresponding standards, measurable elements. They were also instructed to categorized gaps into structure, process and outcome. They also instructed to categorized these gap based upon the severity also.

After completion of session, participants were given question paper with 42 multiple choice questions. 3 set of question paper were prepared for evaluation (A,B and C).

Last sessions of the training were conducted by Dr.Parvinder Pal Kaur and she explained about the Road map for Quality Assurnace. She especially instructed all Hospital Administrator for assessment of the facilities, gap finding and their repeatedly follow up for their closure.



## PARTICIPANT FEEDBACK

Following examination feedback was taken from participants. Evaluation of participant feedback is taken on 5 point scale. Analysis of Participant feedback is attached in *Annexure IV*. Overall Average scoring was of 4.27out of 5.

### MOST LIKED SESSIONS WERE:

Name of Session & Presenter	Score
Standard for Infection Control- Ms.Vinny Arora	4.55
Standard for Patient Rights and Input- Ms.Richa Sharma	4.54
Key Performance Indicator- Ms.Richa Sharma	4.45
Standard for Quality Management- Dr.Sushant Agrawal	4.33

### SUGGESTIONS TO IMPROVE THE TRAINING

1. Number of training days should be increased.
2. Make software and android apps
3. Improvement in Public address system.
4. Should be more practical and interesting.
5. Need to be customized according to the participants.

## Annexure I

S.No.	Name of Participant	Name of Facility	Designation	Contact number
1	DR.GARGI BEDI	DH,JALANDHAR	HOSPITAL ADMINISTRATOR	8968150369
2	DR.NAMITA MUKHI	CIVIL HOSPITAL, RAJ PURA	HOSPITAL ADMINISTRATOR	8699043626
3	DR.PARVINDER PAL S SINDHU	CIVIL HOSPITAL, LUDHIANA	SMO	9814032324
4	DR.NEHA SHARMA	CIVIL HOSPITAL, ROOPNAGAR	ASSISTANT HOSPITAL ADMINISTRATOR	9888636006
5	DR.RASHMI WADHWA	CIVIL HOSPITAL, LUDHIANA	ASSISTANT HOSPITAL ADMINISTRATOR	8528005591
6	DR.SUKHDEEP KAUR	CIVIL HOSPITAL, MOHALI	HOSPITAL ADMINISTRATOR	9988498170
7	DR.PARDEEP SHARMA	CIVIL HOSPITAL, LUDHIANA	MEDICAL OFFICER	9888456296
8	DR.MUDITA PURI	CIVIL HOSPITAL, HOSHIARPUR	HOSPITAL ADMINISTRATOR	9855824024
9	DR.SARABDEEPAK SINGH.RIAR	CIVIL HOSPITAL, LUDHIANA	MEDICAL OFFICER	9814000765
10	VARUN JOSHI	CIVIL HOSPITAL, AMRITSAR	ASSISTANT HOSPITAL ADMINISTRATOR	9417355379
11	DR.NEERAJ SEHGAL	DH, TARN TARN	NODAL OFFICER	9876163265
12	SHEENU GOYAL	DISTRICT HOSPITAL, BHATINDA	HOSPITAL ADMINISTRATOR	9876698457
13	DR.KRISHAN KUMAR DHAWAN	DISTRICT HOSPITAL, SANGRUR	HOSPITAL ADMINISTRATOR	9872035636
14	DR.PRAVEEN PAL JINDAL	SNGRURU	NODAL OFFICER	9814006640
15	DR.JASBIR SINGH	LUDHIANA	DEPUTY MEDICAL COMMISSIONER	846400383
16	DR.HARDIP SINGH	DH AMRITSAR	SMO	9463133298
17	DR.SHAMSHER SINGH	CIVIL HOSPITAL, TARN TARN	SMO	9872613066
18	DR.RAMANDEEP SINGH	SDH RAMPURA	MEDICAL OFFICER	8968563687
19	AMRIT PAL KAUR	CIVIL HOSPITAL, TARN TARN	NURSING SISTER	9888346200
20	DR. VINOD KUMAR	BHATINDA	DEPUTY MEDICAL COMMISSIONER	9814594352
21	DR.SHAILESH KUMAR	HOSHIARPUR	DIST EPIDEMIOLOGIST	9041802180
22	DR.HARPAL KAUR		DEPUTY MEDICAL COMMISSIONER	9878585577
23	DR.SATPAL SINGH		SMO	9779224490
24	SATINDER KAUR	CIVIL HOSPITAL, JALANDHAR	MATRON	8146191235
25	DR.PRABHDEEP KAUR JOHAL	AMRITSAR	DEPUTY MEDICAL COMMISSIONER	9914545266
26	DR.ARUN MAHAJAN	CIVIL HOSPITAL	MEDICAL OFFICER	9888894317
27	DR.KRISHAN SINGH	CIVIL HOSPITAL, RAJ PURA	SMO	9872040154
28	DR.M.S.DHALIWAL	PATIALA	DEPUTY MEDICAL COMMISSIONER	9814081835
29	DR.NAVDEEP SINGH	TARN TARN	DEPUTY MEDICAL COMMISSIONER	9781920020
30	DR.GURMOHINDER SINGH	ROPAR	DEPUTY MEDICAL COMMISSIONER	9872212138
31	DR.AJAY BAGGA	HOSHIARPUR	DEPUTY MEDICAL COMMISSIONER	9417852422
32	DR.DEVINDER SINGH	CIVIL HOSPITAL, JALANDHAR	NODAL OFFICER	9855785687
33	DR.SURINDER SINGH	SDH KHARAR	SMO	9417272277
34	DR.RANJOT KAUR	CIVIL HOSPITAL, RAJ PURA	MEDICAL OFFICER	9815936858
35	DR.HARPAL SINGH SRAN		SMO	9872089698
36	DR.BALWINDER SINGH	MOHALI	DEPUTY MEDICAL COMMISSIONER	9815650212
37	SARABJEET		MATRON	9646714556
38	NEELAM ARORA	MKH PATIALA	NURSING SUPERINTENDENT	9855158788
39	DR.AMARJIT KAUR	MKH PATIALA	MS	8146200152
40	DR.KULDEEP SINGH	CIVIL HOSPITAL, MOHALI	MEDICAL OFFICER	9815802655
41	DR.BALJIT KAUR	CIVIL HOSPITAL, MANA	NODAL OFFICER	9872119508
42	DR.HARMINDER KAUR SODHI		SMO	9465436197
43	DR.S.S.ROMEENA		SMO	9814909179
44	SITA DEVI	CIVIL HOSPITAL, SANGRUR	NURSING SISTER	9417634691
45	DR.DARSHAN SINGH	MANSHA	DEPUTY MEDICAL COMMISSIONER	9814685406
46	DR.PARVINDER KAUR BALGIR	SANGRUR	DEPUTY MEDICAL COMMISSIONER	9814905357
47	SURINDER PAL KAUR	CIVIL HOSPITAL, LUDHIANA	MATRON	9779078607
48	DR.BALWANT SINGH	CIVIL HOSPITAL	SMO INCHARGE	9988220396
49	DR.MOHINDER SINGH	CIVIL HOSPITAL, ROOP NAGAR	SMO	9915570066
50	RAJBIR KAUR		MATRON	9855810641
51	MINAKSHI	SDH KHARAR	NURSING SISTER	9779790437
52	RAJINDER PAL KAUR	DH	NURSING SISTER	9256473104
53	SURINDER KAUR	CIVIL HOSPITAL DASKYA	MATRON	9465137653
54	LABH KAUR	CIVIL HOSPITAL, MANSA	STAFF NURSE	8427007065
55	HARINDER KAUR		NURSING SISTER	9464754615
56	BALWINDER KAUR	CIVIL HOSPITAL, ROPAR		
57	KEVAL KAUR	CIVIL HOSPITAL, HOSHIARPUR	MATRON	9815028581
58	DR. KANWAJIT SINGH BAWA	CIVIL HOSPITAL, JALANDHAR	SMO	9814109709
59	SMT SANTOSH SHARMA		NURSING SISTER	9815773939

## Annexure II

<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
<b>Day-01 ( 3<sup>rd</sup> June 2015)</b>		
09:00 am - 09:30 am	<b>Registration</b>	
09:30 am - 10.00 am	<b>Inaugural Address</b>	<b>MD NHM</b>
10.00 am - 10:30 am	<b>Overview of National Quality Assurance Programme</b>	<b>Dr. J. N. Srivastava</b>
10:30 am - 11:15 am	<b>Measurement System for Quality Assurance, Standards and Assessment Protocol</b>	<b>Dr. Sushant Agrawal</b>
11:15 a.m. -11.30 a.m.	<b>Tea</b>	
11:30 am - 12:15 pm	<b>Standards for Service Provision , Patient Rights &amp; Inputs</b>	<b>Dr. Parvinder Pal Kaur/ Ms. Richa Sharma</b>
12:15 pm-1.00 pm	<b>Group Activity: Identifying Standards</b>	<b>Dr. Sushant Agrawal</b>
1:00 pm - 1:45 pm	<b>Lunch</b>	
1:45 pm - 2:30 pm.	<b>Standards for General Clinical Services</b>	<b>Ms. Richa Sharma</b>
2.30 pm-3:15 pm	<b>Exercise</b>	<b>Ms. Vinny Arora</b>
3.15 pm - 3.30 pm	<b>Tea</b>	
3:30 p.m. - 4.15 p.m.	<b>Standards for Specific Clinical Services (Tea during the session)</b>	<b>Dr. J. N. Srivastava</b>
4:15 p.m. - 5.00 p.m.	<b>Standards for RMNCH+A Services</b>	<b>Dr. J. N. Srivastava</b>
<b>Day-02 ( 4<sup>th</sup> June)</b>		
09:00 a.m. - 09:15 a.m.	<b>Recap</b>	
09:15 a.m. - 10:00 a.m.	<b>Standards for Support Services</b>	<b>Dr. Sushant Agrawal</b>
10:00 a.m. - 10:45 a.m.	<b>Standards for Infection Control (Tea during the session)</b>	<b>Ms. Vinny Arora</b>
10:45 a.m. - 11:30 a.m.	<b>Standards for Quality Management</b>	<b>Dr. Sushant Agrawal</b>
11:30 p.m. - 12:15 p.m.	<b>Key Performance Indicators</b>	<b>Ms. Richa Sharma</b>

12:15 p.m. - 01:00 p.m.	<b>Swachhta Guidelines and Introduction of "KAYAKALP"</b>	<b>Ms. Vinny Arora</b>
01:00 p.m. - 01:45 p.m.	<b>Lunch</b>	
01:45 p.m. - 02:45 p.m.	<b>Exercise: Gap analysis &amp; Action Planning</b>	<b>Dr. Sushant Agrawal</b>
02:45 p.m. - 03:45 p.m.	<b>Post Training Evaluation &amp; Feedback (Tea during the session)</b>	<b>NHSRC Team</b>
03:45 p.m. - 04:45 p.m.	<b>Roadmap for Quality Assurance</b>	<b>Dr. Parvinder Pal Kaur</b>

<b>Internal Assessor Training, Punjab Participant Feedback Evaluation</b>		
<b>Topic</b>		<b>Average</b>
<b>Day 1 (03/06/2015)</b>		
Overview of National Quality Assurance Program Dr. J.N.Srivastava		3.88
Measurement System for Quality Assurance and Assessment Protocols Dr. Sushant Agrawal		4.12
Standards for Service Provision Dr. Parvinder Pal Kaur		4.13
Standards for Patient Rights and Inputs Ms.Richa Sharma		4.54
Case Studies Ms.Richa Sharma		4.42
Standards for Specific Clinical Services Dr.J.N.Srivastava		4.12
Standards for RMNCH+A Dr.J.N.Srivastava		4.10
<b>Day 2 (04/06/2015)</b>		
Standards for Support Services Dr. Sushant Agrawal		4.26

Standards for Infection Control Ms.Vinny Arora	4.55
Standards for Quality Management Dr. Sushant Agrawal	4.33
Key Performance Indicators Ms.Richa Sharma	4.45
Exercise Gap Analysis and Action Planning Dr.Sushant Agrawal	4.28
Road Map for Quality Assurance Dr. Parvinder Pal Kaur	4.31
<b>Overall Average</b>	<b>4.27</b>