

Internal Assessor Training on National Quality Assurance Standards

16th to 17th August 2016, Delhi

Conducted by

**National Health System Resource Centre in
collaboration with National Health Mission
Delhi**

TRAINING REPORT INTERNAL ASSESSOR TRAINING ON NATIONAL QUALITY ASSURANCE STANDARDS

TRAINING COORDINATOR Mr. Ramesh Pandey (Nodal officer for QA
Delhi State)

Ms. Vinny Arora (Consultant, QI, NHSRC, New
Delhi)

DATE OF TRAINING 16th to 17th August 2016

PLACE OF TRAINING 6th Floor, Conference Room, B Wing,
Vikas Bhawan - II,
DSHM, Civil Lines, Delhi.

PARTICIPANTS OF TRAINING Total no.33 (List attached in *Annexure I*)

COURSE SCHEDULE The course schedule (Attached in
Annexure II) outlines

learning methods. the day to day contents and

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Overview

2-days Internal Assessor training was conducted in state of Delhi by National Health System Resource centre in collaboration with National Health Mission (NHM) Delhi from 16th to 17th August, 2016.

Main objective of the training was to provide an overview of National Quality Assurance Standards as well as to prepare the state participants as internal assessors for the NQAS program. To fulfil the main objective the state has nominated 33 participants for the training which include Specialist, Medical Officers, Nursing Staff, Engineers etc.

Training started with an inaugural key note by state quality nodal officer, he discussed about importance of the Quality in Healthcare system. 2 day training was spread in to 10 Topics & 2 exercises for hands on experience about various methodologies of the assessment and identifying standards.

Training was followed by Post training evaluation, which is attempted by 31 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 **31 participants 24 has passed the exam successfully.**

Training program have inbuilt training course evaluation system, where training feedback form is provided to each participant in the beginning of the session. Feedback of participants has been analyzed on 5 point scale. **Overall score for training program was 4.1 on a Five-point scale.**

Objective of Training

- To acquaint the trainees with National Quality Assurance standards, measurable elements, departmental checklists and scoring system along with scoring methodology.
- To develop skills and acumen to carry out assessment of hospitals.

Session Brief

Topic	Session Brief
Day -1 (16 -08-2016)	
Overview of National Quality Assurance Program Dr. Nikhil Prakash	This session covers the concepts, dimensions and approaches towards Quality, it outlines about development of National Quality Assurance Program and also brief about its 8 areas of concern along with its Key features. Session also describes about the proposed organization structure required at state and district level for effective implementation of program.
Measurement System for Quality Assurance, Standards and Assessment Protocol Ms. Vinny Arora	This session elaborate the measurement system and the differentiation of the system at UPHC & DH level. It also gives an overview of 8 Area of Concerns and its Standards. A detailed discussion about 18 checklists of District Hospital Level is done during the session. This session also entails about scoring & methodology used in the system.
Standards for Service Provision , Patient Rights & Inputs Dr. Nikhil Prakash & Ms. Richa Sharma	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. Patient Rights & Inputs were covered by Ms. Richa Sharma.
Case study Labour Room Ms. Vinny Arora	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 detailed discussion about all the checkpoints.
Standards for General Clinical Services Ms. Richa Sharma	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.

Standards for Specific Clinical services & RMCH+A Services
Dr. Mrinalini Mani

Session include discussion about Assessment of quality of specific clinical services like Emergency, ICU/SNCU, OT, anaesthetic 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 along with standards for Quality of National Health Programs. Dr. Mani explained very well about the standards in concurrence with the Delhi state scenario for conducting assessments objectively.

Day -2 (17-08-2016)

Standards for Infection Control
Ms. Richa Sharma

Session includes detailed discussion about 6 standards. It includes elaborative details on how to assess the infection control practices at public health care facilities. Layout of Operation Theatre, discussion of New Bio Medical Waste Management rules forms the part of the session.

Key Performance Indicators
Ms. Richa Sharma

Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI at facility, district & state level

Gap Analysis Exercise
Ms. Vinny Arora

Gap Analysis format were given to the participants, later on Slides were shown to them to enable them to find the gap, then prioritize and prepare an action action plan in order to perform the gap analysis activity after assessment in their facilities.

Standards for Support Services
Ms. Vinny Arora

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 Quality Management
Dr. Sapna Bathla

Session include discussion on 8 standards of Quality Management system. It also include how to assess Quality policy, objective, SOP, PSS, process mapping etc. Quality Tools were discussed during the session.

Roadmap for Quality Assurance
Ms. Vinny Arora

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
NHSRC team

At last Post training Evaluation of participants has been conducted. Post training evolution contain 42 Multiple choice Questions. Participants are allowed to use their notes & assessment guidebook for answering question paper.

Training Feedback

INTERNAL ASSESSOR TRAINING , DELHI (FEEDBACK EVALUATION)		
<i>16th to 17th August 2016, Delhi</i>		
SESSION	FACULTY	AVERAGE
Overview of National Quality Assurance Program	Dr.Nikhil Prakash	3.92
Measurement system for Quality Assurance and Assessment Protocol	Ms. Vinny Arora	4.15
Standards for Service Provision , Patient Rights & Inputs	Dr.Nikhil Prakash	4.00
Labour Room Exercise	Ms. Vinny Arora	4.08
Standards for General Clinical Sservices	Ms. Richa Sharma	4.12
Standards for Specific Clinical Services & RMNCH+A services	Dr. Mrinalini Mani	3.88
Standards for Support Services	Ms. Vinny Arora	4.50
Standards for Infection Control	Ms. Richa Sharma	4.54
Standards for Quality Management	Dr. Sapna Bathla	3.96
Exercise on Gap Identification	Ms. Vinny Arora	4.35
Key performance Indicators	Ms. Richa Sharma	4.00

Roadmap for Quality Assurance	Ms. Vinny Arora	4.12
	AVERAGE	4.13

Annexure - I

List of Participants

Internal Assessor Training , Delhi			
16th - 17th August 2016			
S.No.	Name	Designation	Institute
1	Prof. R K Grover	Director	Delhi State Cancer Institute
2	Dr. Sangeeta Behara	Senior Medical Officer	Guru Teg Bahadur Hospital
3	Ms. Promila Aggrawal	S/N	Guru Teg Bahadur Hospital
4	Dr. Prachi Punder	SMO Gynae	NCTMH
5	Dr. Sangeeta Bhasin	CMO	Lok Nayak Hospital
6	Dr. Amit Gupta	MO	Lok Nayak Hospital
7	Dr Karnika Saigal	Asst. Professor Micro	Chacha Nehru Bal Chikitsalaya
8	Dr. Sapna Bathla	Head of Office and HOD Anaesthesia	Chacha Nehru Bal Chikitsalaya
9	Dr. Reena Sankhla	Specialist Pathology	Deep Chand Bandhu Hospital
10	Ms. Suman Lata	Staff Nurse	Bhagwan Mahavir Hospital
11	Dr. Taruna Tanwar	Pathologist	Jag Pravesh Chandra Hospital
12	Dr. Natasha Singh Gulati	Specialist (Pathology)	Janakpuri Super Speciality Hospital
13	Dr. Sumita Kulshrestha	Spl. Anaesthesia	Babu Jagjivan Ram Memorial Hospital
14	Dr. Rajkumar Aggrawal	MO Paeds	Babu Jagjivan Ram Memorial Hospital

Internal Assessor Training , Delhi			
16th - 17th August 2016			
S.No.	Name	Designation	Institute
15	Mr. Manish Kumar	Staff Nurse	Babu Jagjivan Ram Memorial Hospital
16	Dr. Aldrin A	Neurologist	IHBAS
17	Mr. Subhash Chand Gupta	Staff Nurse	IHBAS
18	Dr. Rajender Kumar	Specialist Anaesthesiology	Dr. Baba Saheb Ambedkar Hospital
19	Dr Shalini Dewan Duggal	Specialist Microbiology	Dr. Baba Saheb Ambedkar Hospital
20	Dr. Sabrina Barua	Specialist Microbiology	Lal Bahadur Shastri Hospital
21	Mr. Roshan Lal	Staff Nurse	Acharya Shree Bhikshu Hospital
22	Ms. Sudesh Sagar	Staff Nurse	Dr. Baba Saheb Ambedkar Hospital
23	Mr. Arvind Mishra	Communitization Officer	DSHM
24	Mr. Sachin Kumar Goyal	Staff Nurse	Acharya Shree Bhikshu Hospital
25	Ms. Rekha Jain	Nursing Sister	Guru Teg Bahadur Hospital
26	Ms. Usha Luthra	Nursing Sister	Deep Chand Bandhu Hospital
27	Ms. TIJO JOSE	Staff Nurse	Dr. Hedgewar Arogya Sansthan
28	Ms. Pushpa Ming	DNS	Lok Nayak Hospital
29	Ms. Babita Rani	Staff Nurse	Jag Pravesh Chandra Hospital
30	Ms. Ruby	Staff Nurse	Dr. N C Joshi Hospital
31	Mr. Kulvir Singh	Executive Engineer	Delhi State Cancer Institute
32	Dr. Anurag Agrawal	Asst. Proff Paediatrician	Maulana Azad Medical College
33	Dr. Raghvendera Singh	Specialist Paediatrician	Lok Nayak Hospital

Training Agenda

Time	Topic	Resource Person
Day-01 (16th August 2016)		
09:00 am - 09:30 am	Registration	
09:30 am - 10:00 am	Inaugural Address MD NHM	
10:00 am - 11:00 am	Overview of National Quality Assurance Programme	Dr. Nikhil Prakash
11:00 am -11.15 am	Tea	
11:15 am - 12:15 pm	Measurement System for Quality Assurance, Standards and Assessment Protocol	Ms. Vinny Arora
12:15 pm - 01:15 pm	Standards for Service Provision , Patient Rights & Inputs	Dr. Nikhil Prakash
01:15 pm - 02:00 pm	Lunch	
02:00 pm - 02:45 pm	Labour Room - Exercise	Ms. Vinny Arora
02:45 pm - 03:30 pm.	Standards for General Clinical Services	Ms. Richa Sharma
03:30 pm - 03.40 pm	Tea	
03:40 p.m. - 04:45 p.m.	Standards for Specific Clinical & RMNCHA Services	Dr. Mrinalini Mani
04:45 p.m. - 05:45 p.m.	Group Activity: Identifying Standards	NHSRC Team
Day-02 (17th August 2016)		
09:00 a.m. - 09:30 a.m.	Recap	
09:30 a.m. - 10:30 a.m.	Standards for Support Services	Ms. Vinny Arora
10:30 a.m. - 10:45 a.m.	Tea	
10:45 a.m. - 11:45 a.m.	Standards for Infection Control	Ms. Richa Sharma
11:45 a.m. - 12:30 pm.	Standards for Quality Management	Mr. Ramesh Pandey
12:30 p.m. - 01:15 p.m.	Exercise on Gap Identification	Ms. Vinny Arora
01:15 p.m. - 02:00 p.m.	Lunch	
02:00 p.m. - 03:00 p.m.	Key Performance Indicators	Ms. Richa Sharma

03:00 pm. – 03:45 p.m.	Roadmap for Quality Assurance	Ms. Vinny Arora
03:45 p.m. – 05:00 p.m.	Post Training Evaluation & Feedback (Tea during the session)	NHSRC Team

Photo Gallery



Dr. Nikhil Prakash briefing about National Quality



Ms. Vinny Arora briefing about Support Services



Ms. Richa Sharma briefing about Infection Control Standard



Dr. Monika Rana motivating participants for conducting assessments in their hospitals.