



# Internal Assessor Training

**Date-29<sup>th</sup>-30<sup>th</sup> March 2016**

**To:** Consultant Quality Assurance, District Family welfare officer, District Surgeons, District Quality Managers, Gynecologist , pediatricians, specialists ,general surgeons of **Karnataka**

**From:** National Health System Resource Centre (NHSRC)

**Subject:** 2 Days Internal Assessor Training.

**Venue:** Conference Hall, Indian Medical Association, Near Tipu fort.

## **Overview:**

2 day Internal Assessor training was conducted in state of Karnataka by National Health System Resource centre in collaboration with KHSDRP ,Bangalore on 29<sup>th</sup>-30<sup>th</sup> March 2016.

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 fulfill the main objective state has nominated 82 participants for the training which include Consultant Quality Assurance, District Family welfare officer, District Surgeons, Admin cum program assistant, District Quality Managers, Gynecologist ,pediatricians, specialists and general surgeons from all 31 districts.

Training started with inaugural Key note by Dr .Sajjan Kumar Joint Director ,KHSDRP. Dr Kumar discussed about importance of the Quality in Healthcare system & assured 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 82 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 will be 60%. **60 participants passed the 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 3.86 out of 5.**

## Internal Assessor's Training on National Quality Assurance Standards

<b>Time (24 Hours )</b>	<b>Topic</b>	<b>Resource Person</b>
<b>Day-01</b>		
09:00 - 09:30	<b>Registration</b>	
09:30 - 10:00	<b>Inaugural Address by MD,NHM</b>	
10:00 - 10:45	<b>Overview of Quality &amp; National Quality Assurance Program</b>	<b>Dr. Parminder Gautam</b>
<b>10:45 - 11:00</b>	<b>Tea</b>	
11:00 - 12:00	<b>Measurement System for Quality assurance its assessment protocol &amp;Standards</b>	<b>Mr. Rajesh N</b>
12:00 - 13:00	<b>Standards for Service Provision, Patient Rights &amp; Inputs</b>	<b>Ms. Richa Sharma</b>
13:00 - 14:00	<b>Lunch</b>	
14:00- 14:45	<b>Exercise on Area of Concern-A, B, C (Case study-01)</b>	<b>Ms. Richa Sharma</b>
14:45 - 16:00	<b>Standards for Specific Clinical Services</b>	<b>Dr. Parminder Gautam</b>
15:45 - 16:00	<b>Tea</b>	
16:00 - 16:45	<b>Standard for General Clinical Services</b>	<b>Ms. Richa Sharma</b>
16:45-17:30	<b>Identification of Standards Exercise</b>	<b>Mr. Rajesh N</b>
<b>Day-02</b>		
09:00 - 09:30	<b>Recap</b>	
09:30 - 10:15	<b>Standard for RMNCHA</b>	<b>State Resource</b>
10:15 - 11:00	<b>Standards for Support Services</b>	<b>Mr. Rajesh</b>
11:00- 11:15	<b>Tea</b>	
11:15 - 12:15	<b>Key Performance Indicators</b>	<b>Ms. Richa Sharma</b>
12:15-13:00	<b>Standards for Quality Management</b>	<b>Mr. Rajesh N</b>
13:00 - 13:45	<b>Lunch</b>	
13:45 - 14:45	<b>Standard for Infection Control</b>	<b>Ms. Richa Sharma</b>
14:45-15:30	<b>Exercise on gap identification</b>	<b>Mr. Rajesh</b>

15:30-16:30	<b>Post Training evaluation</b>	
16:30-17:00	<b>Road Ahead</b>	<b>Ms. Richa Sharma</b>

## Session Brief

Topic	Session Brief
<b>Day -1 (14-5-2015)</b>	
<b>Overview of National Quality Assurance Program Dr. Parminder Gautam</b>	Session covers concepts of Quality, discussion about various definitions of Quality, Development of National Quality Assurance Standards & their implementation framework at state & district level.
<b>Measurement System for Quality Assurance &amp; Assessment Protocol Mr. Rajesh</b>	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
<b>Standards for Service Provision , Patient Rights &amp; Inputs Ms. Richa Sharma</b>	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.
<b>Case study Mr.Rajesh</b>	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
<b>Standards for Specific clinical Services Dr Parminder Gautam</b>	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
<b>Standards for General Clinical Services Ms. Richa Sharma</b>	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.
<b>Group</b> <b>Mr. Rajesh</b>	<b>Activity</b>	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.
<b>Day -2 (15-5-2015)</b>		
<b>Standards for RMNCHA services</b>		It included discussion on RMNCHA services which include Antenatal, intra-natal & Postnatal care as well as family planning & ARSH services
<b>Standards for Support Services</b> <b>Mr. Rajesh</b>		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.
<b>Standards for Infection Control</b> <b>Ms. Richa Sharma</b>		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
<b>Key Performance Indicators</b> <b>Ms. Richa Sharma</b>		Session include discussion on 30 KPIs. It also include how to calculate & reporting mechanism of KPI at facility, district & state level
<b>Standards for Quality Management</b> <b>Mr. Rajesh</b>		Session include discussion on 8 standards of Quality Management system. It also include how to assess Quality policy, objective, SOP, PSS, process mapping etc
<b>Roadmap Assurance</b> <b>Ms. Richa</b>	<b>for Quality</b>	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.
<b>Post Training Evaluation</b>	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 Course Evaluation

<b>Topic</b>	<b>Score</b>
	<b>3.92</b>
OVERVIEW OF NATIONAL QA PROGRAM	
MEASUREMENT SYSTEM FOR QUALITY ASSURANCE & ASSESSMENT PROTOCOL	<b>3.64</b>
STANDARD FOR SERVICE PROVISION, PATIENT RIGHTS AND INPUTS	<b>4.08</b>
CASE STUDIES	<b>3.94</b>
STANDARD FOR SPECIFIC CLINICAL SERVICES	<b>4.06</b>
STANDARD FOR GENERAL CLINICAL SERVICES	<b>4.02</b>
GROUP ACITIVITY-IDENTIFYING STANDARDS	<b>3.57</b>
STANDARDS FOR RMNCHA	<b>3.44</b>
STANDARDS FOR SUPPORT SERVICES	<b>3.52</b>
KEY PERFORMANCE INDICATORS	<b>4.12</b>
STANDARDS FOR QUALITY MANAGEMENT	<b>3.83</b>
STANDARDS FOR INFECTION CONTROL	<b>4.14</b>
OVERVIEW OF NATIONAL QA PROGRAM	<b>3.92</b>



## Details of Participants appeared in Internal Assessor Exam

<b>Results for Internal Assessor Training Bangalore(29th -30th March 2016) Karnataka</b>					
<b>Total Appeared- 82</b>					
<b>Total Passed- 60</b>					
Result percentage-73%					
<b>Sr No</b>	<b>Name</b>	<b>Designation</b>	<b>Marks Obtained</b>	<b>Percentage</b>	<b>Result</b>
1	Ishwarbabu Sindagi	DQM, bagalkote	37	92.5	<b>Passed</b>
2	Dr. Rashmi M	DQM,Wenlok, Mangalore	35	87.5	<b>Passed</b>
3	Dr. Santosh Kanchyani	DQM, DH Vijayapura	35	87.5	<b>Passed</b>
4	Dr. Shivaleela S Shirol	District Quality Manager (DQM) Chigateri hospital,Davangere	34	85	<b>Passed</b>
5	Dr. Nishantha RT	DQM, Chickballapura	34	85	<b>Passed</b>
6	Dr. Lakshmipathy RN	RCHO,Ramanagara	33	82.5	<b>Passed</b>
7	Iranna M Malaghan	ACPA,Vijayapura	33	82.5	<b>Passed</b>
8	Dr. Raghavendera Hallur	State consultant, KHSDRP	32	80	<b>Passed</b>
9	Nataraj Salagundi	DQM,Koppal	31	77.5	<b>Passed</b>
10	Anand Kumar G	Pathologist,DH Gadag	31	77.5	<b>Passed</b>
11	Dr. TA Eswaraiah	DS, DH Tumkur	31	77.5	<b>Passed</b>
12	Dr. Mahima AN	Taluk Health Officer,DH Chikkaballapur	31	77.5	<b>Passed</b>
13	S C patil	ENT Surgeon	30	75	<b>Passed</b>

14	Dr. Raghavendera Shilpi	DQM, DH, Chikmagalore	30	75	<b>Pass ed</b>
15	Dr. Vijayendra Mahadevappa	Specialist,DH Kalaburagi	30	75	<b>Pass ed</b>
16	K.Anil Kumar	Nurse, DH jayanagar, Bangalore	30	75	<b>Pass ed</b>
17	Dr. Vinod Kumar B.B	DQM,Kalaburagi	30	75	<b>Pass ed</b>
18	Dr. Yogesh Gowda	CHO, DH Ramnagar	30	75	<b>Pass ed</b>
19	Dr. Sreerama CJ	Pediatrician, DH Chitradurga	29	72.5	<b>Pass ed</b>
20	Dr. P bharathi	DFMO, Kolar	29	72.5	<b>Pass ed</b>
21	Shreedhar S Bengeri	DQM, DH Haveri	29	72.5	<b>Pass ed</b>
22	Dr. santosh babu	Anesthesiologist, DH Chickballapur	29	72.5	<b>Pass ed</b>
23	K Manjula	ACPA,Koppal	29	72.5	<b>Pass ed</b>
24	Dr. M.K Muniraju	DS, DH ramanagara	29	72.5	<b>Pass ed</b>
25	Bhagyawati Yatish	State QI consultant,KSHSRC	29	72.5	<b>Pass ed</b>
26	Dr. Sumitha K	Specialist,Dh Tumkur	29	72.5	<b>Pass ed</b>
27	Dr. Hema S Bhaskar	Senior Specialist,Dh Kolar	29	72.5	<b>Pass ed</b>
28	Gungappa P Jugale	pediatrician, DH Chitradurga	28	70	<b>Pass ed</b>
29	Dr.Pradeep Kumar BH	DQM,Kolar	28	70	<b>Pass ed</b>
30	Dr.Madhsoodana Nayak	RMO, DH Udupi	28	70	<b>Pass ed</b>
31	Dr. Venkat Reddy	DH Yadgir	28	70	<b>Pass</b>

					<b>ed</b>
32	KC Murali Mohan	ACPA,DH Kolar	27	67.5	<b>Pass ed</b>
33	Shaista Anium ARA	ACPA,DH Tumkur	27	67.5	<b>Pass ed</b>
34	Dr. Vaseem Imran	General Surgeon,DH Tumkur	27	67.5	<b>Pass ed</b>
35	Dr. Dinesh Kamath	Senior Specialist,Wenlok Hospital	27	67.5	<b>Pass ed</b>
36	Dr. Manjula	DS,DH Chikkaballapur	27	67.5	<b>Pass ed</b>
37	Dr.K.b Muthappa	DS, nadi keru Kodagu	27	67.5	<b>Pass ed</b>
38	Pushpalatha S	Admin cum Program assistant (ACPA),District Hospital,Chickballapur	26	65	<b>Pass ed</b>
39	Dr. Anantaraddik Radder	District Surgeon (DS),Bagalkot	26	65	<b>Pass ed</b>
40	Giridhar R Kuknoor	Senior Specialist, DH Dharwad	26	65	<b>Pass ed</b>
41	Dr. Rajesh MN	Pschiatrist,DH Chamarajnagar	26	65	<b>Pass ed</b>
42	Dr. Rajeshwari B	DQM,DH Chitradurga	26	65	<b>Pass ed</b>
43	Dr. Prashanth B	DFWO,Tumkur	25	62.5	<b>Pass ed</b>
44	Bhavya TS	ACPA,ramanagara	25	62.5	<b>Pass ed</b>
45	Dr. S.B Danaraddi	DFWO,Koppal	25	62.5	<b>Pass ed</b>
46	Dr. Cosudha	DFWO,	25	62.5	<b>Pass ed</b>
47	B G Naresh	ACPA	24	60	<b>Pass ed</b>
48	Dr. Kishor Kumar	Specialist,DH Karwar	24	60	<b>Pass</b>

					<b>ed</b>
49	Shambhulinga N Bankar	ACPA,DH Haveri	24	60	<b>Pass ed</b>
50	Rajesh K	ACPA,DH Chamarajanagar	24	60	<b>Pass ed</b>
51	Ravi	ACPA Udupi	24	60	<b>Pass ed</b>
52	Dr. K. Jagadeesh	DS,Chitradurga	24	60	<b>Pass ed</b>
53	Dr. Shri ramaraok	FWO,DH Udupi	24	60	<b>Pass ed</b>
54	Husensaheb khaji	DS, DH Dharwad	24	60	<b>Pass ed</b>
55	Dr. Channamma Katti	Microbiologist, district hospital Vijayapura	24	60	<b>Pass ed</b>
56	Rajeshwari H.R	DS, DH Wenlok	24	60	<b>Pass ed</b>
57	Dr. Sadashivappa .M	Senior Specialist,DH madikeri	24	60	<b>Pass ed</b>
58	Dr. Prabhu Prasad	senior Specialist,DH madikeri	24	60	<b>Pass ed</b>
59	Dr. Madan G. Ghodke	DFWO,Haveri	24	60	<b>Pass ed</b>
60	Dr. Nelamma S	DFWO,DH Yadgir	24	60	<b>Pass ed</b>
61	Vasanth Kumar,GH	ACPA	22	55	<b>Failed</b>
62	Vishwantha Reddy MS	Microbiologist, Karwar district hospital	22	55	<b>Failed</b>
63	Shreejith R.S	Quality Consultant, KHSDRP, bangalore	22	55	<b>Failed</b>
64	Dr. Bhagayavanta	DS,DH Yadgir	22	55	<b>Failed</b>
65	DR. HD Neelambike	DS,Davangere	21	52.5	<b>Failed</b>

66	Neelakanteppa	ACPA,DH Kalaburagi	21	52.5	<b>Failed</b>
67	Annapurna S Vasitrad	DFWO, DHO Uttar Kannada	21	52.5	<b>Failed</b>
68	Dr. manjunath Avyannavar	DQM, DH Dharwad	20	50	<b>Failed</b>
69	Asha .S	DFWO,DH Kodagu	20	50	<b>Failed</b>
70	Sangeetha	ACPA	20	50	<b>Failed</b>
71	Dr. Bhagirathi N Naik	DFWO,DH Bagalkot	20	50	<b>Failed</b>
72	Dr.Pushpa HR	DFM,DHO Office, Dharwad	19	47.5	<b>Failed</b>
73	Dr.Nanda NS	DFM,davangere	19	47.5	<b>Failed</b>
74	Dr. Nagraj	Deputy Chief,medical officer,Dhuangere	19	47.5	<b>Failed</b>
75	Jagdeesh N Dhannur	ACPA,DQAU,Gadgag	18	45	<b>Failed</b>
76	Krishnamurthy C	ACPA,DQAU,Davanagere	18	45	<b>Failed</b>
77	Dr. Ravindra Nagalinkar	DFWO,Gonbarga	18	45	<b>Failed</b>
78	Dr. dasharath	DS, DH Vijayapura	17	42.5	<b>Failed</b>
79	Dr. R.M Sajjan	JD,QA,KHSDRP	17	42.5	<b>Failed</b>
80	Monika GK	ACPA	16	40	<b>Failed</b>
81	Dr. Nanda	District Family Welfare Officer (DFWO)Chamarajnagar	15	37.5	<b>Failed</b>
82	Dr. Veeresh Naresh	Senior Specialist	15	37.5	<b>Failed</b>