



# Internal Assessor Training

**Date:** 14 - 15<sup>th</sup> May 2015

**To:** Consultant Quality Assurance, Consultant Public Health, Consultant CHA, CMO, Microbiologist, Nursing Superintendent, Medical officer, Pharmacist & Medical record officer of state of **Mizoram**.

**From:** National Health System Resource Centre (NHSRC) & North East Regional Resource Centre (NE-RRC)

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

**Venue:** Conference Hall, Health & Family welfare Department, NHM Mizoram.

## Overview:

2 day Internal Assessor training was conducted in state of Mizoram by National Health System Resource centre & their sister organization North East regional resource centre (NE-RRC) in collaboration with National Health Mission (NHM) Mizoram on 14-15<sup>th</sup> May, 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 fulfill the main objective state has nominated 31 participants for the training which include Consultant Quality Assurance, Consultant Public Health, Consultant CHA, CMO, Microbiologist, Nursing Superintendent, Medical officer, Pharmacist & Medical record officer etc.

Training started with inaugural Key note by Dr K Roperi, Principal Director. Dr Roperi 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 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 will be 60%. **Only participants 11 have 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 4.1 out of 5.**

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

<b>DAY -1</b>		
<b>Time</b>	<b>Topic</b>	<b>Resource Person</b>
9:00AM-9:20 AM	<b>Registration</b>	
9:20AM- 9:30 AM	<b>Welcome Address</b>	
9:30AM -10:00 AM	<b>Inaugural Address MD NHM</b>	
10:00-10:45 AM	<b>Overview of National Quality Assurance Program</b>	<b>Dr. Nikhil Prakash</b>
10:45- 11:00 AM	<b>Tea</b>	
11:00AM -12:00 Noon	<b>Measurement System for Quality Assurance &amp; Assessment Protocol</b>	<b>Ms. Sanyukta</b>
12.00 -1:00 PM	<b>Standards for Service Provision , Patient Rights &amp; Inputs</b>	<b>Dr. Deepika Sharma</b>
1.00 PM -2.00 PM	<b>Lunch</b>	
2.00 PM -3.00 PM	<b>Case Study 1</b>	
3.00PM -3:45 PM	<b>Standards for Support Services</b>	<b>Dr. Chandana Deka</b>
3:45PM -4:00 PM	<b>Tea</b>	
4.00 PM -4.45 PM	<b>Standards for Clinical Services</b>	<b>Dr. Nikhil Prakash</b>
4.45 PM- 5.30PM	<b>Group Activity- Identifying Standards</b>	
<b>DAY-2</b>		
9:00 AM -9:30 AM	<b>Recap</b>	
9.30 AM - 10.45 AM	<b>Standards for Clinical Services (Specific &amp; RMNCHA)</b>	<b>Dr. Chandana Deka</b>
10.45 AM - 11.00	<b>Tea</b>	
11.00 AM - 11.45 PM	<b>Standards for Infection Control</b>	<b>Dr. Deepika Sharma</b>

11.45PM - 12.30 PM	<b>Key Performance Indicators</b>	<b>Ms Sanyukta</b>
12.30PM - 1.15 PM	<b>Standards for Quality Management</b>	<b>Dr. Deepika Sharma</b>
1.15 PM -2.00 PM	<b>Lunch</b>	
2.00 PM -2.45 PM	<b>Exercise Gap analysis &amp; Action Planning</b>	
2.45 PM -3.30 PM	<b>Roadmap for Quality Assurance</b>	<b>Dr. Nikhil Prakash</b>
3.30 PM - 3.45PM	<b>Tea</b>	
3.45 PM -4.45 PM	<b>Post Training Evaluation</b>	
4.45 PM - 5.15PM	<b>Feedback &amp; Valedictory</b>	

### Session Brief

Topic	Session Brief
<b>Day -1 (14-5-2015)</b>	
<b>Overview of National Quality Assurance Program Dr. Nikhil Prakash</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 Ms. Sanyukta</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 Dr. Deepika 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 Dr. Deepika sharma</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 Support Services</b> <b>Dr Chandana Deka</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 General Clinical Services</b> <b>Dr. Nikhil Prakash</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 Activity</b> <b>Dr. Deepika Sharma</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 Specific &amp; RMNCHA Services</b> <b>Dr Chandana</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 Infection Control</b> <b>Dr. Deepika 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. Sanyukta</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>Dr Deepika Sharma</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 for Quality Assurance</b> <b>Dr Nikhil Prakash</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

Internal Assessor Training	
14-15 May 2015, Mizoram	
Day -1 (14- 5-2015)	
Topic	Average
Overview of National Quality Assurance Program & Standards Dr Nikhil Prakash	4
Measurement System for Quality Assurance & Assessment Protocol Ms Sanyukta	4.3
Standards for Service Provision , Patient Rights & Inputs Dr Deepika Sharma	4.2
Standards for Support Services Dr Chandana	4.1
Standards for General Clinical Services Dr Nikhil Prakash	4.1
Day -2 (15-5-2015)	

Standards for Specific & RMNCHA Services Dr Chandana	3.9
Standards for Infection Control Dr. Deepika Sharma	4.2
Key Performance Indicators Ms Sanyukta	4.1
Standards for Quality Management System Dr Nikhil Prakash	4.1
Road Map to Quality Assurance Dr Nikhil Prakash	4.1
<b>Overall Average</b>	<b>4.1</b>

### Details of Participants appeared in Internal Assessor Exam

Internal Assessor Training 14-15 May 2015 Mizoram								
Sr. No.	Name	Designation	E-Mail	Phone Number	Mark Obtained	Max. Marks	%	Status
1	Dr Lucy Chawisangzeli	Consultant (Quality Assurance)	<a href="mailto:lucychawisangzeli@gmail.com">lucychawisangzeli@gmail.com</a>	8415060610	31	40	77.5	Pass
2	Dr Krossnunpuii	State Consultant Public Health	<a href="mailto:krossnunpuii89@gmail.com">krossnunpuii89@gmail.com</a>	8974355897	31	40	77.5	Pass
3	Dr Zoramthanga	Consultant CHA	<a href="mailto:draltea@gmail.com">draltea@gmail.com</a>	9436153551	30	40	75	Pass
4	Dr Lalchhanhimi	Consultant (NF)	<a href="mailto:machhani12@gmail.com">machhani12@gmail.com</a>	9436148650	29	40	72.5	Pass
5	Dr Mary Muanpuii Ralte	CONSULTANT	-	9436152420	28	40	70	Pass
6	Dr Lalthanpuii	DIO Aizawal W District		9436155823	27	40	67.5	Pass
7	Dr Lalhmingmawii	Consultant (Microbiology)	<a href="mailto:emtee_4@yahoo.co.in">emtee_4@yahoo.co.in</a>	9436140396	27	40	67.5	Pass
8	Dr Lalramliana	SMO Aizawl West	-	9436158041	27	40	67.5	Pass
9	Dr John Zohming Thanga	Consultant	<a href="mailto:johnzo05@yahoo.co.in">johnzo05@yahoo.co.in</a>	9436140552	27	40	67.5	Pass
10	Dr Evelyn Lalremsangi Hmar	District Consultant (Quality Assurance)	<a href="mailto:evhmaa@gmail.com">evhmaa@gmail.com</a>	8414957111	27	40	67.5	Pass
11	Lalremmawii	Nursing Superintendent	-	8730919986	24	40	60	Pass
12	Dr A Saia Chenkual	Consultant	<a href="mailto:drsaiachen@gmail.com">drsaiachen@gmail.com</a>	9436142426	23	40	57.5	
13	Dr Lalbiaksiami	Consultant	-	9862656960	22	40	55	
14	Mary Ramte Pachuau	Nursing Superintendent	-	9862266479	21	40	52.5	
15	Dr Fabiola Kharkongor	Medical Officer	<a href="mailto:fabiola_K@hotmail.com">fabiola_K@hotmail.com</a>	9436143363	21	40	52.5	
16	Mrs Lalremmawii	Sr Record Officer	-	9436148440	20	40	50	



<b>17</b>	Dr Sangthuama Ngente	CMO Aizawl	-	9436152649	19	40	47.5	
<b>18</b>	Dr Lily Chhakchhuak	Consultant Civil Hospital Aizawl	-	9436140882	18	40	45	
<b>19</b>	Mr F Vanlallawna	Head Pharmacist	-	9862343632	13	40	32.5	
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