



**Virtual Service Provider Training on National Quality Assurance Standards
Jharkhand**

Dates – 23rd to 26th November 2020 and 14th to 17th December 2020

**Virtual Service Provider Training on National Quality Assurance
Standards for the state of Jharkhand
14th December to 17th December 2020**

Conducted by:

**National Health System Resource Centre in collaboration with NHM,
QA Cell, Jharkhand**



**Virtual Service Provider Training on National Quality Assurance Standards
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Dates – 23rd to 26th November 2020 and 14th to 17th December 2020

**Training report: -Virtual Service Providers Training on National
Quality Assurance Standards**

1. Training coordinator: Dr. Chinmayee Swain, Consultant-QI-NHSRC
Dr. Ranjit Mandal, State Consultant, Public
Health-Jharkhand

2. Date of trainings: 23rd to 26th November 2020 & 14th to 17th December 2020

3. Place of training: On virtual platform

4. Participants of training: As per list attached in Annexure I

5. Course overview: - The course schedules were described afterwards including outlines the day-to-day contents and learning methods.

6. Objectives of training: The specific objectives of the Training programme were: -

- o “To understand basic concepts of quality assurance, standards and how to implement them in their respective facilities”.
- o “To improve the quality of services of Service Providers (doctors, nurses & paramedical staff)

7. Background:

‘Quality’ is the core & most important aspect of services being rendered at any health facility. National Quality Assurance standards have been developed to create an inbuilt and sustainable quality system for public health facilities which not only delivers good quality but is so perceived by the clients. To comply these standards, MoHFW, GoI 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 days External Assessor training.

However due to this current scenario of COVID 19 pandemic, NHSRC QI division decided to conduct the training through virtual platform. The days of training were extended from 3 to 4 days.



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8.Target audiences for the said Service Providers Training: Facility in charges, doctors, nurses, Hospital Managers, Programme Managers & other Paramedical staffs.

9.Main aim of training:

- o understand basic concepts of quality assurance, standards
- o how to implement them in their facilities & to improve the quality of services from service providers (doctors, nurses & paramedical staff).

10.Implementation of training :

Service Providers Training was conducted by NHSRC in collaboration with NHM, QA cell, Jharkhand in two batches (23rd to 26th November 2020 & 14th to 17th December 2020)

The aim of training was to strengthen service provider's knowledge of basic concepts of Quality assurance, Quality tools, documentation pertaining to National Quality Assurance programme (including Standard Operating Procedure, Quality Policy, Quality objective, Quality Manual etc.), Outcome indicators. Participants were from diverse background including Medical officers, Paediatrician, Gynaecologist, Staff nurse, Hospital Managers etc. The first batch of training was imparted to Medical Officers. Subsequently second batch of training was arranged for all the paramedical staffs.

The participants were given-

1. A copy of Operational Guideline for National Quality Assurance in public health facilities.
2. A copy of Assessor's guidebook for District Hospital. (Volume I & Volume II)
3. Assessor's Guidebook for Quality Assurance in CHC-2014
4. Assessor's Guidebook for Quality Assurance in PHC-2014(24*7)
5. Quality Standards for Urban Primary Health Centre- January 2016
6. Training Manual for Implementation of National Quality Assurance Standards.

The programme had 16 Sessions, spread over a period of four days. Suggestions were provided by state/participants.

Training was started with welcome speech from State Nodal Officer for Quality Assurance, Jharkhand and introduction from all the participants



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followed by presentation from Dr. Chinmayee Swain (Consultant- QI, NHRSC).

Training concluded with a good note by fruitful speech by State team, takes a note of facility specific issues along with vote of thanks to trainer & trainee.

The overall rating of the programme in feedback has been good with a overall score of 4.65%.

11. Day wise summary of the presentations:

In the first presentation of the training Dr. Chinmayee Swain, Consultant, QI, NHSRC gave in detail about the Overview of National Quality Assurance Programme. She discussed about four basic Principles of Quality Assurance viz.

1. Quality Assurance is oriented toward meeting the needs and expectations of the patients.
2. Quality Assurance focuses on the system & processes.
3. Quality Assurance uses data to analyze service delivery process.
4. Quality Assurance encourages a team approach to problem solving and quality Improvement.

Subsequently, all the sessions were covered as per the schedule of first batch & second batch respectively.

| Day-1 (23rd Nov, 2020) | | |
|--|--|---|
| Time | Topic | Resource Person |
| 1:00 PM - 1:15PM | Registration & Inaugural Address | State |
| 1:15 PM:2:15 PM | Key Concepts and Principles of Quality Assurance in Public Health facilities | Dr Chinmayee Swain, Consultant-QI |
| 2:15PM - 3:15PM | Science of quality & National Quality Assurance Measurement System and Assessment Protocols | Dr Parminder Gautam, Sr Consultant, QI |
| 3:15PM- | Quality Assurance Standards | Dr Sushant Agarwal, |



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|--|---|--|
| 4.30PM | and Checklist under NQAS | Quality Expert, ADB |
| 4:30PM-5:30PM | Patient Satisfaction Survey /Mera Aspatal with exercise | Dr Arpita Agrawal, Consultant-QI |
| Day-2(24th Nov, 2020) | | |
| 01PM:1.15PM | Recap | NHSRC |
| 1:15PM-2:30PM | Quality Assurance in Labour Room and OT/LaQshya | Dr Deepika Sharma,Sr.Consultant -QI |
| 2:30PM-3:30PM | Process Mapping | Dr Parminder Gautam, Sr Consultant, QI |
| 3:30 PM-4:30PM | Quality Assurance in Lab services (Internal Quality Control and External Quality Assurance Scheme) | Dr Deepika Sharma, Sr Consultant, QI |
| 4:30 PM - 5:30 PM | Prescription Audit and Clinical Audit | Dr Rashmi Wadhwa, Consultant-QI |
| 05:30PM-06:00 PM | Quality Assurance in Accident & Emergency | Dr Jagjeet Singh |
| Day-3 (25th Nov, 2020) | | |
| 1:15AM - 01:30AM | Recap | NHSRC |
| 01:30 PM - 2:30 PM | Patient Safety | Dr J N Srivastava, Advisor-QI |
| 02:30 PM - 03:30 PM | Key to quality improvement: PDCA | Dr Parminder Gautam,Sr Consultant-QI |
| 03:30 PM - 4:30 PM | KPI and Outcome Indicators | Dr Sushant Agarwal, Quality Expert, ADB |
| 04:30 PM- | RCA, Improvement Cycle | Dr Arpita Agarwal, |



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| 05:30 PM | (Action Planning and Prioritization) | Consultant-QI |
| Day-4 (26th November 2020) | | |
| 1:30:00 PM - 2:30 PM | Standards for Infection Control & Bio-Medical Waste Management | Dr Ranjit Mandal, State Consultant,QA(Public Health),Jharkhand |
| 02:30 PM- 04:00 PM | Documentation in quality management | Dr Deepika Sharma, Sr Consultant, QI |
| 04:00 PM- 05:00 PM | Documents required for NQAS/LaQshya certification | Certification cell, NHSRC/Dr Arpita Agarwal |
| 05:00 PM - 5:30 PM | Feedback and valedictory | NHSRC/State |
| Day-1 (14th Dec, 2020) | | |
| Time | Topic | Resource Person |
| 1:00 PM - 1:15PM | Registration & Inaugural Address | State |
| 1:15 PM:2:15 PM | Key Concepts and Principles of Quality Assurance in Public Health facilities | Dr Chinmayee Swain, Consultant-QI |
| 2:15PM - 3:15PM | Quality Assurance Standards and Checklist under NQAS | Dr Chinmayee Swain ,Consultant, QI |
| 3:15PM- 4.30PM | National Quality Assurance Measurement System and Assessment Protocols | Dr Sushant Agarwal, Quality Expert,ADB |
| 4:30PM- 5:30PM | Patient Satisfaction Survey /Mera Aspatal with exercise | Dr Arpita Agrawal, Consultant-QI |
| Day-2(15th Dec, 2020) | | |
| 01PM:1.15PM | Recap | NHSRC |



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| | | |
|--|--|---|
| 1:15PM-2:30PM | Quality Assurance in Labour Room and OT/LaQshya | Dr Chinmayee Swain, Consultant-QI |
| 2:30PM-3:30PM | Process Mapping | Dr Sushant Agarwal, Quality Expert,ADB |
| 3:30 PM-4:30PM | Quality Assurance in Lab services(Internal Quality Control and External Quality Assurance Scheme) | Dr Jagjeet Singh |
| 4:30 PM - 5:30 PM | Prescription Audit and Clinical Audit | Dr Arvind Srivastava, Consultant-QI |
| Day-3 (16th Dec, 2020) | | |
| 1:15AM - 01:30AM | Recap | NHSRC |
| 01:30 PM - 2:30 PM | Quality Assurance in Accident & Emergency | Dr Jagjeet Singh |
| 02:30 PM - 03:30 PM | Introduction to Quality Tools | Dr Chinmayee Swain, Consultant QI |
| 03:30 PM - 4:30 PM | KPI and Outcome Indicators | Dr Sushant Agarwal, Quality Expert, ADB |
| 04:30 PM-05:30 PM | RCA, Improvement Cycle (Action Planning and Prioritization) | Dr Arpita Agarwal, Consultant-QI |
| Day-4 (17th Dec 2020) | | |
| 1:30:00 PM - 2:30 PM | Standards for Infection Control & Bio-Medical Waste Management | Dr Ranjit Mandal, State Consultant,QA(Public Health),Jharkhand |
| 02:30 PM-04:00 PM | Documentation in quality management | Dr Chinmayee Swain, Consultant-QI |
| 04:00 PM-05:00 PM | Documents required for NQAS/LaQshya certification | Dr Arpita Agarwal, Consultant- QI |



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|-------------------------------|---------------------------------|--------------------|
| 05:00 PM - 5:30 PM | Feedback and valedictory | NHSRC/State |
|-------------------------------|---------------------------------|--------------------|

12. Following topics were discussed about which is enlisted below:

- a. Critical steps of Quality Assurance:
 1. Setting up Quality Standards, Measurable Elements and Check-lists.
 2. Quality Assessment.
 3. Identification of Gaps & areas of improvement.
 4. Action planning.
 5. Follow-up Assessment.
- b. PDCA cycle and shared examples regarding its implementation & gave a holistic view of quality management system and various terms related to it.
- c. Emphasis on **Donabedian** model which classifies **Quality of Care (QOC)** in terms of three aspects – **Structure, Process & outcome**.
- d. India needs a Pro- Public Health quality model which should be give flexibility to the states to customize, should be sustainable and scalable, have low cost of implementation etc.
- e. National Quality Assurance Program and eight key features of QA program namely –
 - o Unified organizational framework
 - o Quality assurance standards
 - o Continual assessment and scoring
 - o Key performance indicators
 - o Training and Capacity building
 - o Inbuilt quality improvement model
 - o Certification at state and national level
 - o Incentives and sustenance.
- f. Quality team formation and Internal Assessment. In this session participants were given a snapshot of composition of Quality Team at District Hospital, & recommended subcommittee under District Quality Team & their respective Terms of Reference.
- g. Internal Assessment & Gap Analysis:
- h. Prioritization & Action Planning for Improvement: In this session participants were explained about prioritization of gap based on



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severity of impact on patient care i.e., High, medium & low & time bound action planning for the traversing gaps.

- i. **Quality Assurance in Laboratory (Internal Quality Control & External quality Assurance Scheme:** Participants were explained about the Pre-analytical, Analytical & Post-Analytical method of testing. Also given emphasis on Calibration of measuring & monitoring equipment. Explained about the Internal Quality Control & External Quality Assurance Scheme.
- j. **Hospital Infection Control:** Participants were explained about procedures of hand hygiene & steps of hand washing, personal protection, instrument processing & environmental control along with discussion about the categories of Biomedical Waste & standardized color-coded collection and their respective treatment method.
- k. **Clinical Audits (Medical, Death, Prescription)** During the session participants were given a detailed explanation about Medical Audit, Death Audit, Prescription Audit. Based on four imaginary Quality districts hospital viz., participants were given check list to fill their respective findings & present the same. It engaged all the participants in doing the exercise
- l. **Documentation for Quality Assurance – Standard Operating Procedure (SOPs), Quality Policy, Quality Objective, Vision, Mission etc.** were explained including how to write sops for different department of Public Health Facilities.
- m. **Patient Safety:**
 - Discussion on Physical Safety of the infrastructure which includes seismic safety & electrical establishment.
 - Also explained about the planned infrastructure as per prevalent norms for delivery of assured services. Also discussed about the fire safety.
 - Participants were shown various pictures from the different public health hospitals concerning patient safety for better understanding.
- n. **Process Mapping**
- o. **Tools for Quality Improvement:** It includes explanation about the RCA, Brain storming, why-why analysis, fish bone diagram, Pareto analysis, control charts, run charts etc.
- p. **Key Performance Indicators & Outcome indicators:** Participants were explained about all the 30 indicators mentioned in the operational guidelines and were given exercises to calculate each indicator. This session was participative as it engaged all the participants in doing the calculations for solving the exercises.



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- q. Patient Rights & Satisfaction which explain about availability & accessibility, Privacy & confidentiality, Active participation of the patients & their relatives. Also given emphasis on free services under JSSK. Participants were shown numerous pictures from the different public health hospitals which are handful for the delegates to improve their respective health facility more user friendly. The session was followed the exercises on PSS analysis.
- r. Quality Assurance Labour room & OT: Focus was on discussion pertaining to LaQshya, which mainly included Getting started, Standards of care, Assessment, Improvement, Monitoring, Documentation and Scaling up.

13. Participant feedback:

Due to poor network in some of the rural areas, participants were getting disconnected during the session.

14. Suggestions to improve the training:

Following suggestions were provided by participants, state team, which are enlisted below:

- o Include session on AERB compliance activity including indicators to be monitored for radiological services
- o Disposal of BMW in x ray services etc in a session
- o More details on Patient safety may be included.



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Annexure I

Participants list:

| List of participants attended the 1st Batch of Virtual Service Providers Training-NQAS Training of NHSRC | |
|---|-----------------------------|
| Date: 23rd November to 26th November, 2020 | |
| Sl. No | Name of Participants |
| 1 | Dr Deepawali |
| 2 | Dr Renuka Bharti |
| 3 | Dr Deependra Kumar |
| 4 | Md Murshid |
| 5 | Dr Bhushan Rana |
| 6 | Dr Sunil kr Singh |
| 7 | Dr Sweta Gunjan |
| 8 | Dr Pratibha Rai |
| 9 | Mr Sudip Kisku |
| 10 | Dr Rajeev Ranjan |
| 11 | Dr Reshmi Mishra |
| 12 | Dr Sweta Lal(HOD Gynae) |
| 13 | Dr Arun Kumar (MOIC) |
| 14 | Dr A N Dey |
| 15 | Dr S Manjhi |
| 16 | Dr Ranjan Kumar |
| 17 | Dr Dipti M Kujur |
| 18 | Dr Nirupama |
| 19 | Dr Anita Sinha |
| 20 | Dr Sujata Singh |
| 21 | Dr Amita Kumari |
| 22 | Dr Archana |
| 23 | Dr Priya Srivastava |
| 24 | Dr. Lily Stella Purty |
| 25 | Dr Prince Pingua |
| 26 | Dr Shankar Tudu |
| 27 | Dr Ranjit Murmu |



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| | |
|----|---|
| 28 | Dr Premlata |
| 29 | Dr Preeti |
| 30 | Dr Mamta M Kujur |
| 31 | Dr Dinesh kumar |
| 32 | Sheela Kumari |
| 33 | Dr Mahendra Prasad |
| 34 | Sunita Kumari |
| 35 | Rita Kumari |
| 36 | Dr Dheeren Yadav |
| 37 | Jyoti Prabha |
| 38 | Dr Rameshwari Beck(Assistant Professor Gynae) |
| 39 | Dr Vineet Kumar |
| 40 | Dr J P S Tigga |
| 41 | Dr Sudeep Kachap |
| 42 | Dr Mita Sinha |
| 43 | Ajay Manjhi |
| 44 | Dr Anamika |
| 45 | Binita Hemrom |
| 46 | Chandan Kumar |
| 47 | Babita mehta |
| 48 | Dr O P Chowdhary |
| 49 | Dr Vikash Bhengra |
| 50 | Dr Geetali Ghosh |
| 51 | Dr Rita Kashyap |
| 52 | Dr Ava Marandi |
| 53 | Dr Apurwa Ghosh |
| 54 | Sunil Kumar |
| 55 | Nayan Rai |
| 56 | Aman Kumar |
| 57 | Poonam Kumari |
| 58 | Ranju Sharma |
| 59 | Bina Gari |
| 60 | Saroj Bhagat |
| 61 | Dr Mita |
| 62 | Dr Niman |
| 63 | Ms Madhumita Prabha |
| 64 | Ms Archana Jaiswal |
| 65 | Ms Mousami Rani |
| 66 | Ms Anju Gope |
| 67 | Md Mounuddin Sheik |



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|----|------------------|
| 68 | Mr Santosh Kumar |
| 69 | Anil Topno |
| 70 | Ms Rajbir Kaur |
| 71 | Mr Nalin Kumar |
| 72 | Mr Kedar Nath |

**List of participants attended the 2nd Batch of Virtual Service
Providers Training-NQAS Training of NHSRC**

Date: 10th December to 17th December, 2020

| Sl. No | Name of Participants |
|-------------------|---|
| 1 | Mr Mantosh kumar |
| 2 | Md Murshid |
| 3 | Mr Sudip Kisku |
| 4 | Mr Prabir Murmu |
| 5 | Ms Monali Roy |
| 6 | Ravi Shankar shekhar |
| 7 | Md Shahnawaz (HM) |
| 8 | Puspha Srivastav (Block Programm Manager) |
| 9 | Dr Prabash Kumar |
| 10 | Ms Antara Jha |
| 11 | Ms Tabassum |
| 12 | Ms Subhasini Tirkey |
| 13 | Md Mouinidun Sheikh |
| 14 | Mr Suneet Srivastava |
| 15 | Mr Sudip Chandra |
| 16 | Mr Nishant Kumar |
| 17 | Mr Atindra Upadhya |
| 18 | Ms Jiren Kundulna |
| 19 | Mr. Sanjeet Roy |
| 20 | Ms Alka Kullu |
| 21 | Budhni Toppo (Matron) |
| 22 | Sunita Toppo (Staff Nurse) |
| 23 | Kiran Lata (Staff Nurse) |
| 24 | Pratima Sinha (ANM) |
| 25 | Kumari Kumkum (ANM) |
| 26 | Kumari Hemanti(ANM) |
| 27 | Sri.Shayama Charan Jha (BPM) |



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|----|-------------------------------------|
| 28 | Smt.Julita Hembrom (OT.Assistent) |
| 29 | Md.Ali Hadar (Pharmasist) |
| 30 | Sri.Sankar Kumar (Lab.Tech) |
| 31 | Smt.Sanoti Murmu (GNM) |
| 32 | Sri. Papu Kumar (Pharmasist) |
| 33 | Sri.Hari Sankar Prasad (Lab.Tech) |
| 34 | Smt.Anju Kumari (GNM) |
| 35 | Md.Samas Tabreej Alam(Pharmasist) |
| 36 | Md.Shahid Siddiqui (Lab.Tech) |
| 37 | Mr. Pankaj Kumar Pandey (BPM) |
| 38 | Dr. Lily Stella Purty |
| 39 | Mr. Santosh Kumar (LT) |
| 40 | Smt. Runi Kumari |
| 41 | Smt.Apolina Tigga |
| 42 | Mr Umakant Sahay (BPM) |
| 43 | Smt. Kanchan Kumari (ANM) |
| 44 | Mr. Sanjay Choudhary (LT) |
| 45 | Smt. Chanchala Kumari (Staff Nurse) |
| 46 | Mr. Anuj Kumar (LT) |
| 47 | Mr. Dilip Kumar (Pharmacist) |
| 48 | Ms. Suneeta Kumari (BPM) |
| 49 | Dr Amita Kumari |
| 50 | Smt. Phulwanti Kumari |
| 51 | Smt. Sumanti Horo |
| 52 | Smt. Mamta Lakra |



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